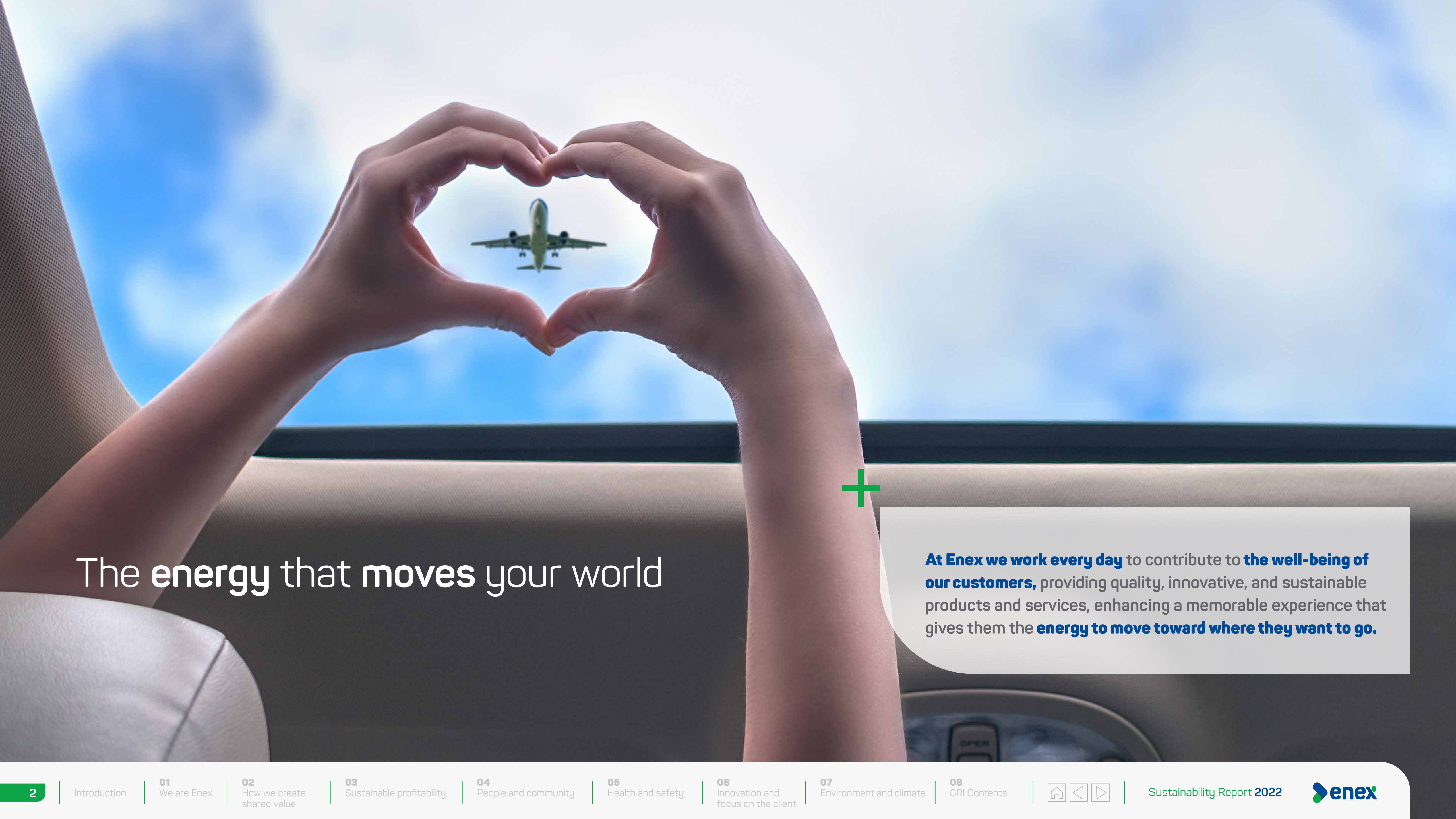




Sustainability<sup>+</sup>  
Report  
2022







# The energy that moves your world

**At Enex we work every day** to contribute to **the well-being of our customers**, providing quality, innovative, and sustainable products and services, enhancing a memorable experience that gives them the **energy to move toward where they want to go.**





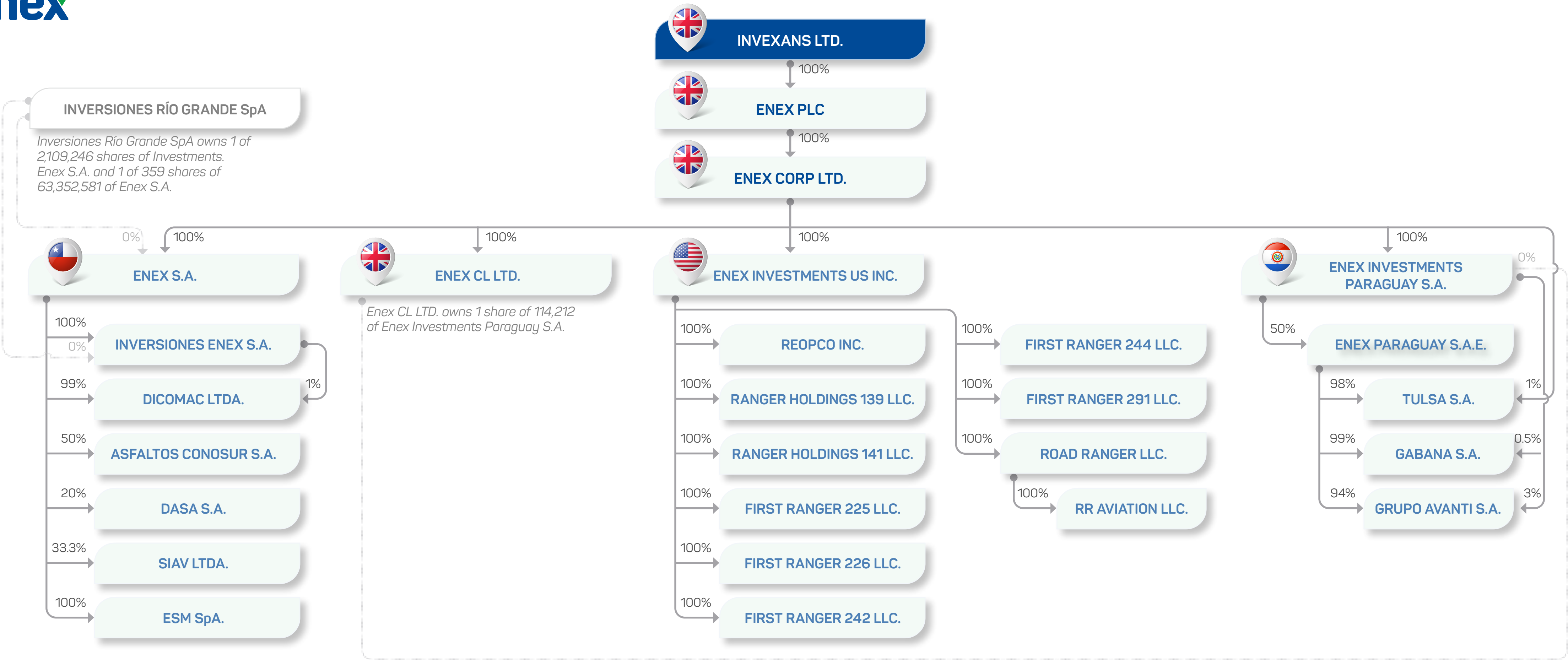
To resolve doubts or make comments about this Sustainability Report and the information it contains, please contact [sostenibilidad@enex.cl](mailto:sostenibilidad@enex.cl).

Enex S.A administration office address: Avenida del Cóndor Sur 520, Piso 4, Ciudad Empresarial, comuna de Huechuraba, Santiago, Chile.

## About this report

- Enex Sustainability Report 2022, under the standards of the Global Reporting Initiative (GRI), essential compliance, without external verification.
- Performance between January 1 and December 31, 2022 (annual).
- The scope of this Report is the British company Enex Corp LTD, whose subsidiaries are Empresa Nacional de Energía Enex S.A., Enex CL LTD, Enex Investments US INC. and Enex Investments Paraguay S.A.
- Empresa Nacional de Energía Enex S.A. operates in Chile and has the following subsidiaries: Inversiones Enex S.A., Empresa de Soluciones Mineras ESM SpA (ESM), and Distribuidora y Comercializadora de Accesorios y Combustibles Norte Limitada (DICOMAC). It also participates in Depósito Asfálticos S.A. (DASA), Sociedad Inversiones de Aviación Limitada (SIAB) and Asfaltos Conosur S.A.
- Enex Investments US INC. is a corporation (Sociedad Anónima) incorporated under the laws of the State of Delaware, United States of America. Its subsidiaries are Road Ranger LLC., RR Aviation LLC., Reopco Inc., Ranger Holdings 139 LLC., Ranger Holdings 141 LLC., First Ranger 225 LLC., First Ranger 226 LLC., First Ranger 242 LLC., First Ranger 244 LLC., and First Ranger 291 LLC.
- Enex Investments Paraguay S.A. is a duly constituted and validly existing company in accordance with the laws of the Republic of Paraguay, and currently owns 55% of Enex Paraguay S.A.E, Tulsa S.A., Gabana S.A. and Grupo Avanti S.A. Therefore, the financial results of Enex Paraguay S.A.E and its subsidiaries with Enex Chile and Road Rangers are not consolidated.
- Empresa Nacional de Energía Enex S.A. corresponds to a closed corporation (Sociedad Anónima Cerrada) incorporated in 1961 as Shell Chile Sociedad Anónima Petrolera (Shell Group's activities in Chile began in 1919). In 2011, Quiñenco acquired Shell's business in Chile and the company adopted its current corporate name. In 2013, Empresa Nacional de Energía Enex S.A. acquired Terpel's operations in Chile, expanding its network of service stations, convenience stores and coverage in Chile. In 2020, there was a corporate reorganization that moved Enex Headquarters to London, United Kingdom.
- Within this report's information are included, when warranted, amendments or corrections of information included in the 2021 report.

# Corporate framework<sup>+</sup>



- GRI 2-1 Organization details
- GRI 2-2 Entities included in the sustainability report
- GRI 2-3 Report period, frequency and point of contact
- GRI 2-4 Re-expression of information
- GRI 2-5 External verification



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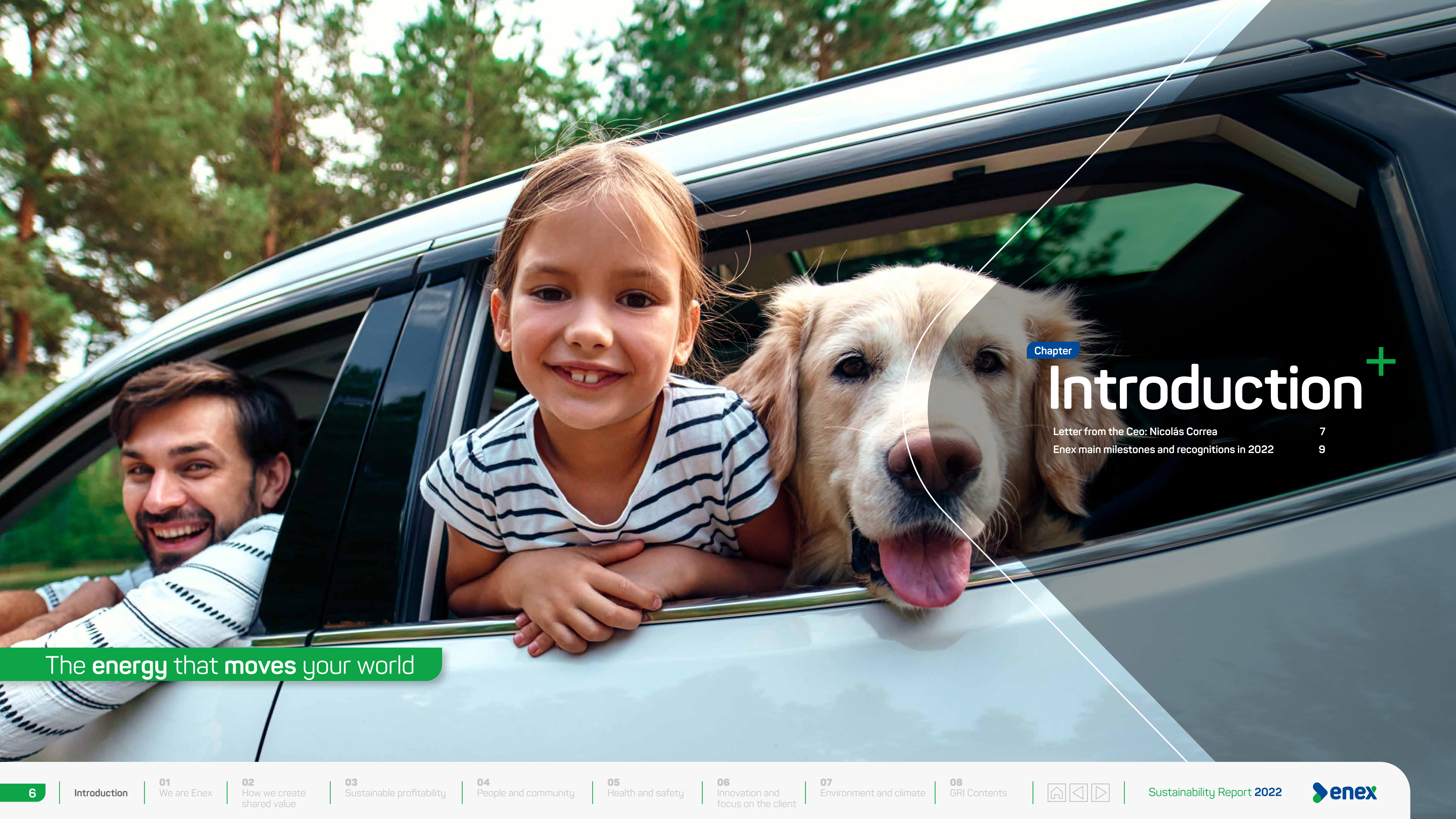
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The energy that moves your world

Chapter

# Introduction+

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**Nicolás Correa Ferrer**  
CEO - Enex Corp Ltd / CEO - Empresa Nacional de Energía Enx S.A.

## Letter from the CEO

I am pleased to present our sixth Sustainability Report. This report presents an account of Enex's management in economic, social, environmental and governance matters during 2022.

Since our operations began in Chile in 1919, we have collaborated with the country's economic development and welfare. This long trajectory has led us to be a relevant actor in Chile in supplying fuels and lubricants, convenience stores, and a series of associated services. Our gained experience led us, in 2018 and 2019, to expand our operations to the United States and Paraguay markets, which we have consolidated since then.

Our management has Enex seal and commitment to Sustainable Development to continue being "the energy that moves your world" for many more years. In this sense, this Sustainability Report is an opportunity to monitor and evaluate our operation's progress and

impacts, aiming to contribute to our stakeholders' well-being, providing quality, innovative and sustainable products and services.

In addition, we created the Sustainability and Innovation Assistant Management to strengthen our management in this area. In environment, we reinforce our commitment to publishing our Climate Change Policy, which aims to identify emission sources, verify through the ISO 14064/1: 2018 standard - for the third consecutive year - and generate greenhouse gas mitigation plans in our operations. This has allowed us to manage better and reduce our carbon footprint, mitigate possible impacts of our operations, promote a circular economy and improve our relationships with communities, employees, customers and suppliers.

In line with the above, during 2022 we continue to advance in the energy transition of our facilities, and towards our customers,



**This year there were significant advances in our sustainability strategy, such as the definition of our climate change goal, where Enex committed to promoting a neutral future in emissions from our operation by 2030, corresponding to scopes 1 and 2 (direct and by electricity consumption). We anticipate the national and global goals defined in the Paris Agreement through renewable energies.**



promoting the use of greener supply. This year, photovoltaic generation plants began to operate at San Francisco de Mostazal and Maipo Oriente service stations and the construction of another six stations began, which will be operational in 2023. In addition, we closed the year with 22 Enex E-Pro fast charging points for electric vehicles between Coquimbo and La Araucanía regions and were awarded the co-financing tender for 10 additional “+Carga Rápida” chargers of the Energy Sustainability Agency, aimed at accelerating investments in this area.

To reinforce our commitment to the environment, this year we launched our first Shell Helix Ultra Carbon Neutral lubricant, which, in addition to its high purity, is manufactured through an energy-efficient process, contained in a sustainable package and with its footprint offset by carbon credits. On the other hand, we are proud to have achieved Giro Limpio Certification for 98% of the cargo transported by our land fleets, a national energy efficiency certification program of the Energy Sustainability Agency for companies in the transportation sector.

We also had important milestones in the field of circular economy. We adhere to PROREP and ReSimple, packaging management systems that will allow us to meet the Extended Producer Responsibility Act (REP) challenges and goals for these priority products. As for recycling in our facilities, we are very pleased to have achieved that after dismantling our COMAP fuel storage plant in Antofagasta, the steel of the tanks and production lines was sent for recycling through a specialized company.

At Enex, we understand the importance of establishing and maintaining links with the communities in our operations’

influence area. That is why, in 2022, we developed a community relationship Policy and strategy in the social field after surveying local risks and opportunities in the influence areas.

In 2022, we made significant investments to expand upa! stores coverage. I especially highlight the inauguration of upa! Market, a new format of convenience stores, located outside the service stations. To grow in this store format, 16 locations were acquired. These have allowed us to bring our experience and product offer to residential and office areas.

We made important investments during 2022. Among these are opening two service stations on the road, six in cities, and two upa! stores, seven upita and 14 stores in the new upa! Market format. In addition, we extended our alliance with Shell for brand use in Chile, extended our agreement with BMW and renewed our supply contracts with Antofagasta Minerals, Collahuasi and Minera Escondida.

Another outstanding 2022 achievement was ensuring lubricant supply to our main customers in Chile, thanks to our supply sources diversification in Turkey and China. Despite the difficulties imposed by the global shortage context, this allowed us to achieve 96% SLA (service level agreement) compliance.

At the period’s end, we are proud to have 447 service stations - representing 25.9% of the country’s total -, and 208 upa!, upita and upa! Market stores.

In Road Ranger, we opened three new Travel Centers in the cities of Cisco, Sealy and New Deal in the State of Texas, and started construction of four additional projects. This

expansion process was preceded by an in-depth analysis that allowed us to project the best locations for these and future facilities.

We generated new and interesting alliances with new technological platforms; an example is Mudflap, an application that offers instant discounts on fuel to diesel vehicle drivers and continues strengthening the Road Ranger application. We also started own-operation of Wendy’s restaurant franchise, which we operate directly in four of our Travel Centers. We became sponsors of the ThorSport Racing team, an American professional auto racing team that currently competes in NASCAR World Truck Series. On the social front, we began a partnership to support St. Jude Children’s Research Hospital, whose mission is to promote cures and prevention means for catastrophic pediatric diseases, especially cancer and leukemia, through research and treatment.

At Enex Paraguay, we also had a positive year, opening 14 new service stations and 12 upa! stores. Among them, the station on Avenida República Argentina and Manuel del Castillo stands out. It was built considering rigorous criteria to obtain LEED Certification, which guarantees the highest eco-efficiency standards in construction and meets sustainability requirements. In addition, it is the first one to have a McDonald’s restaurant after Enex Paraguay signed in 2022 an alliance with Servicios Rápidos del Paraguay S.A., the North American chain franchise in that country. For next year it is expected to have new openings.

Our growth plan in this country took up speed thanks to the acquisition of Gabana, a company in the fuels and

lubricant commercialization business, adding 18 service stations and more than 300 new collaborators. On the other hand, we signed an alliance with Castrol, a British vehicle and industrial lubricants brand that establishes the exclusivity of lubricant sales in our service stations throughout Paraguayan territory, aiming mainly to get closer to consumers, taking advantage of our network’s rapid growth.

We recently reached 55% ownership of Enex Paraguay S.A.E and sealed a new partner’s entry, with great international support, to replace the original. This enables us to keep operating in that market and continue delivering quality products and services.

I would like to finalize this cover letter by thanking the Enex affiliates and related companies’ teams, distributors at service stations and all those who make our business’ development and the construction of this Sustainability Report possible. This commitment enabled us to achieve satisfactory performance in 2022 and encourages us to look at future challenges with confidence and optimism.

I invite you to read this Sustainability Report, which will help you better understand how we continue to be **“the energy that moves your world”**.


**Nicolás Correa Ferrer**  
CEO - Enex Corp Ltd  
CEO - Empresa Nacional de Energía Enex S.A.

GRI 2-22 Declaration on the Sustainable Development Strategy




# Enex main milestones and recognitions in 2022<sup>+</sup>

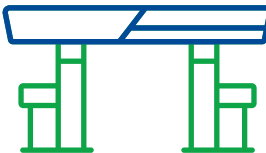




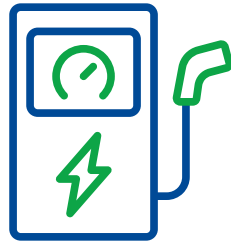
Launch of  
**upa! Market**  
convenience  
store format  
with **14 stores**  
located outside  
service stations




Two new  
**upa! stores**  
and seven  
new **upita**  
stores.




Eight new  
service  
stations



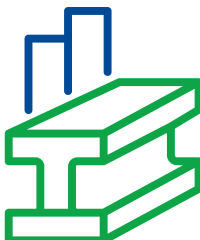
Five new  
**Enex E-Pro**  
electric chargers  
installed between  
Coquimbo and  
Araucanía regions



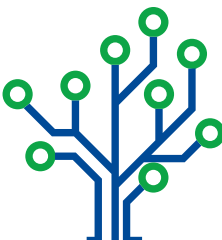
**+Carga Rápida**  
Award from the  
Sustainability  
Agency




Launch of our first  
**Shell Helix  
Ultra Carbon  
Neutral**  
lubricant




Steel from the  
dismantling of our  
**COMAP Plant**  
in Antofagasta  
sent for recovery by a  
specialized company



Creation of the  
**Sustainability  
and Innovation  
Assistant  
Management**



Publication of  
**Climate Change  
and Community  
Relations Policies**



**98% of the cargo**  
transported by  
**GiroLimpio-**  
**certified** land  
fleets



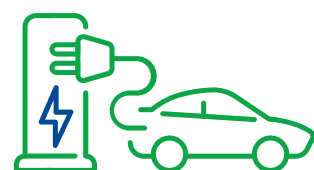
# Enex main milestones and recognitions in 2022<sup>+</sup>



## enex United States



Three new  
Travel  
Centers  
opened in  
Texas



Opening of the  
first charging  
points for electric  
vehicles



Expansion of  
**Wendy's**  
food  
franchise  
direct operation



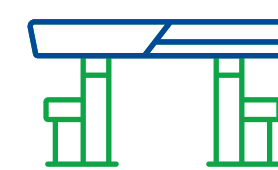
Alliance with  
**Mudflap** to  
deliver benefits  
for drivers



## enex Paraguay



14 new  
service  
stations  
and 12 upa!  
stores



Acquisition of  
**Gabana**  
and **Avanti**,  
incorporating  
18 new service  
stations

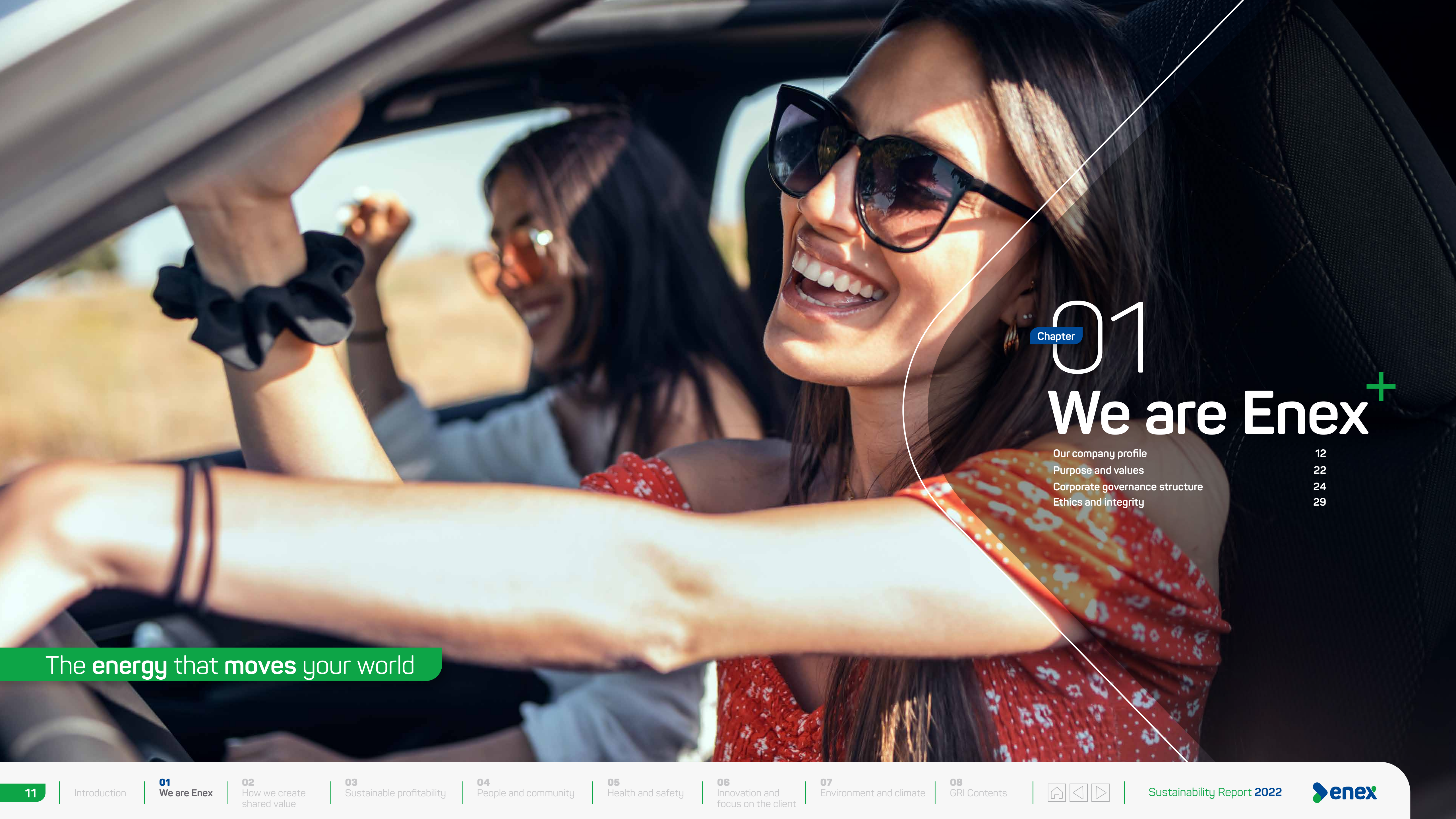


Alliance with  
**Castrol**,  
British brand of  
lubricating oil



**LEED**  
certification of  
eco-efficiency  
standards in  
construction





Chapter **01**  
**We are Enex<sup>+</sup>**

Our company profile  
Purpose and values  
Corporate governance structure  
Ethics and integrity


















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The energy that moves your world



# Our company profile<sup>+</sup>



Chile		United States		Paraguay	
 <b>MM US\$ 4.475</b> Net Sales	 <b>447</b> No. of Service Stations	 <b>MM US\$ 650</b> Net sales	 <b>MM US\$ 130</b> Net sales	 <b>1</b> No. of Lubrication Centers	
 <b>208</b> No. of Stores upa!, upita and upa! Market	 <b>130</b> No. of Lubrication centers	 <b>45</b> No. of Service Stations	 <b>75</b> No. of Service Stations		
 <b>14</b> PNo. of Fuel storage and distribution plants	 <b>78</b> No. of Lavapro	 <b>52</b> No. Total restaurants (quick service restaurant - QSR) in the network	 <b>14</b> No. of upa! and upita Stores		
 <b>22</b> No. of Enex E-pro (Chargers)	 <b>2.778</b> No. of Total collaborators	 <b>824</b> No. Total collaborators	 <b>798</b> No. Total collaborators		





For over a century, Enx has been a relevant actor in storing and distributing fuels and lubricants in Chile, supplying clients of private and commercial fleets, along with serving industries relevant to the development of the country, such as mining, transport, forestry, and aviation, among others. During the last decades, we have also positioned ourselves with a wide network of convenience stores and a series of services for vehicle care and maintenance in our service stations.

Throughout the Chilean territory, we have 447 service stations identified with the Shell brand, of which we are licensees. Our network has consolidated an important offer of upa! convenience stores, allied restaurants and pharmacies, Enx E-Pro fast charging EV charging stations, Lavapro washing machines and Shell Helix Express Lubrication Sheds.

Our network of convenience stores reaches 208 stores in Chile, both in service stations and locations outside them, with our own brands upa! and upita and the new upa! Market, which supply our customers with food and basic necessities, in addition to delivering sanitary and banking services, among others.

In the industrial clients segment, we supply fuels, Shell and Pennzoil lubricants, ACDelco spare parts, among other brands; liquefied gas and asphalts; mainly in the areas of transport, mining, construction, shipping, forestry and aviation, among others.

To ensure the supply of our products, we have developed an extensive infrastructure consisting of our property ownership in 14 fuel storage plants supplied by pipelines and sea. We also own 50% of Asfaltos Cono Sur S.A., operator of asphalt storage and dispatch terminals located in Mejillones (until 2022) and Puchuncaví; 20% of Depósitos Asfálticos S.A. (DASA), a company that does the same from the Petróleos Aconcagua Refinery, in Concón; and 33.3% of Sociedad de Inversiones de Aviación Limitada (SIAV), which provides reception, storage and distribution services for aviation fuel at Arturo Merino Benítez Airport in Santiago.

Our presence outside Chile began in 2018 when we acquired Road Ranger in the United States, the fourth most extensive network of road service stations or Travel Centers in that country, which operates mainly in the Midwest and Texas. In 2022, we opened three new Travel Centers, thus ending the period with a network of 45 sales points. We also made a series of agreements allowing us to offer an attractive offer of liquid fuels, convenience stores, fast food restaurants, truck weighing, showers, Amazon lockers and gaming machines, among other services.

In the following year 2019, we acquired 50% of Gasur SRL company, renamed Enx Paraguay S.A.E. Since the takeover, we have undertaken successful induction work to carry Enx and upa! brands to the Paraguayan market. Nowadays, both stand out in the local market for their high-quality standards and good reception among our customers. As of

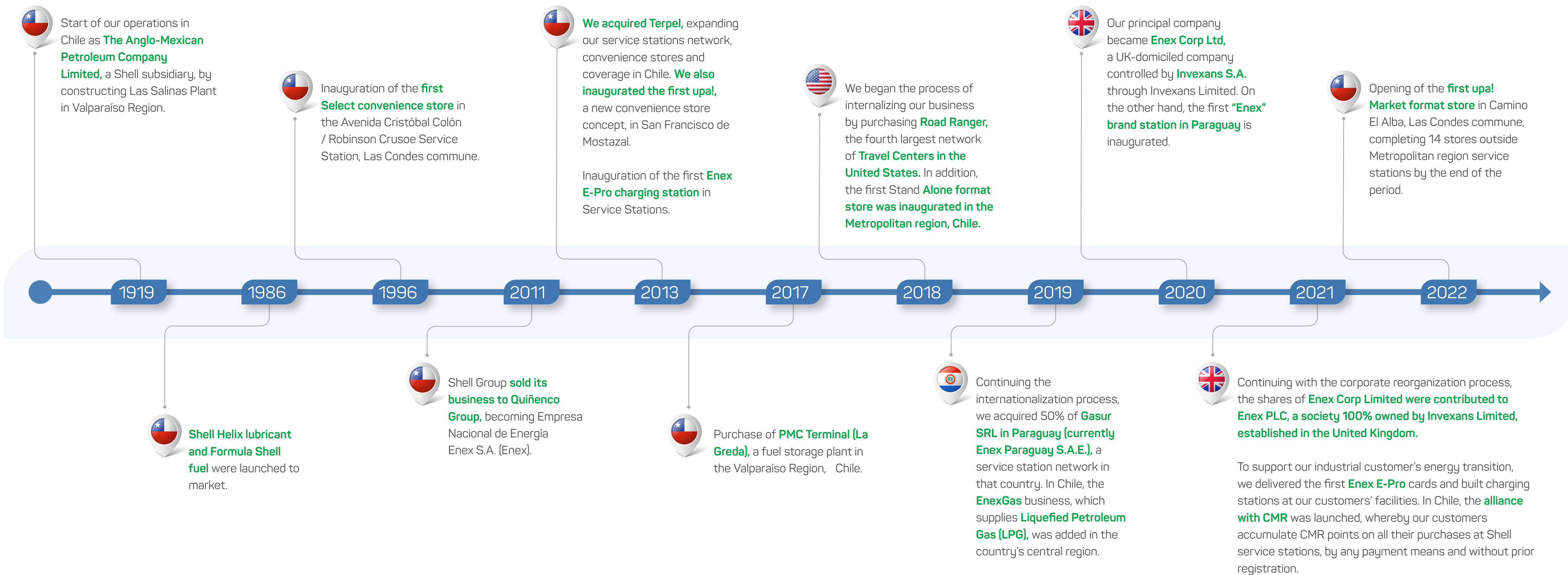
December 2022, we operate in that country a network of 75 service stations and 14 upa! stores.

Subsequently, at the end of 2020, we began a corporate reorganization process as a subsidiary of Invexans S.A., a company controlled by Quiñenco Group. Invexans S.A. owns 100% interest in Enx Corp Ltd, controller of Empresa Nacional de Energía Enx S.A. (Enx Chile); Enx CL Ltd. in the UK; Enx Investments US Inc. in the United States, Road Ranger's principal; and Enx Investments Paraguay S.A., shareholder of Enx Paraguay S.A.E. In 2021, we created Enx plc, a company incorporated in London, United Kingdom, a financial center that will facilitate our business opportunities prospection and allow us access to global capital markets.

Despite the social, health, logistical and economic challenges present in recent years, we have carried on working to ensure products and services supply to maintain our value-offer's sustainable growth. We continue to open new service stations and travel centers in the markets where we operate, we entered electric vehicles charging, we diversified and expanded our convenience stores, and we strengthened relationships with allies and generated new ones to add new services and platforms aiming to be closer to our customers and respond to their needs. In this way, we are prepared and open to new future opportunities.



# Our history





# Our business segments



## Retail: service stations, convenience stores and travel centers

- Fuel retail distribution in Service Stations in Chile under the Shell brand.
- Fuel retail distribution to motorists and carriers in the United States, through the Road Ranger Travel Centers network.
- Fuel retail distribution under the Enex brand in Paraguay.
- Operation of Service stations and travel centers.
- Operation of convenience stores in different formats, corresponding to the upa! and upita brands and the upa! Market format in Chile, upa! in Paraguay, and Road Ranger in the United States.
- Operations of Lavapro washing machines and Shell Helix Express Lubrication Sheds.
- Operation of food franchises and other services such as bathrooms and showers, gambling and truck weighing, among others, in the Chile and Road Ranger networks.



## Lubricants and spare parts

- Macro-distributor of lubricants and related products under the Shell Hélix, Shell Rimula, Penzoi and Rhenus brands for vehicles, engines, vessels, and industries in Chile, through retail channels and commercial alliances.
- Lubricants supply in the field.
- Distribution of coolant, antifreeze, and liquid solutions for vehicle care under the Krynex brand.
- Distribution of ACDelco, GM Genuine Parts and Motorx automotive spare parts.
- Distribution of Shell Car Care products, cleaning products, cleaning and vehicle maintenance.
- Castrol Lubricants distributor in Paraguay.



## Industrial fuels

- Fuel supply to customers in industrial customer segments such as transportation, mining, aviation, nautical, forestry, construction, forestry, and agriculture, among others.



## Other segments

- Electro-mobility solutions through the Enex E-Pro charging station network at service stations and industrial customer facilities, alongside Enex E-Pro fleet cards. In addition to installation of photovoltaic panels and energy efficiency solutions.
- Liquefied Petroleum Gas (LPG) for customers in the B2B segment through the bulk gas product.
- Asphalts: paving bitumen for highways, urban and rural roads, and airports.



# Our brands and licenses

## Own brands





# Nuestras marcas y licencias

## Exclusive representation



Shell  
**HELIX**

Shell  
**V-Power**

Shell  
**Evolux**  
Diesel

**Shell Card**

Shell  
**Car Care**

Shell  
**RIMULA**

Shell  
**Gadus**

Shell  
**Omala**

Shell  
**Spirax**

Shell  
**Tellus**

Shell  
**ADVANCE**

**SHELL**  
**AUTOSERVICIO**  
AUTOCUIDADO PARA TODOS

## Franchising and licensing

**AdBlue**



**SUBWAY**

**Wendy's**



**DICKEY'S**  
BARBECUE PIT  
est. 1941

**CINNABON**



**ACDelco**

2. Pennzoil's franchise and licence is part of the Shell lubricants macro-distribution agreement.



# Revenue distribution by segment

Business segment	Revenue [MMUS\$]				% Revenue			
	2019	2020	2021	2022	2019	2020	2021	2022
 <b>Retail Chile</b>	2,020.0	1,479.0	2,172.0	<b>2,732.3</b>	55%	55%	57%	<b>53%</b>
 <b>Industrial Chile</b>	1,205.4	901.0	1,173.8	<b>1,742.0</b>	33%	33%	31%	<b>34%</b>
 <b>Retail United States</b>	432.1	311.5	458.4	<b>650.3</b>	12%	12%	12%	<b>13%</b>





# Value chains Enex Chile<sup>3</sup>



## Supply

- Our main fuel supplier in Chile is ENAP. This supply is complemented by direct imports that come mainly from the Gulf of Mexico.

## Storage and distribution

- We store the fuel in 14 plants throughout Chile with 200 thousand m3 total capacity.
- We stockpile lubricants and spare parts in 10 warehouses and store asphalt in three plants in Mejillones (operating until the beginning of the second half of 2022), Puchuncaví and Concón.
- We distribute our products in trucks which travel 2.3 million kilometers per month on average.

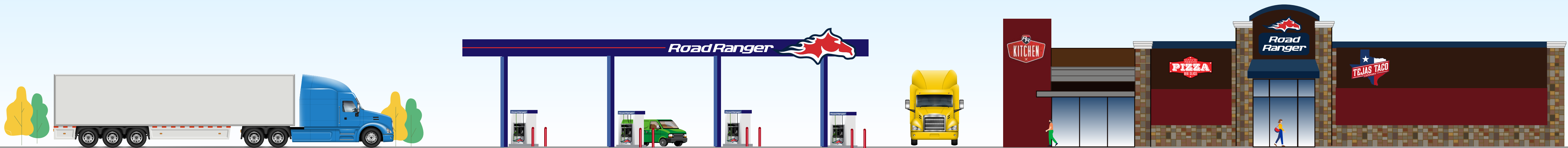
## Industrial customers and Shell service stations

- We have 447 service stations where we carry out 112 million fuel sales transactions.
- We have 208 stores in upa!, upita and upa! Market formats where we carry out 24 million commercial transactions.
- We have 10 thousand industrial customers.
- We loaded 218 million liters of JET A-1 aviation fuel both at airports and private airfields.

3. Value chain corresponds to the fuel business in Chile, which concentrated 87% of revenues during 2022 and is also the company's most significant operation.



# Value chains Road Ranger



## Supply

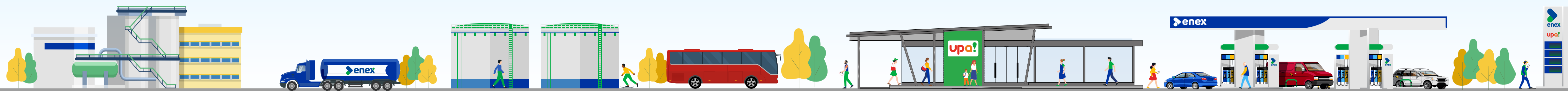
- In the United States, we have multiple fuel suppliers, who distribute to our Travel Centers.

## Travel Centers Road Ranger

- We have 46 Travel Centers (large roadside service stations with a wide offer for trucks that travel the route), where we carry out 5 million fuel sales transactions and 8 million commercial transactions.



# Value chains Enex Paraguay



In Enex Paraguay, we are carrying out our growth plan towards the future, placing an important focus on the central zone of the country. In the store business, we focus on promoting a product offer based on the UPA offer, localized according to Paraguayan consumer's preferences.

## Supply

- The largest fuel supplier in Paraguay is Terminales y Logística Portuaria (TLP). In addition, we have other local suppliers and international traders, mainly from the Gulf of Mexico.

## Storage and distribution

- In Paraguay, our storage capacity is leased in TLP facilities, which allows us to receive products imports.
- We distribute our products in trucks, which travel 80 thousand kilometers per month on average.

## ENEX service stations

- We have 75 service stations and 14 stores where we carry out approximately 450 thousand transactions per month.

GRI 2-6 Activities, value chain and other business relationships



# Purpose and values<sup>+</sup>



Ensure our customers an outstanding service experience, delivering the energy they need through constant innovation in our products and services to provide and ensure a coherent, sustainable, and reliable value proposition, in charge of specialized and personalized teams.

## Our purpose

To be the energy  
that moves  
your world

At Enx, we seek to deliver quality products and excellent service to all our customers through innovative, efficient, and convenient solutions that help them move wherever they want.

## Our Mission

Ensure our customers an outstanding service experience, delivering the energy they need through constant innovation in our products and services to provide and ensure a coherent, sustainable, and reliable value proposition, in charge of specialized and personalized teams.

## Our values



Service

We want to generate an optimal service that mobilizes people to meet their objectives through collaboration and teamwork. We work permanently to respond timely and agile to their requirements, putting ourselves in our customers' place.



Excellence

We give our best effort to do things right. We put the greatest effort into each task and challenge, surpassing ourselves every day to meet our goals and commitments.



Respect

We have integrity, we value people and our environment, through compliance with our Code of Conduct, ethical standards, and current laws. We take care of our security, demanding that the regulations be respected, especially that of free competition. In addition, we comply with the established schedules and deadlines, thus respecting the time of others.



# Strategic pillars



## Customer Focus

We put our customers at the center of our work.

**We design products and services that seek** to solve your concerns and needs, ensuring the highest quality service experience.



## Innovation

**We innovate to generate new tools that help** us to have more efficient processes and to improve our products and services' characteristics.



## Sustainable Profitability

**We seek to grow safely, reliably, and durably over time.** We have designed work policies that allow us to create social, economic, and environmental value in the areas or areas in which we operate.

The work we do in this pillar focuses on People and Community, Profitability and Environment.





# Corporate governance structure<sup>+</sup>

Enex's corporate governance practices in Chile are governed by Law No.18,046 about Corporations, the Regulations on Corporations and the bylaws. On the other hand, in the United States, our operation is governed by regulations associated with the fuel industry, convenience stores and corporations, such as the Delaware General Corporation Law. In Paraguay, corporations are governed by Law No.1,183/1985 "Civil Code", Law No.388/1994, Law No.3,228/2007 and Law No.5,895/2017.

The Board of Directors is the responsible body for establishing the company's management models, strategies, policies and values, focusing on generating sustainable profitability. It comprises five directors and one adviser, who serve for three years.

Corporate Governance participates in and approves the Company's central themes, such as purpose, mission, definition of values, strategies, policies, and objectives defined with respect to sustainable development in all its scope. Thus, the sustainability strategy is approved by the Board of Directors, who also follow up on it based on the monitoring of strategic goals.

Environmental, social, and corporate governance factors integrate the analysis of every Enex investment and operation. At each Board meeting, economic aspects, the impact on health and the environment, and any issues related to people are discussed. If necessary, the manager involved in some relevant aspect of the strategy presents the situation's state, progress, and challenges.



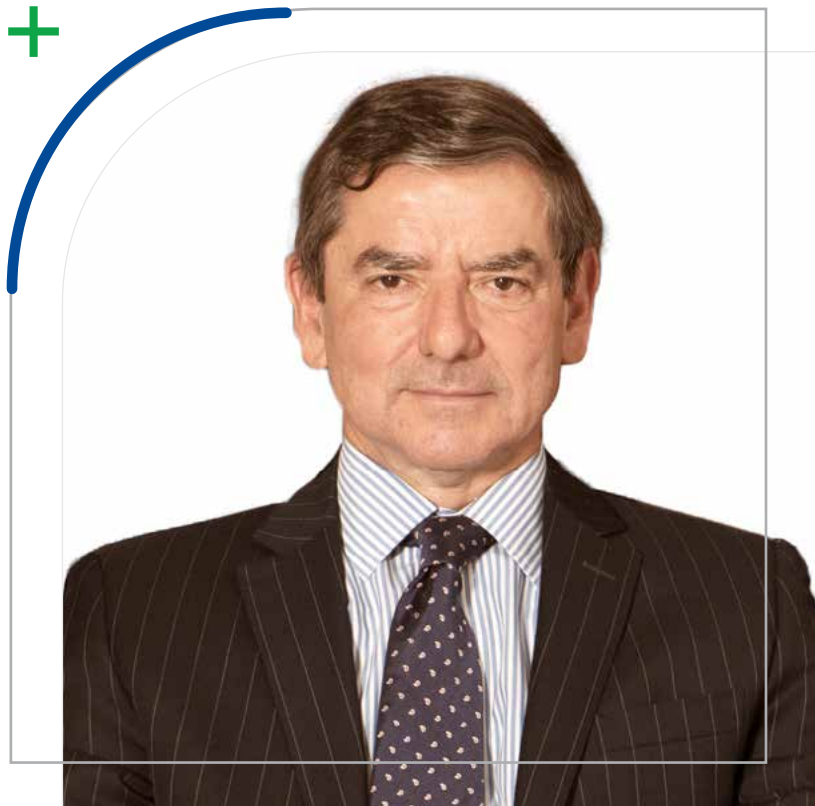
**Francisco Pérez Mackenna**  
President



**Andrea Tokman Ramos**  
Director



**Nicolás Luksic Puga**  
Director



**Pablo Granifo Lavín**  
Director



**Rodrigo Hinzpeter Kirberg**  
Director



**Andrónico Luksic Craig**  
Board Advisor





Meanwhile, the Administration, headed by the CEO, establishes rules and associated procedures, in addition to the control and compliance with the Board of Directors' provisions. The CEO is responsible, among other matters, for implementing the guidelines issued by the Board of Directors and for collecting the committees' and executives' concerns, to transmit them to said body. Likewise, like the Business Planning Manager, they have the responsibility to manage the company's impacts and sustainability.

Regarding the presentation of sustainability reports, the CEO is in charge of evaluating and approving the Sustainability Report after review and approval by the company's senior executives.

We ensure our governance's integrity and compliance, abiding by the provisions of the Law and the Regulations on Corporations, which mandate to avoid possible conflicts of interest that harm the Company and timely communication to deal with them. The communication of potential conflicts of interest is done within the highest corporate body's scope and at shareholders' level, if necessary. Likewise, all critical concerns of the Company are communicated to the highest governing body in each session. In severe or urgent cases, the CEO immediately shares with the Chairman of the Board to make decisions.

To optimize our directors' performance, we constantly evaluate those topics relevant to the proper functioning of the Board of Directors, promoting training to deepen their knowledge. In 2022, trainings were held on the

implementation of NCG 461, climate change, and human rights, among others.

As for remuneration, shareholders set the directors' allowance as agreed at the ordinary shareholders' meeting in April of each year and is based on Article 33 of Law 18,046 on Corporations. Shareholders have the right to participate in ordinary meetings when registered in the Shareholders' Register on the corresponding dates. The channels where the shareholders' opinion is requested and considered respond to: remote participation, voting system, acclamation, simplified system (live voice) or ballot via email. Meanwhile, the remuneration structure for executives comprises a fixed monthly salary and a variable annual bonus determined according to individual performance.

The Administration in Chile comprises 11 business and support managements. They are joined by the representative of Dicomac and the investment managers of Enx S.A., ESM SpA Enx S.A., ESM SpA, Road Ranger and Enx Paraguay companies.



# Top executives



**Nicolás Correa**  
General Manager  
Enex S.A  
Chief Executive Officer  
Enex Corp Ltd



**Juan Enrique Cahis**  
General Manager  
Inversiones Enex



**Andrés Dinamarca**  
Sales Manager  
Retail



**Juan José Jutronich**  
Sales Manager  
Industries



**Álvaro Ruiz**  
Sales Manager  
Lubricants



**Ricardo Ferrari**  
Strategy and Planning Manager



**Ricardo Reyes**  
Audits Manager



**Cristián Díaz**  
Business Planning Manager



**Javier Cavagnaro**  
Chief Financial Officer  
Enex Corp Ltd



**Alan Sherwin**  
Operations Manager



**Gerardo Acuña**  
Human Resources Manager



**Juan Eduardo López**  
Corporate Affairs Manager







**Marko Zaro**  
General Manager  
Road Ranger

Road Ranger

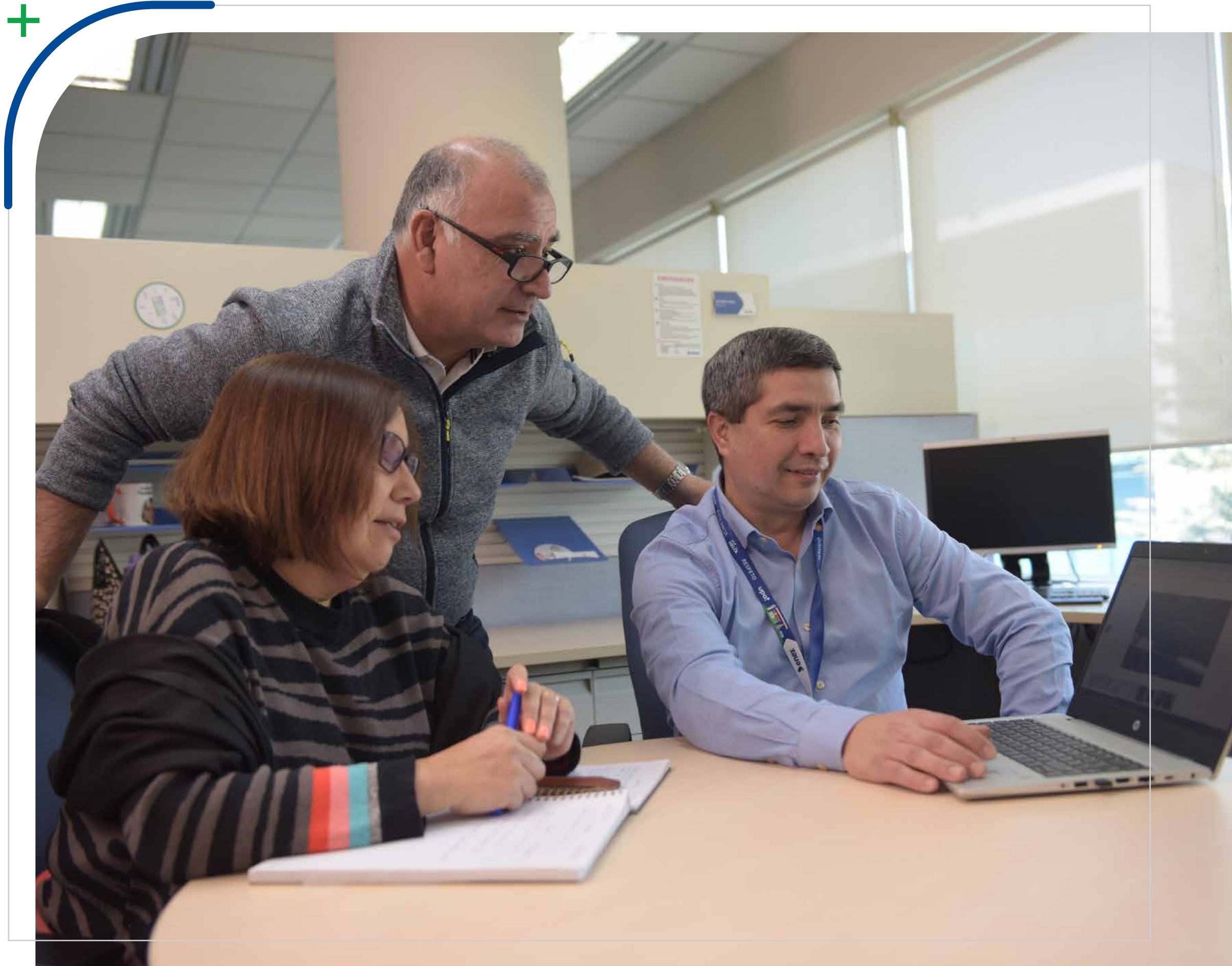


# Enex committees

## enex Chile

- 
**Executive Committee**  
 Carries weekly monitoring of business-related issues, functional management, and the work of each area's specific committees.
- 
**Audit Committee:**  
 Through quarterly monitoring, reviews the progress of the different managements' action plans, the main risks identified by the Internal Audit Management and the action plans' implementation status.
- 
**Safety, Health and Environment Committee (HSE or SSMA):**  
 Ensures compliance with these matters in each business and functional area to evaluate gaps, collect lessons learned and establish mechanisms for improvement.
- 
**Ethics Committee**  
 Safeguards compliance with Enex's Values and principles, the Conflict of Interest Policy, the Code of Conduct and, generally, the Company's business ethics.

- 
**Gender Equity Committee**  
 Seeks to define a management model in the equity and inclusion areas, as well as to establish work plans in this area and evaluate their implementation.
- 
**IT Committee**  
 In this instance, the service indicators of the area are presented, and the main events of the technological field that occurred in the company in the period under review are discussed. In addition, it analyzes the progress of ongoing projects and proposes new initiatives to be reviewed and approved.
- 
**Sustainability and Innovation Committee**  
 Ensures the progress of projects and indicators that allow progress in the company's sustainability and innovation strategy.
- 
**Psychosocial Committee**  
 Evaluates and manages the psychosocial risks present in Enex to avoid or minimize their effects on our employees.







## Road Ranger



### Executive Committee

weekly monitoring of the business's main topics and indicators with the CEO and main department leaders.



### Safety Committee

Discusses and analyzes security incidents occurring during operations in order to identify trends and concerns and undertake plans and actions that reduce their occurrence likelihood.

It is led by the CEO and directed by the Director of Operations, the Director of Human Resources and all District Managers in the Operations Department.



### Human Resources Committee

responsible for monitoring staff, rotation and hiring indicators.



### Electro-mobility Development Committee

fortnightly follow-up of the electro-mobility business. Development.



### Network Development Committee

Weekly review to evaluate the construction of new travel centers in the network.

## enex Paraguay



### Management Committee

Monitors the company's business issues.



### Credit Committee

Evaluates and controls the client portfolio.



### Ethics Committee

It safeguards respect for the Company's values and the guidelines established in the Code of Conduct. Resolves internal investigations.

GRI 2-9 Structure and composition of government

GRI 2-10 Appointment and selection of the highest governing body

GRI 2-11 President of the highest governing body

GRI 2-12 Role of the highest governance body in overseeing impact management

FN-AC-410a.2 Description of the approach to incorporating environmental, social and corporate governance (ESG) factors into investment or wealth management processes and strategies

EM-RM-530a.1 Analysis of corporate positions related to government regulations or policy proposals addressing environmental and social factors affecting the sector

GRI 2-13 Delegation of responsibility for impact management

GRI 2-14 Role of the highest governance body in sustainability reporting

GRI 2-15 Conflicts of interest

GRI 2-16 Communication of critical concerns

GRI 2-17 Collective knowledge of the highest governing body

GRI 2-19 Remuneration policies

GRI 2-20 Process for determining compensation (board and senior executives)



# Ethics and integrity<sup>+</sup>

At Enex, we are a responsible, integral, and ethical company that complies with current legislation and regulations in managing our businesses.

## Codes of conduct and Enex reporting lines

The rules of ethical and legal behavior that govern our actions are contained in our Enex Chile Code of Conduct, whose new version was launched in 2020. This document also includes information on mechanisms for reporting alleged breaches and preventing and detecting possible transgressions.

The Code of Conduct also incorporates the obligations in Law 20,393 on Legal Persons' Criminal Liability. To reinforce these standards, we have a policy and procedure of the Crime Prevention Model, which is certified.

Our Code applies to all Enex employees in Chile and third parties acting as principals or on our company's behalf. All employees sign a "Letter of Commitment" to ratify their adherence to our ethical framework.

For inquiries about the Code or to find out if an action merits a complaint, collaborators can write to [enexcumplimiento@enex.cl](mailto:enexcumplimiento@enex.cl) to receive guidance without obligation and with total confidentiality. Externally, the channel for ethical complaints is the Enex Whistleblowing Line, which is available to anyone on the [enex.cl](https://www.enex.cl) website. In case of doubts about the nature of the request, you can write or call the Customer Service Center at 600 350 2000 or write to [hablemos@enex.cl](mailto:hablemos@enex.cl) [hablemos@enex.cl](mailto:hablemos@enex.cl).

The Whistleblowing Line is the primary mechanism and channel for employees, suppliers, customers, and people in general to make complaints associated with ethics, our Code of Conduct or other company policies, legislation or crimes incorporated in the Law on Criminal Liability of Legal Persons.

This web platform is managed by Fundación Generación Empresarial, an independent entity and expert in ethics and

compliance issues. The institution ensures the anonymity of whistleblowers, the proper development of the investigation process and its timely response. The hotline is an easily accessible channel from any terminal with Internet access.

Additionally, all employees have the option of resorting to their direct supervisor in the first instance. If that alternative is not viable, they can go to the Area Manager, the compliance officer or any member of the Ethics Committee. They can contact the HSE Assistant Manager if it is a Safety, Health, or Environment issue.

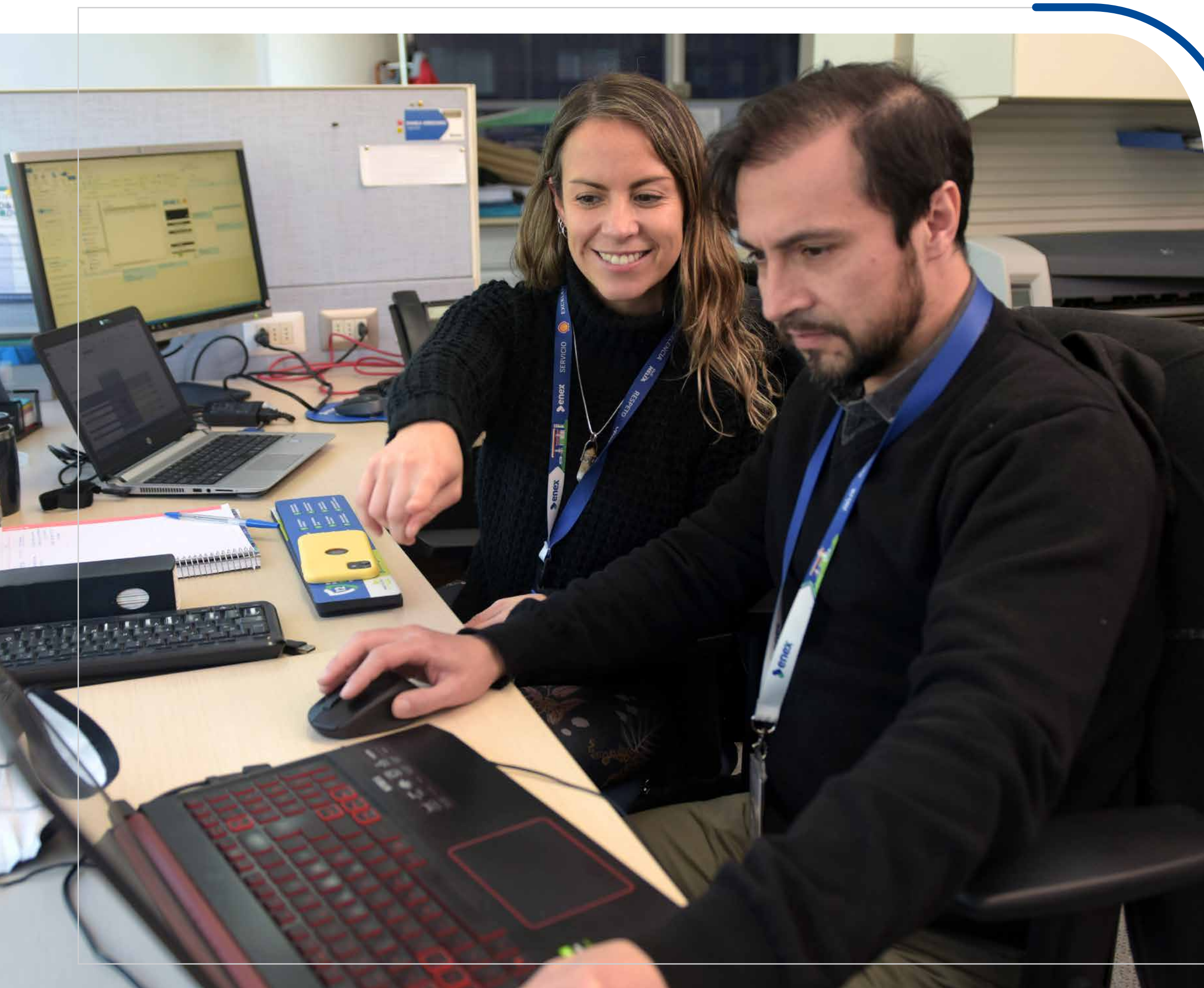
Once a complaint has been filed through the abovementioned channels, it will be forwarded to the Compliance Officer and the Ethics Committee, who will evaluate whether there is sufficient merit to initiate an investigation. Complaints that come through the Line will be addressed by the Coordinator of the Ethics Committee, who will refer to it, suggesting a person responsible for the investigation. If applicable, the Ethics Committee shall declare the complaint admissible and designate a person responsible for investigating it. If deemed appropriate, the Committee may appoint third parties outside Enex to conduct the investigation. According to the available information, a person who could be involved in the facts reported may not be designated as responsible for the investigation.

There is a register of complaints, which is kept up to date by the Compliance Officer and the Ethics Committee



All employees can turn to Human Resources to consult and/or know the policies and regulations that govern Enex. Likewise, they can consult directly on the Company's Intranet in the Biblioenex section. This platform is a repository of all relevant formal documents, policies, procedures, and standards. Also, anyone can know the Code of Conduct on our website: [www.enex.cl/nuestra-empresa/](https://www.enex.cl/nuestra-empresa/).





Coordinator. For the investigation, the assigned responsible must fill out a form that also serves as a guide on how to proceed in their investigation, which consists of interviews, video backups and other written evidence. If the Ethics Committee approves the result of the investigation, the complaint is considered “Closed”, and the sanction application is established, if applicable. In parallel, the report is closed on the Web Platform for Complaint Management.

If the Ethics Committee considers it pertinent and to the extent that it does not affect the rights of those involved or third parties, a brief response will be sent to the complainant, indicating that the investigation has ended and what the main conclusions and measures adopted are, with the related legal and confidentiality considerations.

On the contrary, if the result is not approved, the Ethics Committee may request more information, extend the research and its deadlines, or propose a new line of research, with or without external support.

### Road Ranger

Road Ranger has a “Worker Concerns Procedure”, which is confidential and anonymous. Additionally, Road Ranger maintains a public reporting system on its website [www.roadrangerusa.com/feedback](http://www.roadrangerusa.com/feedback). This allows employees, guests, business partners, law enforcement or any other interested person to raise concerns about the company’s ethics and business practices. The system is programmed to allow complete anonymity, including the impossibility of capturing the sender’s I.P. address. The system

automatically routes the submission to the appropriate department depending on the complaint’s subject matter.

In 2022, no complaints were associated with ethics on the available platform. There were no significant defaults in the period.

### enex Paraguay

Enex Paraguay has a Code of Ethics and Conduct that establishes guidelines for all employees, managers, suppliers, and customers of Enex Paraguay to prevent corruption. It is available to all collaborators in the country in the documentary library of Paraguay.

In 2022, the Ethics Committee was implemented, an instance responsible for ensuring compliance with the Enex Paraguay Code of Ethics and Conduct and for carrying out any needed legal procedures.

At the same time, independent entities carried out audits, which evaluated the company’s balance sheets and corruption risks, among other issues, in which no significant irregularity was detected. We had no complaints, penalties, or fines.

### Ethics Committee

The Ethics Committee reports to the Enex Board of Directors. It aims to safeguard compliance with corporate values, the Code of Conduct and, in general, the ethics of Enex’s business. It has the competence to know of complaints and conflicts

**In 2022, we registered 113 complaints through the different channels available for Chile. Of these, 31 were considered commercial claims and went to Customer Service. The rest were investigated and action was taken as appropriate in each case.**



against or between collaborators, distributors, franchisees, suppliers, contractors, and clients.

It comprises the CEO, the Internal Audit Manager, the Human Resources Manager, and the Corporate Affairs Manager, who is also the Compliance Officer. If any of its members is absent, the Ethics Committee may comprise the persons designated by the company's Board of Directors.

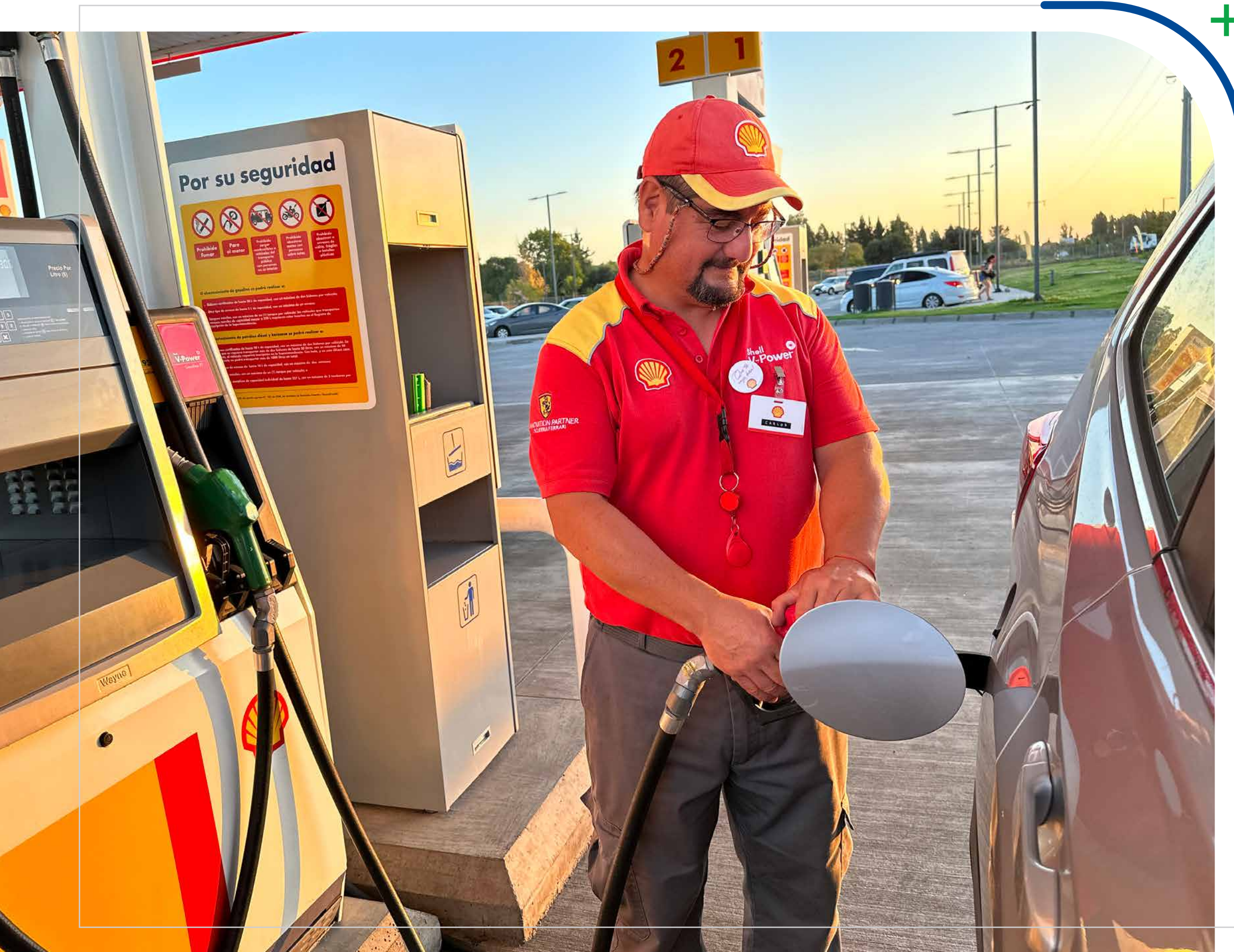
Among the main functions of this Committee are:

- Take measures to safeguard compliance with current legislation, corporate values, internal rules and policies of Enex Chile.
- Manage the hotline.
- Penalize behaviors that are inconsistent with ethics and corporate guidelines.
- Protect the confidentiality of people involved in complaint and investigation processes.
- Inform the affected person about the accusations made against them when such disclosure does not jeopardize the investigation.
- Allow the persons involved to review and correct the reported information.
- Give the person denounced the opportunity to defend himself and make defenses.
- Encourage honest, transparent, and proactive collaboration from those collaborators required by an investigation.





# Compliance with laws and regulations



Enex is committed to compliance with applicable legislation and regulations and maintains policies, procedures, and training that guarantee the respect of all its employees.

In 2015, we implemented our Crime Prevention Model (MPD) in Chile, associated with Law 20,393 on Criminal Liability of Legal Entities. It has been certified by the company BH Compliance for the last five years. To ensure compliance, external audits are carried out. In addition, all our contracts with collaborators and suppliers conform to the terms established by the MPD.

During the year 2022, the Compliance Officer did not identify any significant risk of corruption during his work with the company's other management. On the other hand, Internal Audit conducted an audit of the Crime Prevention Model (MPD) and its compliance, in which no significant deficiencies were identified. Finally, the consulting firm BH Compliance reviewed Enex Chile's operations, following up on the observations of the previous process, recertifying the MPD for two years until April 2024.

The Corporate Affairs Department is responsible for informing and training employees about the Crime Prevention Model, which consists of a policy and a procedure. The trainings are held online and in person

every year. On the other hand, Human Resources ensures that once a year, all employees electronically sign their commitment to compliance with Law 20,393.

In 2022, three training processes were carried out, covering 2,800 employees in Chile.

Regarding compliance with environmental regulations, in 2022, the Environment Superintendence notified a sanctioning procedure related to a spill in December 2021 in one of the lines owned by Puerto Ventanas S.A. in Puchuncaví town in Quintero Bay. This procedure was notified to Enex, even though both the line that produced the leak and the spilled product did not belong, nor was ever used, by Enex. This line was blocked and in disuse before the acquisition of the assets of the La Greda Alta fuel plant by Enex from PMC (The year 2017).

Although Puerto de Ventanas S.A. is the owner of the existing lines in its dock and is responsible for their maintenance and operation, Enex (as the successor of the previous owner PMC) is the holder of the Environmental Impact Qualification Resolution of the Ex-Cordex Maritime Asphalt and Fuel Terminal project, which included these in its scope when it was approved in 1999. Therefore, Enex collaborated with the investigation, promptly presented a



compliance program executed by Puerto Ventanas S.A. in 2022 and concluded with dismantling the lines causing the spill.

Regarding regulations related to Free Competition, in 2022, the National Economic Prosecutor’s Office (FNE) presented a query to the Free Competition Defense Tribunal (TDLC) for the operating scheme of shared-owned fuel storage plants, pointing to measures that avoid a possible exchange of competitively sensitive information in operation of said plants, as well as potential benefits of pooled storage that the distributors that share ownership of those plants would have. However, in December, the Free Competition Tribunal refused to rule on the FNE consultation, a resolution that the FNE claimed before the Supreme Court. To date, it has not been possible to prove anything that threatens free competition, and we have not received any sanction in this regard. It should be noted that Enx has always been available to implement additional, feasible and reasonable measures to improve the system and has reiterated its unrestricted adherence to compliance with the rules of free competition.

In the period, there were no cases of significant non-compliance.



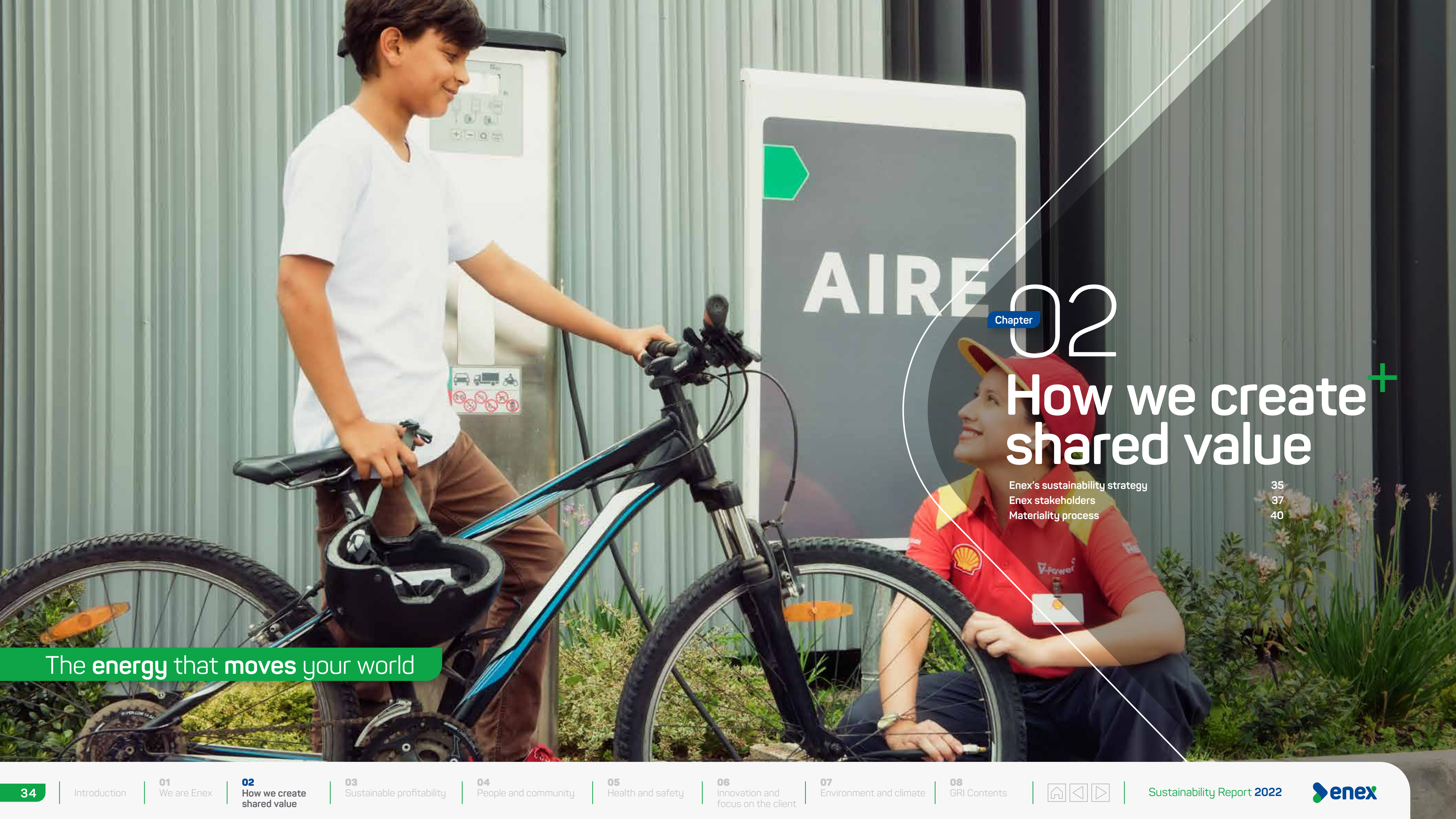
Road Ranger has a Business Ethics Policy and a Conflicts of Interest Policy in charge of the CEO. These policies are informed to all corporate workers. Road Ranger’s Business Ethics Policy is given to every individual hired at the corporate level on their first day of employment as a core policy. Additionally, these documents can be consulted through a document library available on the Microsoft Sharepoint platform.

GRI 205-1 Operations assessed in terms of corruption-related risks
FN-AC-510a.2 Description of whistleblowing policies and procedures
GRI 205-2 Communication and training on anti-corruption policies and procedures
GRI 205-3 Confirmed incidents of corruption and measures taken
GRI 206-1 Legal actions related to unfair competition and monopolistic practices and against free competition
FN-AC-510a.1 Total amount of monetary losses resulting from legal proceedings related to fraud, insider trading, antitrust, unfair competition, market manipulation, malpractice, or other related industry laws or regulations
FN-AC-270a.2 Total amount of monetary losses as a result of legal proceedings related to marketing and communication of information related to financial products to new and old customers
EM-RM-520a.1 Total amount of monetary losses resulting from legal proceedings related to price fixing or manipulation
GRI 2-26 Mechanism for seeking advice and concerns
GRI 2-27 Compliance with laws and regulations (fines and non-monetary penalties)
GRI 419-1 Non-compliance with laws and regulations in the social and economic fields

In 2022, ethics training processes were carried out for the entire Road Ranger corporate, with a scope of 97 trained employees.







Chapter

02

# How we create shared value+

Enx's sustainability strategy  
Enx stakeholders  
Materiality process

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The energy that moves your world



# Enex’s sustainability strategy<sup>+</sup>

As a company, we are committed to contributing to the Sustainable Development Goals (SDGs) defined by the United Nations (UN). We also adhere to the guidelines established by the International Labor Organization (ILO), the Global Compact and the UN Universal Declaration of Human Rights.

In this way, we seek sustainable profitability of our operations based on three management pillars, which provide us with the corporate guidelines to develop programs, initiatives and actions that generate value and

positively impact all our stakeholders and the environment, helping to fulfil the 15 of the SDGs.

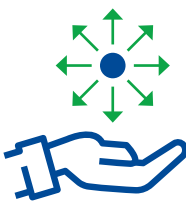
These strategic pillars are managed by a governance model, which includes the participation of project managers and leaders and monthly monitoring of progress on indicators and initiatives. Likewise, instances of communication are generated with our collaborators to share with them the challenges posed by our strategy to promote a culture of sustainability.



**Sustainable profitability**  
Consolidate a sustainable growth for the future.



**People and communities**  
We want to be an organization that is recognized for the development of its people, and in harmony with our communities.



**Environment and climate**  
Foster the use of products, processes and technologies that respect the environment.



**In 2022 we obtained the following achievements in each pillar of our sustainability strategy:**

**Sustainable profitability**

- Operational continuity in the context of global supply shortages triggered by the Russia-Ukraine conflict.
- Opening of 14 upal Market stores.
- Extension of contracts with AMSA, Collahuasi and Minera Escondida.
- Strengthening of the Enex E-Pro electro-mobility offer with new Enex E-Pro electric chargers, achieving a network of 22 electric chargers.
- Award of the “+Fast Charge” tender from the Energy Sustainability Agency.
- Implementation of a new Transport Management System (TMS), a tool that automates the process of scheduling and dispatching fuels and lubricants with more efficient routes for trucks, with lower carbon emissions, better customer service and better financial results.

**People and Communities**

- Contribution to the training and development of internal talent with 189,635 executed training hours and 4,434 trained employees.
- Duplication of undergraduate and graduate scholarships for collaborators.
- Training alongside AIEP for 1,000 lubricators to obtain more sustainable businesses.
- Definition of a Community Relations Policy and associated strategy to address relations with communities, know the tools available for this purpose and fulfil the objective of being a good neighbor, and

promoting social development of communities in the territories in which Enex operates.

- Incorporation of technologies to reduce road car accidents for our transporters.
- Reception of CONASET and MIGTRA award for being the safest non-mining fleet in Chile.
- Hiring local labor in mining operations.

**Environment and Climate**

- Third year of corporate carbon footprint measurement under ISO 14064/1:2018.
- Launch of carbon-neutral lubricant.
- Implementation of more efficient and sustainable service stations through recycling agreements in the stations, adhesion to Lo Barnechea Municipality APL Water Efficiency and extension of these efficiency practices to other stations, incorporation of furniture made from recycled plastic, among others.
- Establishment of alliance with Recvoil to support the development of a revaluation plant for used lubricating oils.
- Establishment of alliance with the Collective Management Systems ReSimple and ProRep.



# Risk Management

At Enex, we periodically review, evaluate, and manage Strategic Risks, which are classified according to their impact level and probability of occurrence. Based on the results obtained from this analysis, we implement initiatives and actions that mitigate risks to an acceptable level.

## Some risks evaluated in the period were the following:

- Relevant changes in legislation
- Deterioration of the macroeconomic and/or political context
- Drop in demand/business interruption due to exogenous events (pandemic or others)
- New trends that generate changes in consumers and fuel substitution
- Vulnerability in cybersecurity

For each of the risks encountered, we generated action plans and mitigation measures to face the described events, which focused on the following:

- Carry out permanent reviews and analysis of legislative projects and processed laws to evaluate their effects on the business and thus timely update policies, procedures, and processes.

- We remain attentive to national and international events that may negatively operations development to take the necessary actions and evaluate alternatives to ensure compliance with objectives and commitments.
- Continue with measures that ensure operational continuity, focusing on our stakeholders' safety. We implemented the hybrid workday and adapted health and safety protocols in plants and service stations to do this. At the same time, we reinforced measures that give us greater operational flexibility.
- Generate tests and pilots based on the company's innovation culture, which allows for more effectively changing whenever necessary.
- Strengthen reviews and tests regarding computer systems' cybersecurity, solve any vulnerability detected and constantly monitor them to ensure operational continuity.

GRI 2-23 Policy commitments

GRI 2-24 Incorporation of commitments and policies





# Enex stakeholders<sup>+</sup>

Our sustainability strategy seeks to promote and consolidate relationships of trust and dialogue with our stakeholders inside and outside the organization. In this sense, establishing alliances is crucial for strengthening our strategic initiatives and creating shared value. We develop these links through various relationship instances and interaction channels.

## Relationship with our Enex Chile stakeholders

Stakeholders	Channels and means of communication with our stakeholders
Collaborators	<ul style="list-style-type: none"><li>Organizational Climate Survey.</li><li>MIDE Performance Evaluation.</li><li>Diagnosis of Innovation Capacity, Most Innovative Companies.</li><li>Face-to-face meetings and videoconferences via Microsoft Teams system.</li><li>Use of Intranet and emails with statements.</li><li>Hotline Chile: <a href="http://www.enex.cl/linea-de-denuncias/">www.enex.cl/linea-de-denuncias/</a></li><li>Complaints and Feedback Line at Road Ranger: <a href="http://www.roadrangerusa.com/feedback">www.roadrangerusa.com/feedback</a></li><li>Contingency surveys (security, health report, teleworking, among others).</li></ul>
Community	<ul style="list-style-type: none"><li>Mailbox <a href="mailto:hablemos@enex.cl">hablemos@enex.cl</a> and Social Networks.</li><li>Relationship with neighbors prior to the construction of service stations and during their operation.</li><li>Dissemination of information through social networks.</li><li>Participation in work tables.</li></ul>
Clients	<ul style="list-style-type: none"><li>"Let's talk" complaint channels through Shell and Enex websites and through the <a href="mailto:hablemos@enex.cl">hablemos@enex.cl</a> mailbox and Social Networks.</li><li>Enex Direct Customer Service Center by phone at 600 350 2000 and Enex Directo Mailbox <a href="mailto:enexdirecto@enex.cl">enexdirecto@enex.cl</a></li><li>In-store Satisfaction Survey.</li><li>Evaluation through the Snuuper app.</li><li>Shell, Enex and upa! social networks.</li><li>MiCopiloto App.</li><li>Enex E-Pro App.</li></ul>

Stakeholders	Channels and means of communication with our stakeholders
Clients	<ul style="list-style-type: none"><li>Road Ranger App.</li><li>My Enex Paraguay App</li><li>Road Ranger social networks.</li><li>Communication of offers and promotions.</li><li>Enex Chile website: <a href="http://www.enex.cl/">www.enex.cl/</a></li><li>Shell website in Chile: <a href="http://www.shell.cl/">www.shell.cl/</a></li><li>upa! website: <a href="http://www.upa.cl/">www.upa.cl/</a></li><li>Road Ranger website: <a href="http://www.roadrangerusa.com">www.roadrangerusa.com</a></li><li>Enex Paraguay website: <a href="http://www.enex.com.py/">www.enex.com.py/</a></li><li>Enex Corp website: <a href="http://www.enexcorp.com/">www.enexcorp.com/</a></li></ul>
Service station distributors	<ul style="list-style-type: none"><li>Manuals, protocols, CSC, and Enex Direct Portal.</li><li>Franchise satisfaction survey.</li><li>Zone Heads Visits</li></ul>
Suppliers	<ul style="list-style-type: none"><li>Bidding and quotation processes through the Enex Purchasing Portal platform.</li><li>Training on security linked to projects and procedures.</li><li>Surveys.</li></ul>
Authorities	<ul style="list-style-type: none"><li>Reports according to regulatory compliance.</li><li>Participation in joint working groups.</li><li>Relationship with new authorities.</li></ul>
Media	<ul style="list-style-type: none"><li>Relations with the press and editors of the main information and communication means.</li></ul>



# Joining partnerships and initiatives to promote sustainability

At Enex, we believe in collaborative work to achieve our sustainable development goals. That is why we actively participate in various public-private partnerships and initiatives. In addition, we adhere to voluntary agreements and certifications that help us strengthen our sustainability strategy.

## Some initiatives and alliances of which we are part:

### Chile



#### Sustainability and Climate Change Agency

Certified Enex S.A. until 2024 due to compliance with the goals and actions established in the Clean Production Agreement (APL) signed in 2021. It is a public-private partnership that aims to improve the sector's basic information on the generation and management of waste linked to lubricants to increase the collection and enhance the traceability of used lubricating oils, a priority in the Promotion of Recycling and Extended Producer Responsibility Law (Rep Law: Ley de Fomento al Reciclaje y Responsabilidad Extendida del Productor).



#### National Voluntary Program "Giro Limpio" (category: Charge Suppliers and Generators)

We adhere to this initiative administered by the Energy Sustainability Agency to contribute to integrating sustainability criteria in the transport industry. We are the only company in the charge generator for liquid fuels and lubricants category to obtain certification.



#### Eco-labeling Clean Production Agreement led by Sociedad de Fomento Fabril (SOFOFA), the Ministry of Environment and the Sustainability and Climate Change Agency

We were the first company in the fuel and lubricant distribution and convenience stores industry to be part of the Eco-labeling Clean Production Agreement.



#### Chilean Hydrogen Association (H<sub>2</sub> Chile)

We participate in this trade association that promotes the green hydrogen industry aiming to decarbonize the Chilean energy matrix and relieving the international role our country can achieve concerning this fuel.



#### Chilean Institute of Rational Business Administration (ICARE)

Being part of ICARE allows us to be part of the systematic reflections of business management alongside 1,200 companies. It helps us to better understand and evaluate national and international markets and trends influencing companies' operation.

#### ST>RT-UPCHILE

##### Start-up Chile

Business accelerator created by the Government of Chile to attract innovation-based entrepreneurship. This allows us to contact entrepreneurs who develop solutions related to our business, providing them with feedback on their results.



#### Chilean-American Chamber of Commerce (AmCham Chile)

Network of more than 440 companies. It promotes the exchange of ideas and best practices through spaces of linkage and representation between the public and private sectors and academia, aiming to contribute to society.





### Asociación Nacional de Avisadores (ANDA) Chile

Trade association around dialogue of practices on commercial communication.



### National Association of Convenience Stores (NACS)

Its purpose is to address members' interests. Enex Chile and Road Ranger are affiliated.



### Electro-mobility Association of Chile (AMECH)

It brings together various actors in the world of mobility to promote electric transport without emissions, massifying the use of technologies that allow automotive fleet decarbonizing.



### Territorial Clean Production Agreement (APL) of Water Efficiency in Lo

Barnechea, by which we commit to take water efficiency measures in the commune's service stations and participate in implementing and disseminating a campaign aimed at reducing water consumption in the commune.

## In the United States



### Texas Trucking Association (TXTA)

Partnering with other members of the trucking industry to promote mutual interests.



### Society of Independent Gasoline Marketers of America (SIGMA)

An association with other members of the petroleum retail industry that promotes common themes.



### Illinois Petroleum Marketers Association (IPMA)

Partnership with members of the Illinois petroleum retail industry to look out for mutual interests.



### Texas Food & Fuel Association (TFFA)

Partnership with members of the Texas petroleum retail industry that addresses common issues.



### National Association of Truck Stop Operators (NATSO)

Partnership with other members of the Truck Stop industry in the United States to promote mutual interests. Road Ranger's CEO has been a member of its Board of Directors since 2020.



### Laredo Motor Carriers Association (LMCA)

Partnership with other members of the road transport industry to promote mutual interests.

## In Paraguay



### Cadipac

We are members of the Paraguayan Fuel Distributors Chamber.

GRI 2-28 Associations

GRI 2-29 Approach to stakeholder engagement



# Materiality process<sup>+</sup>

Materiality is the principle that determines the relevant issues on which information must be presented, either because they reflect economic, environmental, and social impacts of organizations, substantially affect their ability to create value in the short, medium and long term and/or influence decisions about stakeholders. As part of the new methodology of the GRI 2022 standard, the following guidelines are presented to determine the material issues.



First, it is necessary to understand the context of our organization concerning our activities, regulation, and the

economic, social and environmental challenges. To this end, a review of our Sustainability Pillars and the most relevant corporate policies were considered. We also conducted in-depth interviews with company executives to learn about their leadership vision and the main challenges for the company.

Subsequently, we identified the positive, negative, actual, and potential impacts of our operations. To do this, we included interviews with executives of the organization. This review allows us to recognize, manage and assess our impacts as they evolve and new ones emerge, identifying their importance, severity scale, benefit, and scope.

The fourth stage of the process consisted of prioritizing the most significant impacts to determine the material issues and present the information in the Report. To prioritize material issues, we surveyed Enex employees and Enex Chile’s main stakeholders: industrial customers, retail customers, suppliers, distributors, and social organizations. Enex Chile Commercial Planning Management validated the materiality matrix.

- Enex Chile collaborators
- Enex Chile retail customers
- Enex Chile industrial customers
- Enex Chile suppliers
- Enex Chile Service Station distributors
- Members of Enex Chile communities.



We also considered external sources of information through an analysis of the economic, social, and governance (ESG) standards of the Oil and Gas industry, prepared by the Dow Jones Sustainability Index (DJSI) and Sustainability Accounting Standards Board (SASB).



# Material topics of Enex in 2022

Below are the material issues of Enex in 2022, following the provisions of the GRI requirements. Each material topic presented has a management approach, specifying its scope, relevance, and impact on the organization.

Material theme	Why is it relevant?	Material theme	Why is it relevant?	Material theme	Why is it relevant?	Material theme	Why is it relevant?
<div>1</div> <b>Operational continuity</b>	At Enex, our business strategy focuses on generating sustainable profitability and creating value for our various stakeholders. Our products and services are essential for our customers and the community, so we constantly innovate in developing process efficiency and logistics methodologies to guarantee the continuity of our operations in all our business segments.	<div>2</div> <b>Emissions and impact on climate change</b>	Climate change impacts the entire world and causes alterations in our and whole environment. One of our business pillars is aimed at sustainable profitability. Respect for the environment is critical in our management.	<div>3</div> <b>Ethics and compliance with laws and regulations</b>	Developing our business on high ethical standards, and daily promoting a culture of integrity and probity, ensures compliance with current legislation and the experience of company values. Compliance with relevant regulations in each country in which we operate allows us to carry out the business more sustainably.	<div>4</div> <b>Occupational well-being</b>	Our collaborators are the basis for the fulfillment of our strategic business objectives. For this reason, we care about promoting a quality work environment, offering opportunities for professional and personal development, and promoting a culture of excellence for the deployment of talent for all those who are part of the company. We want to contribute to decent work and economic growth of the territory, understanding that many of the service stations we have on the road belong to rural areas, so we offer development possibilities in locations more distant from large cities.
Sustainability Pillar	Chapter dealing with its management	Sustainability Pillar	Chapter dealing with its management	Sustainability Pillar	Chapter dealing with its management	Sustainability Pillar	Chapter dealing with its management
Sustainable profitability	Chapter Sustainable Profitability	Environment and climate	Chapter Environment and Climate	Sustainable profitability	Chapter We are Enex	People and communities	Chapter People and Community



# Material topics of Enex in 2022

Material theme	Why is it relevant?	Material theme	Why is it relevant?	Material theme	Why is it relevant?	Material theme	Why is it relevant?
<b>5</b> <b>Long-term relationships with suppliers and contractors</b>	The challenges faced by the international logistics chain and the supply crisis have highlighted the importance of maintaining strong links with the different members of the value chain.	<b>6</b> <b>Lack of security at service stations</b>	We seek to protect the safety and health of our employees and customers of our services and facilities and minimize the risks associated with incidents and crimes that may endanger them.	<b>7</b> <b>Energy management</b>	Developing our operations produces various impacts on the environment, and energy efficiency is one of our goals to contribute to our operation's sustainable management.	<b>8</b> <b>Profitability and financial sustainability</b>	At Enex, we participate in competitive markets. National and international contexts challenge us, so it is essential to look for new opportunities, be flexible and adapt to unique needs to maintain sustainable growth that allows us to generate value for all our stakeholders.
Sustainability Pillar	Chapter dealing with its management	Sustainability Pillar	Chapter dealing with its management	Sustainability Pillar	Chapter dealing with its management	Sustainability Pillar	Chapter dealing with its management
People and communities	Chapter Sustainable Profitability	Environment and climate	Chapter Health and Safety	Environment and climate	Chapter Environment and Climate	Sustainable profitability	Chapter Sustainable Profitability



# Material topics of Enex in 2022

Material theme	Why is it relevant?	Material theme	Why is it relevant?	Material theme	Why is it relevant?	Material theme	Why is it relevant?
<b>9</b> <b>Electro-mobility and other environmentally friendly technologies</b>	Our business' sustainability must include the energy transition, added to the global challenge of facing climate change and, therefore, the need to move towards other energy sources that have gained strength in recent years. In our quest to deliver products and services that "are the energy that moves your world", we decided to strengthen our environmental commitment and take charge of our carbon footprint through electro-mobility and other friendly energies.	<b>10</b> <b>Environmental spills and incidents</b>	To manage business and operations' contingencies and uncertainties, as well as to prevent emergencies that may affect the physical integrity of our employees, customers, suppliers, and distributors and/or the environment, it is necessary to manage our strategic risks under a preventive and proactive Safety, Health and Environment model.	<b>11</b> <b>Customer experiences and services</b>	Providing our customers with the highest quality service experience allows us to differentiate ourselves in a competitive market such as fuels, lubricants, and convenience stores, and maintain a positive long-term relationship with them.	<b>12</b> <b>Data security and cybersecurity</b>	The magnitude of personal data collection and sharing has increased significantly over the past decade. Enex is committed to protecting the privacy of its customers, employees and business partners, as well as the processing of their personal data, in compliance with Law No.19,628.
Sustainability Pillar	Chapter dealing with its management	Sustainability Pillar	Chapter dealing with its management	Sustainability Pillar	Chapter dealing with its management	Sustainability Pillar	Chapter dealing with its management
Environment and climate	Chapter Sustainable Profitability	Environment and climate	Chapter Health and Safety	Sustainable profitability	Chapter Sustainable Profitability	Sustainable profitability	Chapter Sustainable Profitability



# Material topics of Enex in 2022

Material theme	Why is it relevant?	Material theme	Why is it relevant?	Material theme	Why is it relevant?	Material theme	Why is it relevant?
<b>13</b> <b>Safety and health of workers and contractors</b>	<p>We consider the health and safety of people as a central aspect of our business's development. We are committed to our Respect value in relation to providing a safe environment to our employees, contractors, customers, consumers and the communities where we operate.</p>	<b>14</b> <b>Digitalization</b>	<p>Innovation and digital transformation are essential to deliver an avant-garde service for our customers, allowing us to increase the efficiency of our processes and anticipate customer needs..</p>	<b>15</b> <b>Community Engagement</b>	<p>Active participation and dialogue with our stakeholders are an integral part of our sustainable development strategy, understanding that most of our collaborators are also local community members.</p>	<b>16</b> <b>Diversity &amp; Inclusion</b>	<p>The growth of Enex depends on its ability to attract, develop, and retain high-performance oriented collaborators. For this, we believe in the diversity of skills and experiences that allow us to enrich our organization. We develop our business respecting each person's human dignity and individual worth.</p>
Sustainability Pillar	Chapter dealing with its management	Sustainability Pillar	Chapter dealing with its management	Sustainability Pillar	Chapter dealing with its management	Sustainability Pillar	Chapter dealing with its management
People and communities	Chapter <b>Health and Safety</b>	Sustainable profitability	Chapter <b>Sustainable Profitability</b>	People and communities	Chapter <b>People and Community</b>	People and communities	Chapter <b>People and Community</b>



# Material topics of Enex in 2022

Material theme	Why is it relevant?
<div>17</div> <div>Water management</div>	<p>The water crisis has been a call for water management to have a collaborative approach in which a relationship is adopted with different stakeholders for optimal care and reduction of use while continuing to supply the community needs and interests.</p>
Sustainability Pillar	Chapter dealing with its management
Environment and climate	Chapter Environment and Climate

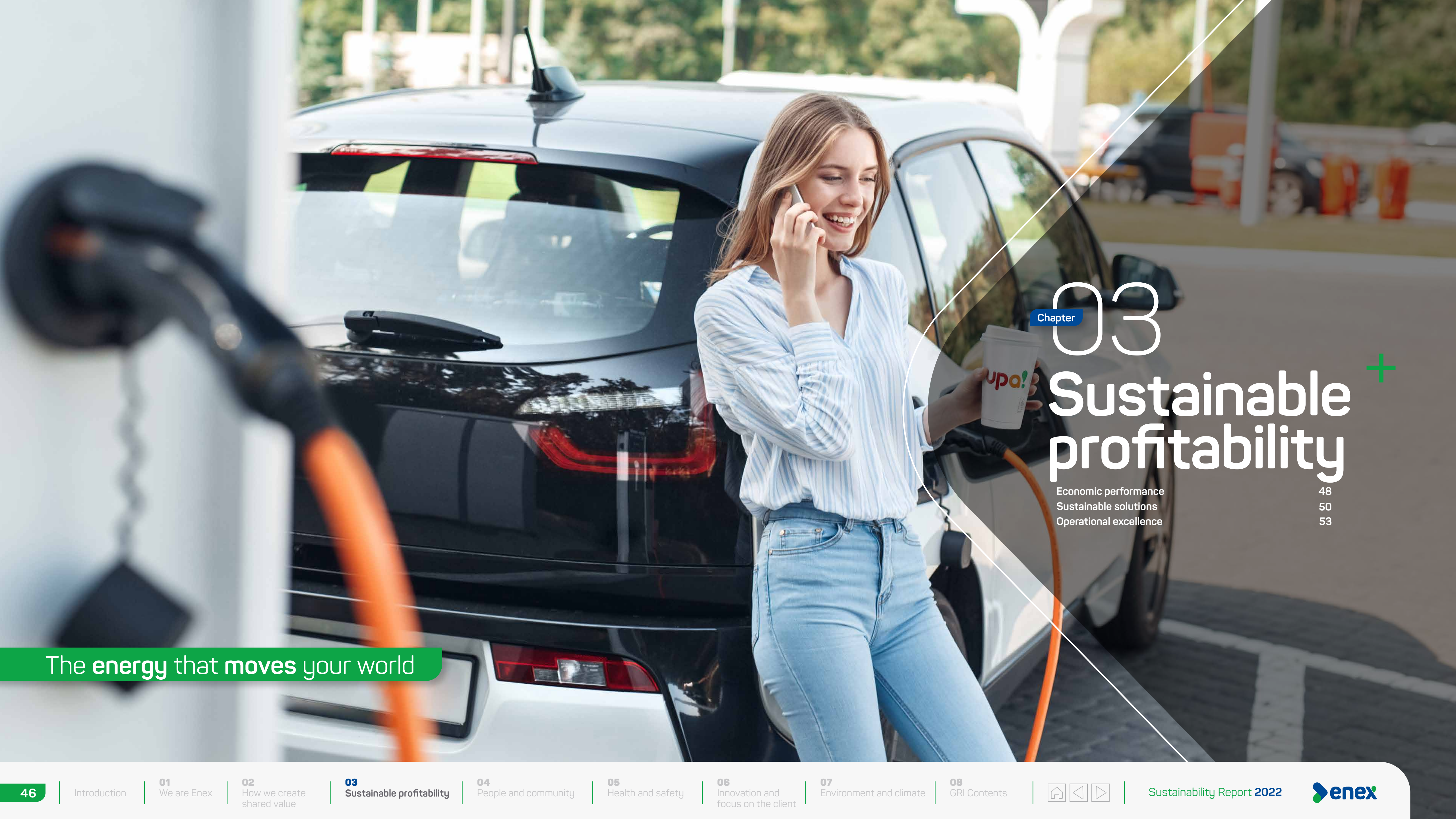


GRI 3-1 Process of determining material issues

GRI 3-2 List of material topics

GRI 3-3 Management of material issues





Chapter

# 03

## Sustainable profitability +

Economic performance	48
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The energy that moves your world



Our business strategy focuses on generating sustainable profitability and creating value for our stakeholders. To seek new markets and consolidate ourselves in those where we are present, we began, in 2020, a corporate reorganization process as a subsidiary of Invexans S.A., a company controlled by the Quiñenco Group and which owns a 100% stake in Enex Corp Ltd., controller of Empresa Nacional de Energía Enex S.A., Enex CL Ltd, Enex Investments U.S. INC. and Enex Investments Paraguay S.A. Meanwhile, in 2021 we created Enex Plc company domiciled in London, United Kingdom, to facilitate our prospecting for business opportunities and enable access to global capital markets.

### Enex Chile

Enex is the second largest fuel distributor in the country; it has 447 service stations, representing 25.9% of the stations’ network in Chile. Likewise, we play an important role in the lubricants market as the exclusive macro distributor of Shell lubricants in Chile, among other brands.

In addition, we manage an extensive chain of convenience stores, both in service stations with the upa! and upita brands and out of them with the upa! Market format; Shell Helix Express Lubrication Warehouses; Lavapro washers and Enex E-Pro electric fast chargers.

We also serve the industrial customer segment with fuels, spare parts, Shell and Pennzoil lubricants, among other brands, liquefied gas, and asphalt, mainly in transportation, mining, construction, industrial, shipping, forestry, and aviation, among others.

### United States: Road Ranger

In the United States, we operate the Road Ranger company, which has a vast network of Travel Centers on highways

in the Midwest (which includes the states of Arkansas, Illinois, Iowa, Indiana, Wisconsin, and Missouri) and to the south, in Texas, to offer a wide range of services to carriers and motorists. In addition to fuel supply, they include truck weighing, Amazon lockers, gambling (in Illinois), showers and laundries, a cafeteria with continuous service, and food franchises. Added to all this is the installation of the first charging points for electric vehicles in 2022.

Since the acquisition of this company in 2018, we have materialized a strategy focused on network growth in high-flow locations, mainly on interstate highways and near communities that do not have fuel supply. Since entering the US market until this fiscal year-end, we have invested nearly US\$76 million in infrastructure improvements and expansion.

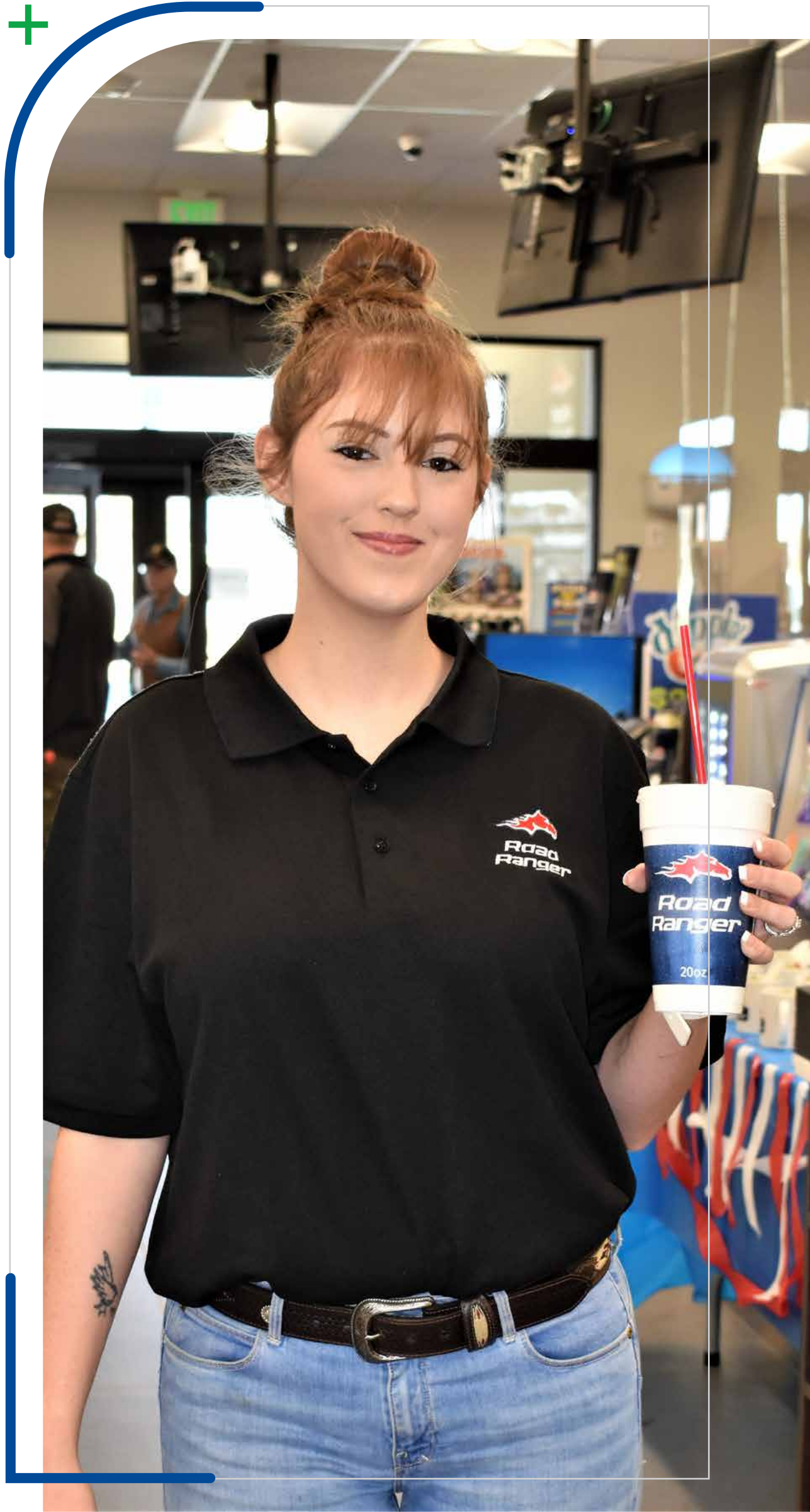
In this way, to the 38 Travel Centers that the company had when we acquired it, another four units were added between 2019 and 2021, and another three during 2022 in Cisco, Sealy, and New Deal in Texas, for a total of 45 Travel Centers at period closing. Currently, there are another four Travel Centers under construction, and we have an extensive portfolio of land with the potential to develop new facilities in the next five years.

### Enex Paraguay

Since Enex entered the Paraguayan market at the end of 2019, we have carried out successful work to establish the Enex and upa! Brands, with a differentiating offer of products and services based on quality and performance with high standards.

The Enex Paraguay network was expanded by 14 new service stations and 12 upa! stores. In turn, among other achievements, in February 2022, we completed the purchase of the Gabana and Avanti companies, which together own and operate 18 service stations located in Asunción and the Central Department. Thanks to this acquisition, we have added 300 collaborators and strengthened our presence as a company.

Thus, as of December 2022, we have a network of 75 service stations and 14 convenience stores under the upa! brand. Currently, in the case of convenience stores, we seek to have a product offer based on local development.






# Economic performance<sup>+</sup>

During 2022, there was a 34.7% increase in revenue, translating into 92.1 million dollars (MM US\$) in profits. This growth was mainly driven by the rise in fuel prices and the increase in volumes sold at service stations in Chile and the United States, as well as in the industrial segment in Chile. In addition, the revaluation of inventory during the period also

contributed to this increase. However, operating expenses were affected by inflationary pressures and increases in transportation costs.

Regarding the total volumes dispatched, an increase of 7.6% was registered, reaching 4.8 million cubic meters.

			2021	2022
	Consolidated profit Company (MM US\$)		81.7	92.1

### Enex economic results: EBITDA, Volume and Profit

Enex economic results: EBITDA*, Volume and Profit (MM US\$)				
Company	Indicator	2020	2021	2022
Consolidated*	EBITDA	94.5	189.4	210.0
	Volume (miles m³)	3,754	4,422	4,760
	Profit	7.6	81.7	92.1

\* Consolidated financial information includes Enex S.A, Inversiones Enex, ESM, Dicomac and Road Ranger and excludes Enex Paraguay.

\*\* Figures with decimals are rounded to the nearest whole number.

Economic value generated and distributed by Enex (MM US\$)		
	Consolidated 2021	Consolidated 2022
Net sales revenue	3,804.2	5,125.3
<b>Total Economic Value Generated (EVG)</b>	<b>3,804.2</b>	<b>5,125.3</b>
Salaries and social benefits for workers	92.5	99.9
Operational costs	3,590.4	4,880.8
Governance	22.1	23.8
Investments and contributions to community	0.3	0.2
Payments to capital providers	17.0	28.5
<b>Total Economic Value Distributed (EVD)</b>	<b>3,722.5</b>	<b>5,033.2</b>
<b>Total Retained Economic Value</b>	<b>81.7</b>	<b>92.1</b>

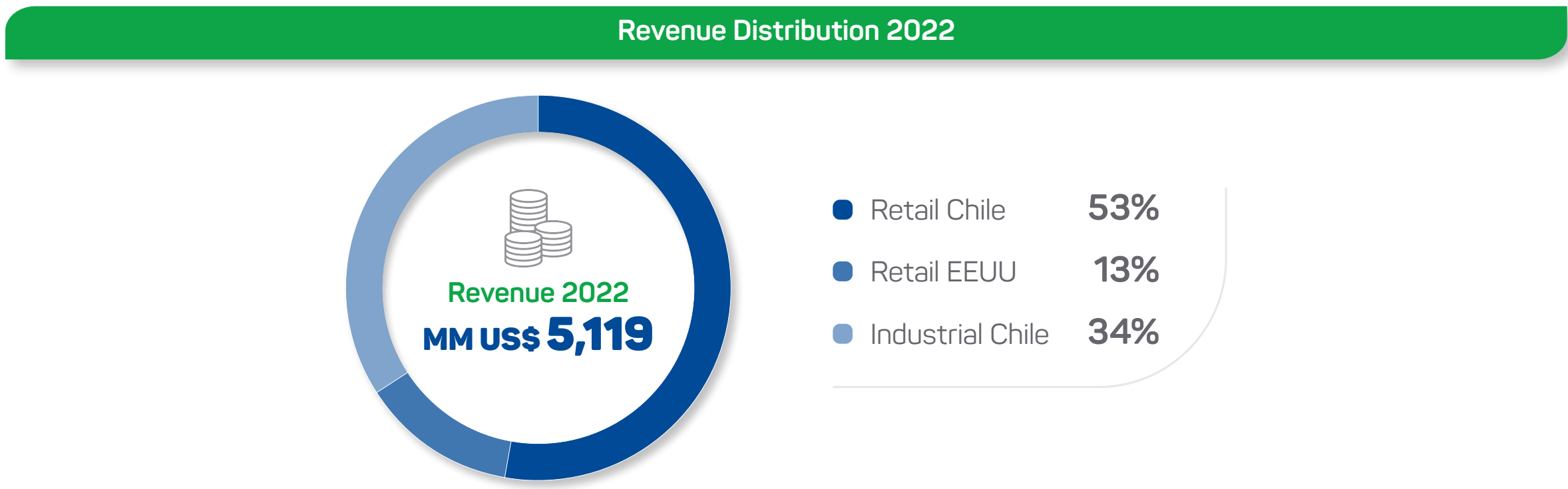




# Sales revenue by business units

Revenue from ordinary activities is mainly made up of sales of fuel, lubricants, as well as products and services sold in convenience stores. In 2022 revenues totaled US\$5,119,061 million.

The period was especially successful for the industrial fuels segment, going from 31% of revenues in 2021 to 35% in 2022. This is due, among other reasons, to the fact that 1,515 new contracts were signed, and ties were extended with AMSA, Collahuasi and Minera Escondida. Likewise, spare parts sales volume grew 13.1% in relation to 2021.



Indicator	New Enex Chile contracts*			
	2019	2020	2021	2022
Number of new contracts	1,560	1,739	1,602	1,515
Total amount new contracts MM US\$	110,761	84,378	57,236	46,180

\*New contracts are considered to be customers who did not register activity with Enex in the previous year and who purchase a volume greater than 1,000 liters.

GRI 201-1: Direct generated, distributed and retained economic value

GRI 201-4 Financial assistance received from government

Own Indicator: EBITDA, Volume and Profit

Own Indicator: Distribution of income by segments

Own Indicator: Sales income broken down by type of customer

Own Indicator: Number and total amount of new contracts





# Sustainable solutions<sup>+</sup>

We understand that the sustainability and resilience of our business depend on incorporating into our operations' center the transition towards fuels that contribute to carbon neutrality with a view to our commitments for 2030 and that, in turn, contribute to the country's energy independence.

In this line, the diversification process in our business model considers three management pillars –Electromobility, Energy Efficiency and New Energies – to provide our clients with a range of sustainable and profitable products, solutions,

and consultancies while allowing us to manage reducing and mitigating our direct and indirect greenhouse gas (GHG) emissions.

Since 2019 at Enex Chile, we want to highlight that we have had an area specialized in electromobility development, which has been strengthened by creating a New-E Assistant Management dedicated to new energy business development.

## Main projects to offer sustainable solutions to customers and mitigate our emissions

### Electro-mobility

- Electro-mobility solutions offer for retail customers in service stations and industrial customers in their bases, electro stations or terminals.

### Energy efficiency

- Comprehensive energy solutions and advice to customers.
- Support and advice to clients in the energy transition.
- Solar energy for clients and our network.

### New Energies

- Evaluation and development of green hydrogen solutions.





# Electro-mobility



## Electro-mobility in our service stations

The Enex E-Pro network is our main proposal to promote electro-mobility in Chile. It mainly considers fast chargers to supply electric vehicles such as private cars, company fleets, taxis and public transportation. As of December 2022, it had 22 fast charging points in service stations, covering more than 1,000 kilometers from Coquimbo to Araucanía regions.

In 2023 we will expand our network, thanks to the fact that we were awarded funds from the Energy Sustainability Agency “+Carga Rápida” co-financing program, whose objective is to accelerate the growth process of the fast electric-chargers national network. This will allow us to install 20 urban points in Arica, Iquique, Calama, Copiapó, Rancagua, Chillán, Temuco, and Valdivia cities.

Along the same lines, we installed electric car chargers in the United States in our Travel Centers.

## Electro-mobility for industrial customers

In 2022 we continue to make progress in providing charging solutions based on electrical energy to industrial clients. We participated in tender processes, both public and private, and we succeeded in establishing new commercial agreements with six companies that adhered to our charging station service in service stations. We deliver service to 109 industrial customer vehicles through our Enex E-Pro network.

We were also present at fairs and exhibitions to make our services visible and publicize in this line. We were part of the “Electro Logistics Experience”, a public-private initiative to promote the use of electric vehicles for urban logistics, which is led by the Conecta Logística Foundation and supported by CORFO, the Energy Sustainability Agency and the Logistics Development Program of the Ministry of Transport and Telecommunications. We were at Exponor, an international exhibition for Antofagasta’s mining and energy industry, and at Expocorma, the International Wood, Pulp and Paper Fair.

**For the fourth consecutive year, we renewed our adherence to the Public-Private Electro-mobility Agreement, promoted by the Ministry of Energy and the National Energy Commission of Chile, which aims to promote electric mobility in the country.**



# Energy efficiency

In 2022, our comprehensive energy management pilot project began operating at the Maipo Poniente and San Francisco de Mostazal service stations. The latter, in addition to solar panels, included the installation of a battery and a home automation system to obtain efficient energy consumption in each station and the charging stations. Panels will soon be installed at the Maipo Oriente service station. These stations will have 100% LED lighting. This model seeks to significantly reduce the company's carbon footprint and electricity costs.

As of January 2022, our supply of renewable concentrated solar energy from Cerro Dominador in the Atacama Desert also began. This allowed us to cover the needs of our La Greda Alta plant in Puchuncaví with 100% renewable, reliable and safe energy throughout the year to reduce our CO<sub>2</sub>eq emissions and contribute to the country's de-carbonization process.

Total annual energy consumption (MWh)	
Non-renewable (fossil fuels, reservoir hydroelectric)	4,516.78
Renewable (solar, wind, biofuel, run-of-river hydro)	149.842
Total consumption	4,666.6

This indicator corresponds to electrical energy consumption in Enex's direct control and management facilities: Headquarters, fuel storage plants (Maipú, Greda Alta, San Fernando, San Vicente, and Lautaro Plants) and operational aircraft bases. Also included is the electricity consumption of directly operated service stations, that is, driven by the Inversiones Enex subsidiary.

The electrical energy of the facilities was acquired through purchases from the National Electric System (SEN), so the supply sources are directly associated with the composition

of the energy matrix in Chile, which includes both renewable and non-renewable energy. Enex is permanently evaluating different alternatives for electricity supply from clean and renewable sources.

Regarding clean energy sources, in 2021, the Greda Alta Plant became a Free Customer with an electricity supply contract with Grupo Cerro, allowing it to start purchasing 100% renewable concentrated solar energy. This plant is the one with the highest energy consumption, so this has a significant impact on the company's global energy consumption form. In turn, our Chillán and Placilla service stations are also supplied with renewable energy, thanks to supply contracts.

Regarding service stations, in 2022, Enex implemented the first station with photovoltaic energy generation, almost 150 KW in the year. For 2023, installation of batteries in the same station is projected and thus further reduce consumption from SEN (Nationwide Power Grid).

# New Energies

At Enex, we are leaders in the fuel distribution sector, which is why we want to be a relevant actor in developing new technologies such as green hydrogen. Since 2021 we have been part of the Chilean Hydrogen Association (H2 Chile), the first company in our field to join this initiative that plays a vital role in industrial, commercial, residential and electromobility applications.

In 2022 we continue working with the Hydrogen Technology Unit of the Pontificia Universidad Católica de Chile to identify the most viable projects for our industrial clients. We conducted pre-feasibility studies to implement green hydrogen projects with three large clients.

The magnitude of the reductions in energy consumption achieved directly from these initiatives was 149 MWh, value delivered by meters in the plants.

GRI 302-1 Energy consumption within the organization

GRI 302-4 Reduction of energy consumption



# Operational excellence<sup>+</sup>

2022 was marked by the Ukraine war with Russia, which implied a new international logistics crisis and a sharp rise in the dollar price of fuel and labor costs.

This situation required our ability to adapt, flexibility and resilience to meet the supply to all our customers, despite the difficulties imposed by the context of global scarcity. Thanks to implementing a product acquisition strategy with new sources of supply, we ensure a timely and quality stock.

## Operational excellence indicators

We measure different logistics and efficiency indicators to offer an excellent service to our clients.

At Enex Chile we have the OTA (On Time Arrival) index and the SLA (Service Level Agreement) index, which

help us determine the percentage of fuel shipments that arrive punctually at service stations, customers, or other destinations, according to the scheduled date and time. In 2022 we managed to achieve 96.9% compliance with lubricant dispatch service standards (SLA).

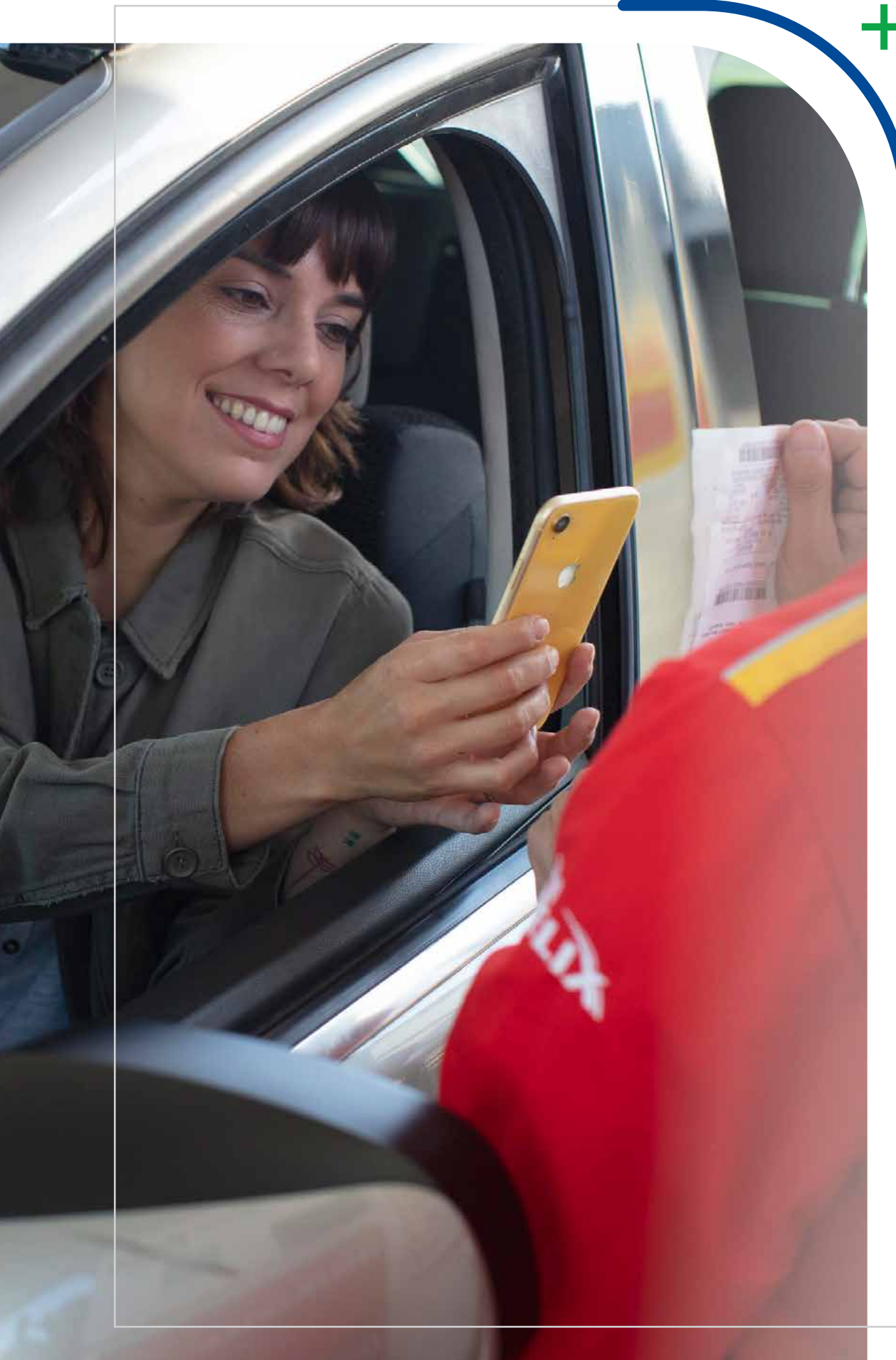
Indicator	2019	2020	2021	2022
OTA Industrials	93.8%	93.6%	93.2%	92%
SLA Lubricants	94.4%	91.1%	97.1%	96.9%

In Road Ranger, the main indicators used for operational excellence are total fuel overshoot (OS) in the chain as a percentage of total fuel sales, which is 0.04%, and total loss of inventory stock in the chain as a percentage of total internal sales, which is 1.45% in stores.





# Digital transformation for operational excellence



Enx's efforts to maintain and reinforce innovation and digital transformation within the company are focused on ensuring operational excellence, improving customer service, and thus maintaining business sustainability.

Digital transformation contributes to evidence-based decision-making, efficiency, and closer interaction with customers and collaborators.

Last year's projects mainly focused on asset improvement and optimization, technology development, boosting efficiency, cost reduction and improvement of quality, safety, and environmental care standards. These developments seek to guarantee the future and profitability of our operation. In line with its orientation towards innovation, the following events stood out:

- Implementation of the purchasing platform, a tool through which we achieve greater traceability and transparency. It has allowed us to manage better supplier bases, negotiations, and reporting in our operational management.
- To make our logistics management more efficient, in 2022, we renewed the Transport Management System

(TMS), which allows us to automate the scheduling and dispatching process for fuels and lubricants with more efficient truck routes, fewer carbon emissions, better customer service and better financial results.

- 84% of our systems and processes were transferred to the cloud (Enx Cloud), which means that our information is protected and available, with safe and fast access for our collaborators. As an example of the above, the new space for our management control team has a modern, agile, and robust architecture for generating and controlling the budget.
- Regarding internal user issues, reports are being delivered to improve processes, such as migrating the customer opening process to Salesforce. By 2023, we expect to continue automating routine operations.
- In 2022, we implemented a shift allocation and attendance control system in direct operation convenience stores, allowing efficient shift management since it incorporates sales information.
- In the people management area, we launched the new digital signature portal for employee identification.

Other improvements for our collaborators were the implementation of Teamlink and digital annexes to optimize teleworking, and the system for the optimal calculation of bonuses, reducing processing times.

- The implementation of the digital payment model in four parts, to optimize payment processes in our Stations and Convenience Stores. This work had joint participation of Business Planning management together with IT and Network areas.

Year 2022 was characterized by the digital transformation process, seeking greater accessibility, precision in information and development of predictive flows. The IT assistant management supports and leverages this process, transversally contributing to business operations.



# Customer privacy and data protection

The security, availability, privacy and protection of personal data is one of the most relevant issues for companies today. This is because the magnitude of personal data collection and exchange has increased significantly in the last decade, and it seeks to guarantee an adequate level of protection for these.

This year we are working on two initiatives: an Information Security Roadmap, which will be implemented between 2023 and 2025 to increase our level of exposure and protection in Cybersecurity issues, and a Data Protection project with the aim of guaranteeing the right to security of personal information of all people who are related to Enex.

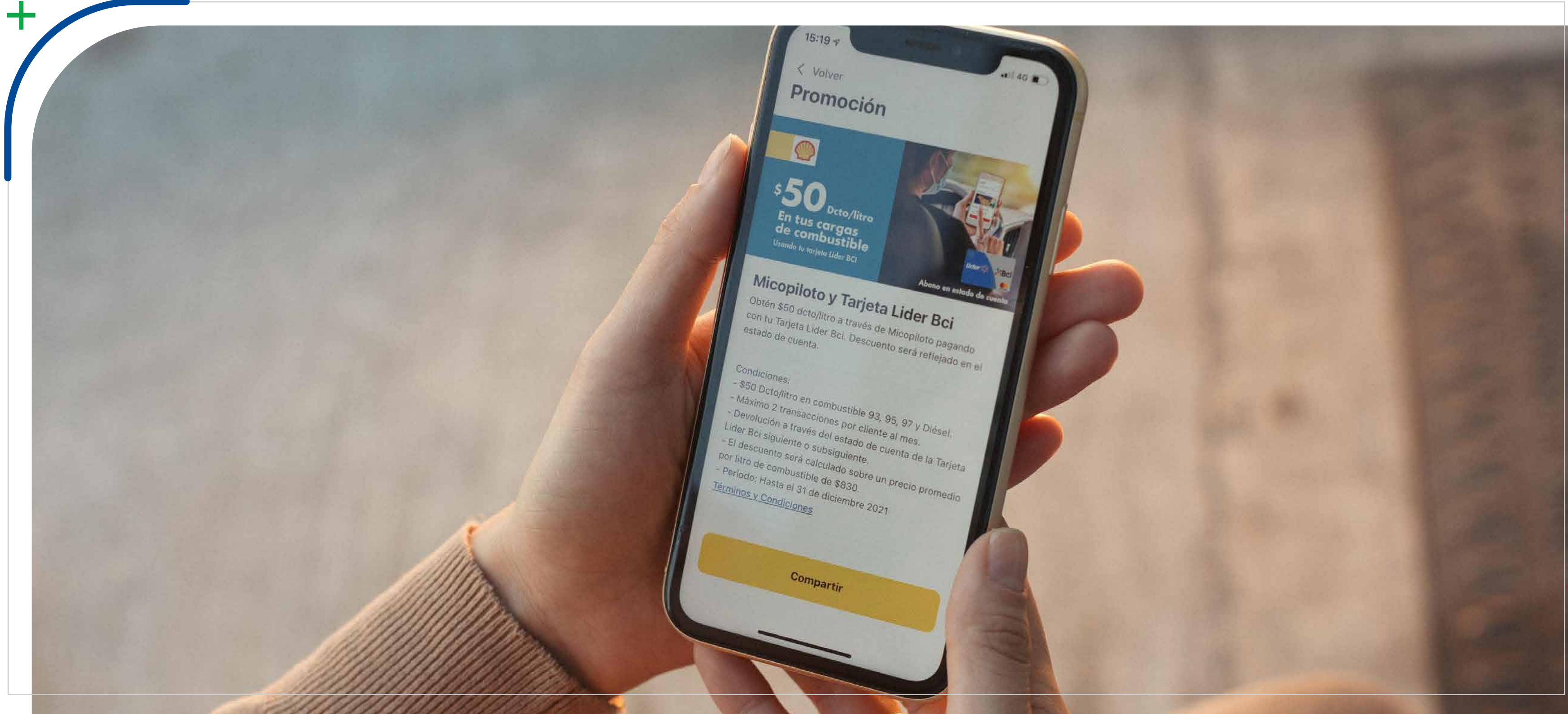
To implement these initiatives, the Information Security area was created in the IT Assistant Management, reflecting Enex's commitment to protecting information, technological assets, privacy and the treatment of personal data of its clients, employees and business partners.

GRI 418-1 Substantiated complaints regarding customer privacy breaches and loss of customer data

Own Indicator: Results of the OTA indicator of operational excellence (On time Arrival)

Own Indicator: Results of the SLA operational excellence indicator (Service Level Agreement)

Own Indicator: Road Ranger operational excellence indicator



In 2022, no complaints were substantiated regarding violations of customer privacy and loss of customer data.





# Chapter 04 People and community<sup>+</sup>

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The energy that moves your world



# Committed team<sup>+</sup>

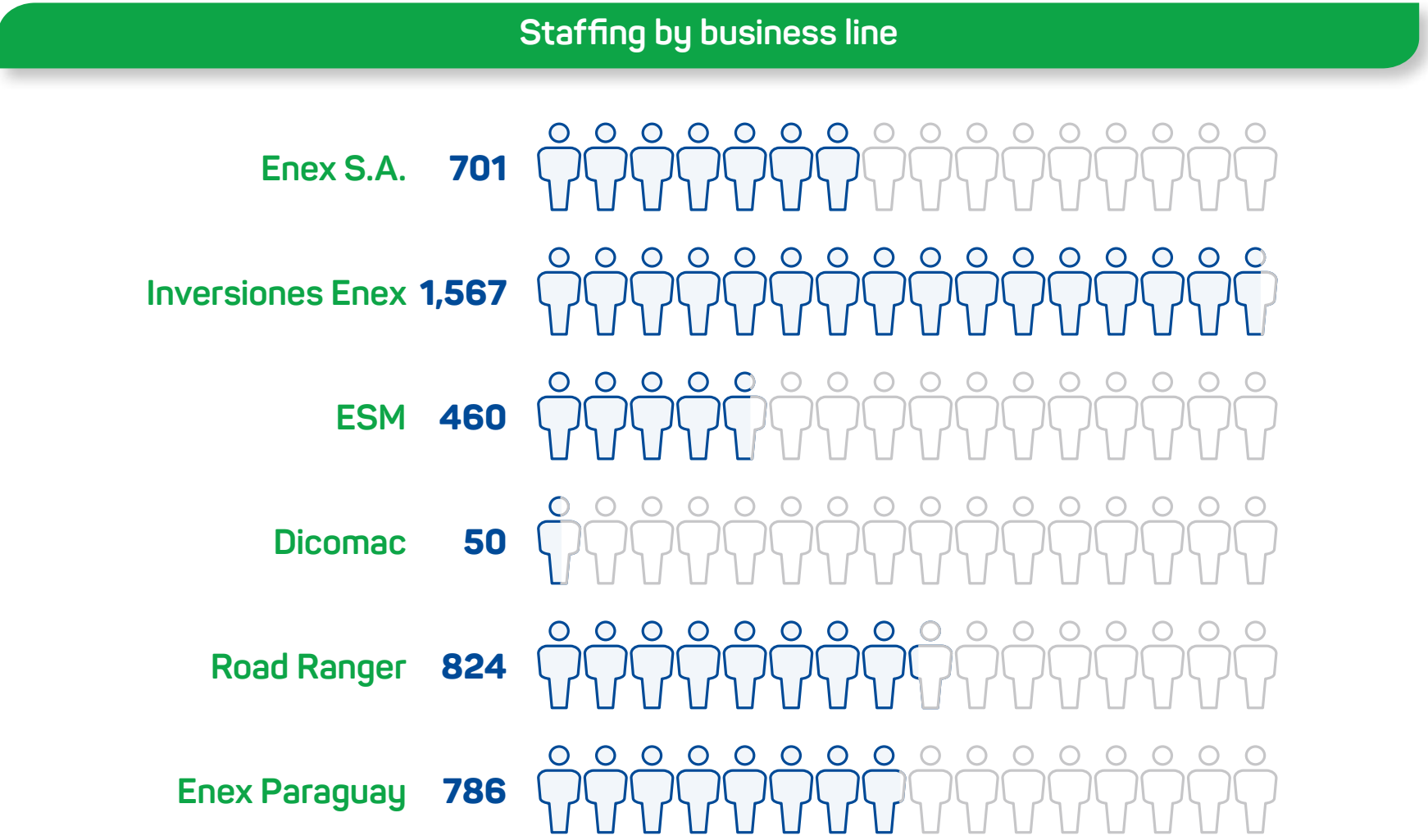
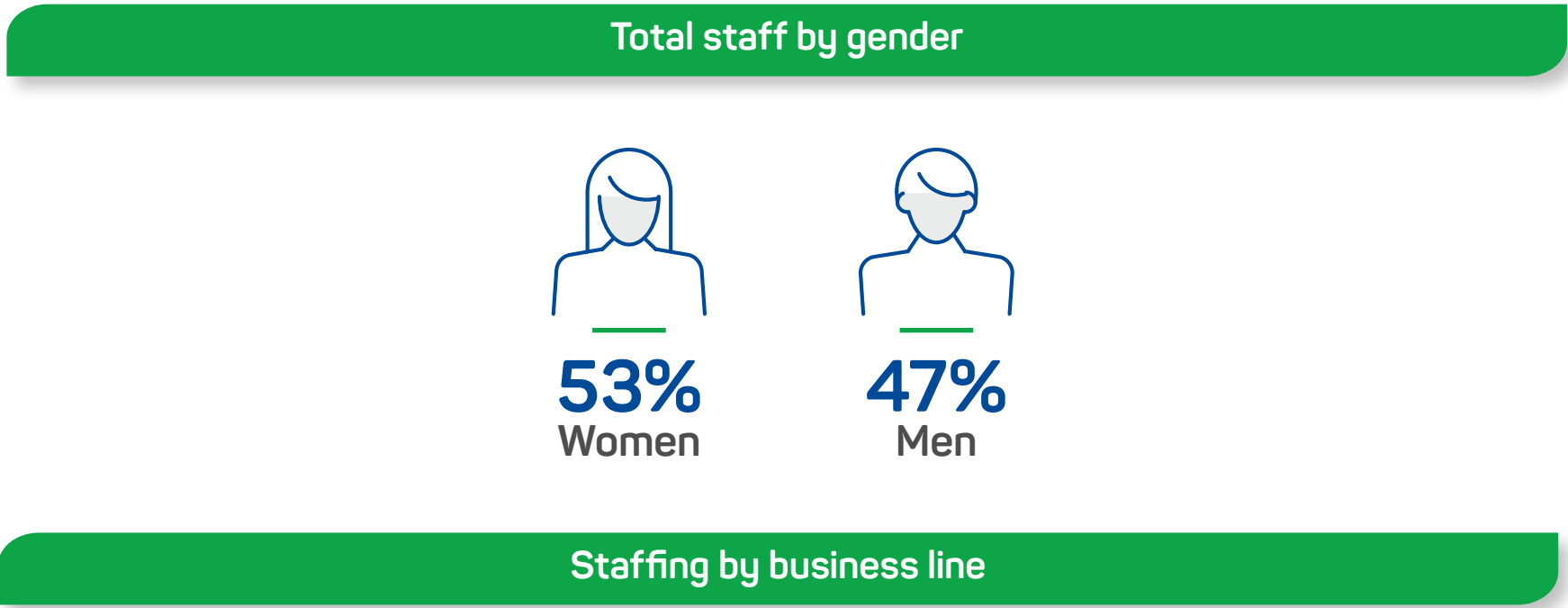
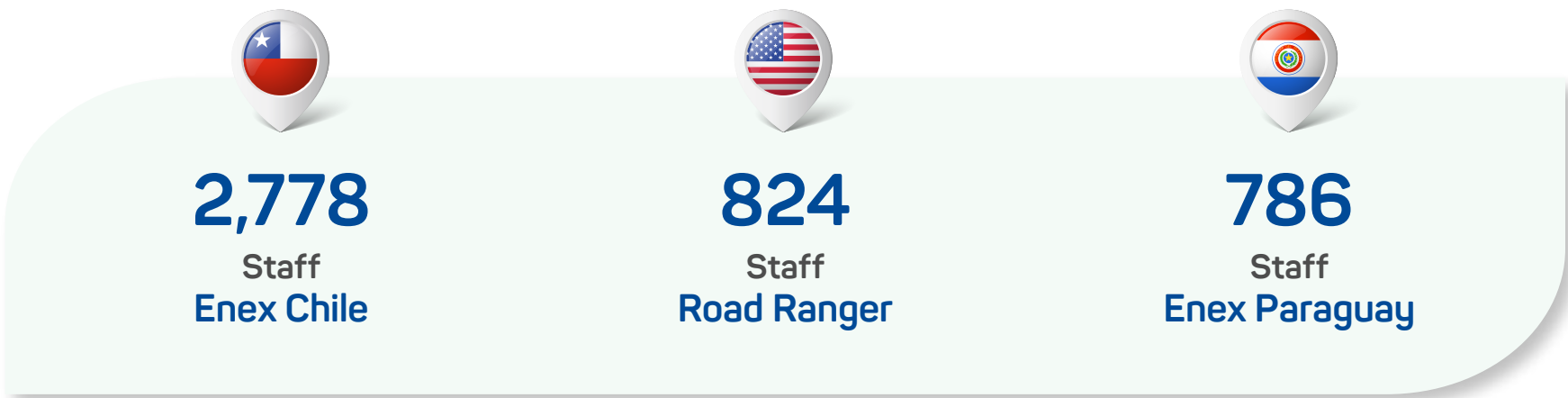
Our collaborators are essential for long term business sustainability and organizational productivity. At Enex we form teams of excellence in the three countries in which we are currently present. Each of them is made up of people committed to our values of service quality, excellence in our operations and respect for others, the environment, standards, ethics, and safety.

We seek to provide optimal work environments and organizational conditions that promote their personal development and enhance their capabilities. This is how we manage benefits for their quality of life, we try to protect their health and physical integrity and we carry out training and continuous education programs to develop talent and promote internal mobility.

At the same time, we hire local personnel to work in service stations and in industrial activities, with the aim of contributing to the development of neighboring communities.

## Our team

During 2022, our workforce grew by 24% on average, with a significant increase in Enex Paraguay, but also significant increases in other business lines. Our team is currently made up of a total of 4,388 people, including those who work at Enex S.A. and its three subsidiaries in Chile (Inversiones Enex, ESM and Dicomac), Road Ranger in the United States and Enex Paraguay. Thanks to everyone's work, we are energy supply leaders in these markets.





Enex employee staff by gender, age, and business line

	Gender	2021				2022			
		Less than 30 years	30 to 50 years	Over 50 years	Total	Less than 30 years	30 to 50 years	Over 50 years	Total
Chile									
Enex S.A.	Men	70	295	107	472	65	305	113	483
	Women	45	128	37	210	52	130	36	218
	Total	115	423	144	682	117	435	149	701
Inversiones Enex	Men	224	268	91	583	218	290	101	609
	Women	353	445	110	908	347	474	137	958
	Total	577	713	201	1,491	565	764	238	1,567
ESM	Men	34	327	95	456	26	332	83	441
	Women	8	12	2	22	5	12	2	19
	Total	42	340	96	478	31	344	85	460
Dicomac	Men	4	4	4	12	2	6	5	13
	Women	7	16	10	33	10	18	9	37
	Total	11	20	14	45	12	24	14	50
United States									
Road Ranger	Men	88	126	63	277	117	126	71	314
	Women	126	186	92	404	195	209	106	510
	Total	214	312	155	681	312	335	177	824
Consolidated									
Consolidated	Men	420	1,020	360	1,883	428	1,059	373	1,860
	Women	539	787	251	1,650	609	843	290	1,742
	Total	959	1,808	610	3,533	1,037	1,902	663	3,602
Paraguay									
Enex Paraguay	Men	83				346			
	Women	73				440			
	Total	156				786			

Enex workforce by type of employment contract, gender, and business line

Company	Contract type	Working days	2021			2022		
			Man	Woman	Total	Man	Woman	Total
Enex S.A.	Permanent	Part time	3	2	5	2	2	4
		Full time	447	197	644	456	210	666
	Temporal	Part time	1	0	1	0	0	0
		Full time	21	11	32	25	6	31
Inversiones Enex	Permanent	Part time	46	121	167	57	117	174
		Full time	475	684	1,159	472	727	1,199
	Temporal	Part time	6	22	28	16	27	43
		Full time	56	81	137	64	87	151
ESM	Permanent	Part time	0	0	0	0	0	0
		Full time	417	21	438	395	19	414
	Temporal	Part time	0	0	0	0	0	0
		Full time	39	1	40	46	0	46
Dicomac	Permanent	Part time	2	1	3	5	2	7
		Full time	8	26	34	8	32	40
	Temporal	Part time	2	1	3	0	0	0
		Full time	0	5	5	0	3	3
Road Ranger	Permanent	Part time			0	40	62	102
		Full time			0	274	448	722
	Temporal	Part time			0	0	0	0
		Full time			0	0	0	0
Consolidated	Permanent	Part time	51	124	175	104	183	287
		Full time	1,347	928	2,275	1,605	1,436	3,041
	Temporal	Part time	9	23	32	16	27	43
		Full time	116	98	214	135	96	231
Enex Paraguay	Permanent	Part time			0	0	0	0
		Full time			0	344	439	783
	Temporal	Part time			0	0	0	0
		Full time			0	1	2	3

\* Consolidated includes Enex S.A, Inversiones Enex, ESM, Dicomac and Road Ranger, and excludes Enex Paraguay.

GRI 2-7 Employees



# Enex culture<sup>+</sup>

Enex’s continued success depends on our ability to attract, retain, and develop committed, excellence-oriented employees. We aspire to be an agile and innovative organization that promotes teamwork and believes in skills and experience diversity to obtain results aligned with our objectives. From this we manage a work culture focused on the following aspects:

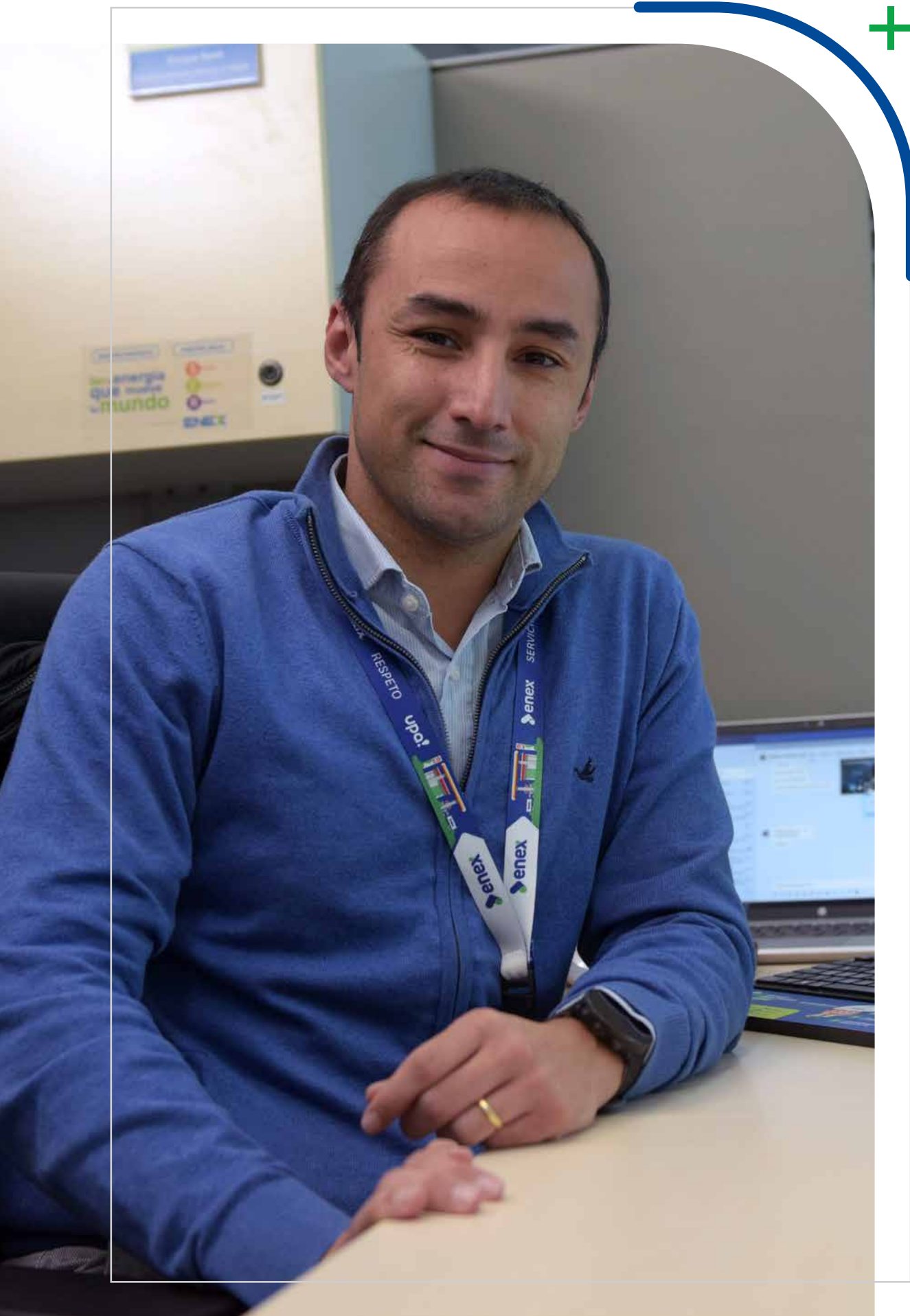
- Promote good practices in attracting and retaining people with the right skills for our business, deploying initiatives and action plans to attract, identify and develop key talent.
- Equal opportunities and non-discrimination policies, promoting a diverse and inclusive workforce.
- Develop training programs and promote internal mobility, to accompany employees’ learning and growth.
- Respect for labor rights, respecting union freedom and the right to collective bargaining, while maintaining open and permanent dialogue with employee representatives.

- Develop stable and safe work environments that allow personal and work development of each one of our collaborators, through good climate, benefits that promote well-being and delivery of fair financial compensation.
- Promote spaces for innovation and collaboration, through work flexibility, digital transformation, and the promotion of a culture of innovation.





# Talent attraction and retention



In 2022, Enx Chile's new hire rate increased by 1% compared to 2021, while the turnover percentage remained within the estimated ranges for our business. This situation was caused by operational growth, led by our convenience stores.

For its part, at Inversiones Enx, the turnover rate rose to 65%, due to the economic recovery of the country, which allowed greater mobility of personnel, which had remained stable during the pandemic.

### New employee hires and staff turnover

		2021				2022			
		Total number of new hires	New hires rate	Total number of discharges	% Rotation	Total number of new hires	New hires rate	Total number of discharges	% Rotation
Enx S.A.	Men	106	22%	85	18%	80	17%	92	19%
	Women	48	23%	41	20%	45	21%	39	18%
	<b>Total</b>	<b>154</b>	<b>23%</b>	<b>126</b>	<b>18%</b>	<b>125</b>	<b>18%</b>	<b>131</b>	<b>19%</b>
Inversiones Enx	Men	316	54%	354	61%	434	71%	397	65%
	Women	519	57%	482	53%	683	71%	620	65%
	<b>Total</b>	<b>835</b>	<b>56%</b>	<b>836</b>	<b>56%</b>	<b>1,117</b>	<b>71%</b>	<b>1,017</b>	<b>65%</b>
ESM	Men	181	40%	221	48%	243	55%	241	55%
	Women	12	55%	7	32%	2	11%	6	32%
	<b>Total</b>	<b>193</b>	<b>40%</b>	<b>228</b>	<b>48%</b>	<b>245</b>	<b>53%</b>	<b>247</b>	<b>54%</b>
Dicomac	Men	4	33%	6	50%	2	15%	1	8%
	Women	18	55%	20	61%	11	30%	7	19%
	<b>Total</b>	<b>22</b>	<b>49%</b>	<b>26</b>	<b>58%</b>	<b>13</b>	<b>26%</b>	<b>8</b>	<b>16%</b>
Road Ranger	Men	444	160%	436	157%	647	206%	634	202%
	Women	674	167%	715	177%	1,050	206%	981	192%
	<b>Total</b>	<b>1,118</b>	<b>164%</b>	<b>1,151</b>	<b>169%</b>	<b>1,697</b>	<b>206%</b>	<b>1,615</b>	<b>196%</b>
Consolidated	Men	1,129	60%	666	67%	1,406	73%	1,365	70%
	Women	1,342	81%	550	68%	1,791	68%	1,653	65%
	<b>Total</b>	<b>2,471</b>	<b>70%</b>	<b>1,216</b>	<b>70%</b>	<b>3,197</b>	<b>75%</b>	<b>3,018</b>	<b>70%</b>
Enx Paraguay	Men	204	63%	164	13%	325	45%	206	10%
	Women	94	37%	102	11%	294	55%	140	11%
	<b>Total</b>	<b>298</b>	<b>100%</b>	<b>260</b>	<b>23%</b>	<b>619</b>	<b>100%</b>	<b>346</b>	<b>21%</b>



Performance evaluation

The Performance Evaluation process seeks to align employees’ goals with the value framework of the company and its strategic and operational objectives. We evaluate all Enex Chile employees with an indefinite employment contract, who have been providing services for more than three months and who are not on prolonged medical leave during the evaluation period.

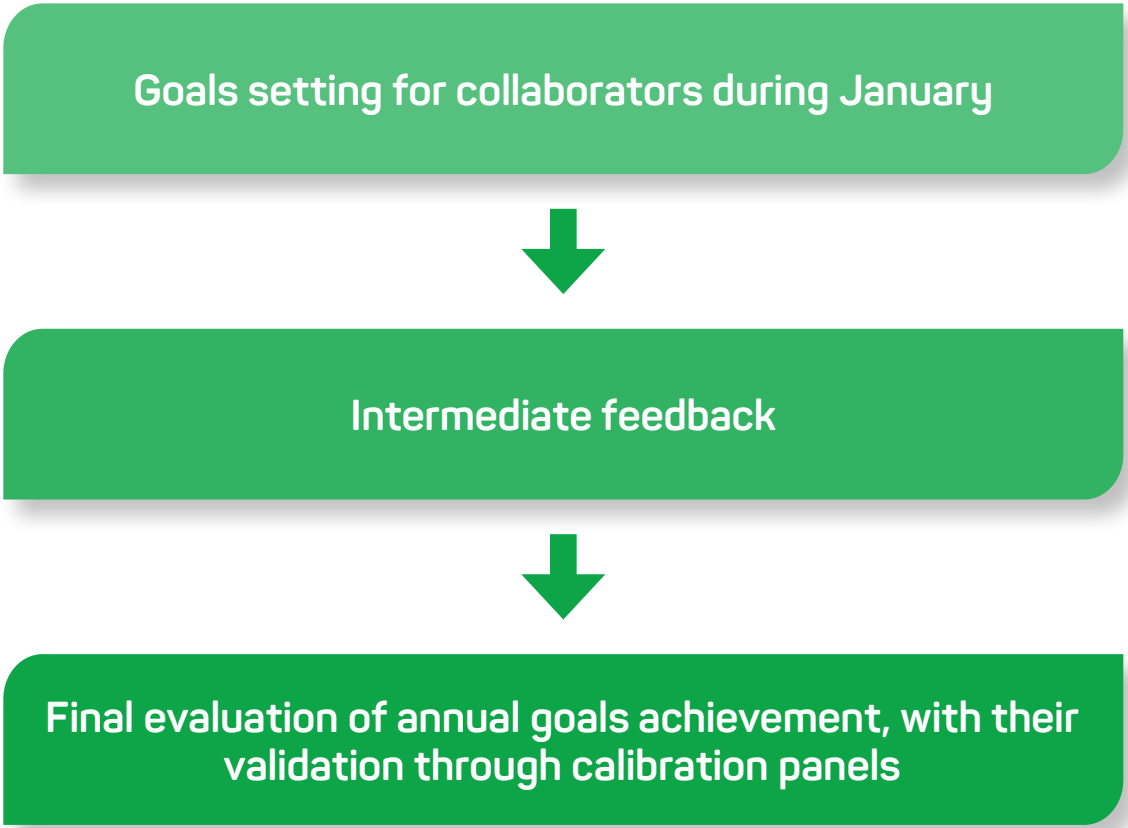
Performance Evaluation at Enex Chile

		2021		2022	
		N. of evaluated collaborators	% evaluated of all collaborators	N. of evaluated collaborators	% evaluated of all collaborators
Enex S.A.	Men	346	73%	389	87%
	Women	154	73%	194	98%
	Total	500	73%	583	90%
Inversiones Enex	Men	377	65%	446	76%
	Women	594	65%	656	70%
	Total	971	65%	1,102	72%
ESM SpA	Men	401	88%	354	80%
	Women	11	50%	19	100%
	Total	412	86%	373	81%
DICOMAC	Men	13	108%	13	100%
	Women	30	91%	32	86%
	Total	43	96%	45	90%
Road Ranger	Men	-	-	298	97%
	Women	-	-	442	87%
	Total	-	-	740	91%
Consolidated	Men	778	64%	1,194	74%
	Women	798	80%	1,341	86%
	Total	1,576	62%	2,535	71%
Enex Paraguay	Men	-	-	26	57%
	Women	-	-	20	43%
	Total	-	-	46	100%

Note: Both Road Ranger and Enex Paraguay implemented a performance evaluation process for the first time in 2021, with objectives for all employees. For this reason, the first officially reported data is from 2022.

The Evaluation is carried out through the “MIDE” Model (Mi Desempeño en Enex). Through self-assessment and joint feedback between managers and collaborators, strengths are recognized and performance gaps are timely corrected, establishing objectives and competencies to be developed during the year, which are validated and evaluated during the period.

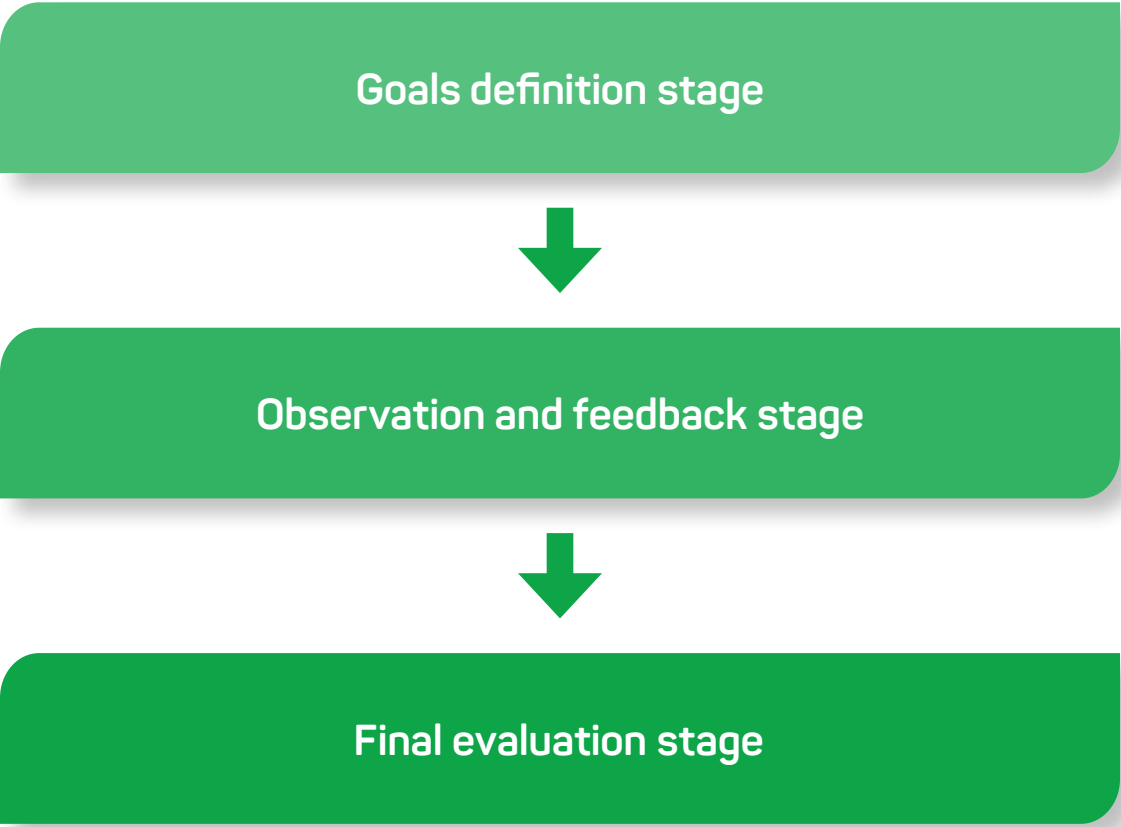
This year at Enex Chile the process was carried out according to initial planning, considering its three most relevant milestones:



One of the improvements implemented was made in the final evaluation, in which the times allocated to goals validation in the calibration panels were optimized and an attempt was made to increase the robustness in the argumentation about each collaborator’s performance.

At Road Ranger, for its part, all store and corporate office collaborators are subject to an annual Performance Assessment, carried out by their direct supervisor. This is done in June for all employees hired before May of the current year, and the results are a factor that influences the annual salary increases that come into force in September.

In the case of Enex Paraguay, Performance Evaluation was implemented for the first time in 2021, establishing goals for all collaborators. This is measured through the MI EDD process, an annual cycle that consists of three stages where Senior Management, managers and line heads participate:





# Training and internal mobility

## Training

To achieve our collaborators’ learning and development goals, we have the Cmás (“B-more”) training program. This covers cross-cutting and specific topics for each function in the organization, which are updated annually according to business requirements and demands. Some trainings were carried out in person, especially those aimed at developing and enhancing soft skills. Those focused on more technical subjects were carried out through the Cmás virtual e-learning platform. It should be noted that during 2022 an improvement process began for this online medium, which will be implemented in 2023.



The main training courses given during 2022 in Chile were related to topics such as leadership in a hybrid model, both face-to-face and online.

### Enex transversal training courses in 2022

Course	Description
Corporate Induction	Its objective is to know the company and the business from within. It includes an e-learning course to find out what moves us and delve into the Enex seal.
Free Competition Talk	Training carried out by the Corporate Affairs area to explain the main concepts of Decree Law No. 211 that sets rules for free competition, how to abide by them and not incur improper actions.
Conscious Nation	Courses focused on raising awareness about the environment, safety and risk prevention that can affect work and daily activities.
Purchasing Process	Training carried out by the Contracts and Procurement area to know and correctly apply the sourcing flow in Enex.
Digital transformation	Instruction on Microsoft 365, Apnet, JDE and Power BI tools, with tips for good care and maintenance of equipment and information security control.
Sustainability and Innovation Induction	Induction talk on innovation processes and sustainability projects at Enex.
HSE induction	We have an induction process for all new personnel both in operations and in administrative facilities in matters of accident prevention and care for the environment.
People Management	Knowledge of the processes implemented by the People Area in labor insertion, recruitment and selection, organizational development, remuneration and training, among other topics.





In 2022 there was a significant increase in our training indicators. We trained 4,278 collaborators, reaching an average of 48.9 hours for each of them and 187,356 training hours executed.

Average training hours per year per employee

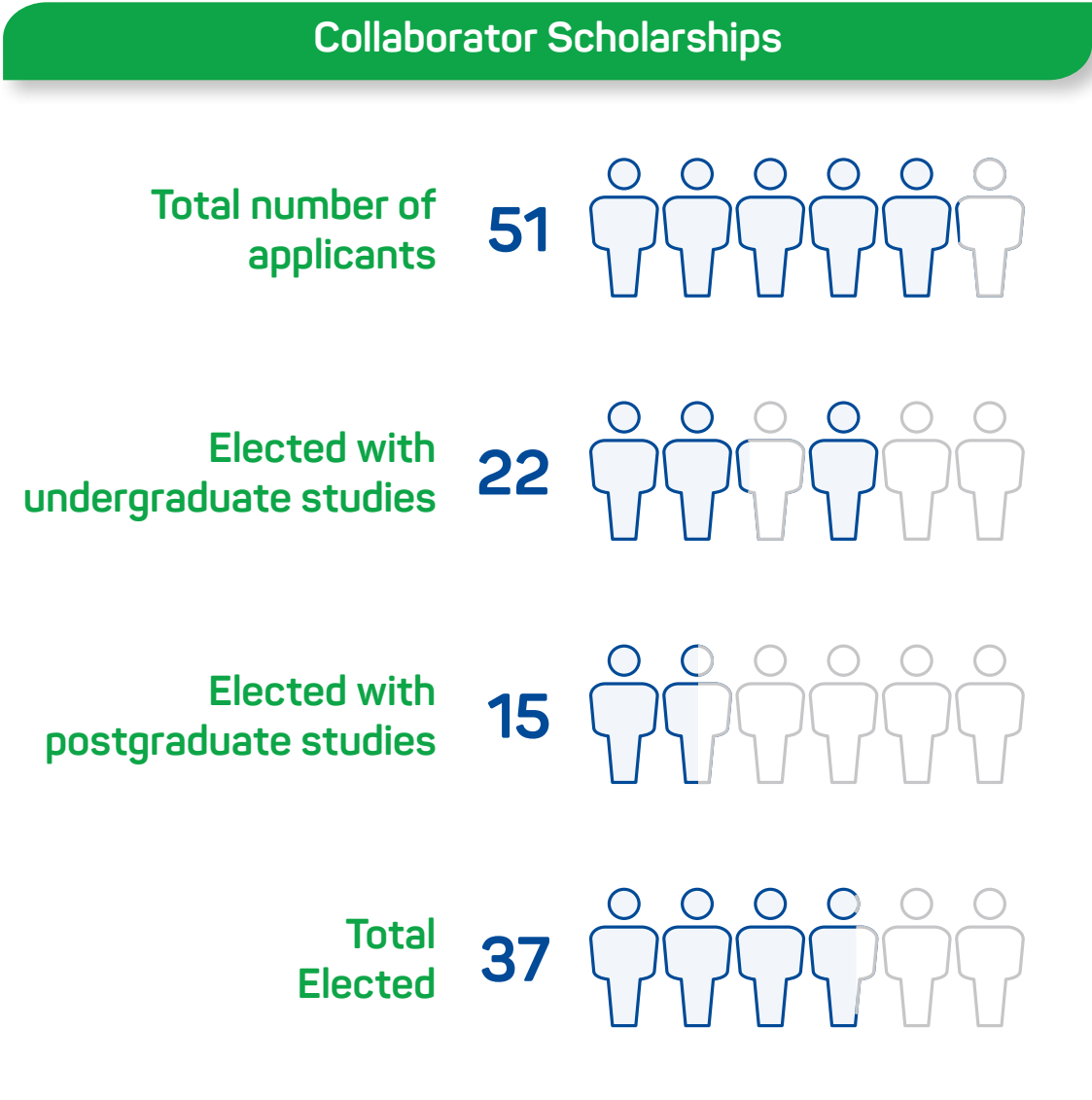
		2021			2022		
		Number of training hours	Number of trained collaborators	Average training hours	Number of training hours	Number of trained collaborators	Average training hours
ENEX S.A.	Men	25,680	477	53.8	51,107	505	101.2
	Women	4,448	230	19.3	24,420	225	108.5
	Total	30,128	707	73.2	75,527	730	103.5
Inversiones Enex	Men	7,012	583	12.0	20,972	947	22.1
	Women	10,968	908	12.1	12,854	580	22.2
	Total	17,980	1,491	12.1	33,826	1,527	22.2
ESM SpA	Men	12,070	480	25.1	14,051	493	28.50
	Women	193	15	12.9	432	18	24.0
	Total	12,263	495	24.8	14,483	511	28.34
DICOMAC	Men	920	16	57.5	571	14	40.8
	Women	1,950	42	46.4	2,209	43	51.4
	Total	2,870	58	49.5	2,780	57	48.8
Road Ranger	Men				23,096	528	43.7
	Women				37,644	925	40.7
	Total	0	0	0	60,740	1,453	42.0
Total	Men	45,682	1,556	37.1	109,797	2,487	47.3
	Women	17,559	1,195	22.7	77,559	1,791	49.4
	Total	63,241	2,751	39.9	187,356	4,278	48.9
Enex Paraguay	Men	51	12	4	1,150	75	16
	Women	82	14	6	1,129	81	14
	Total	133	26	10	2,279	156	15

The number of employees trained increased by 150%, training hours given in relation to 2021 by 186%.

Co-financing of scholarships

We co-finance scholarships for undergraduate and postgraduate studies.

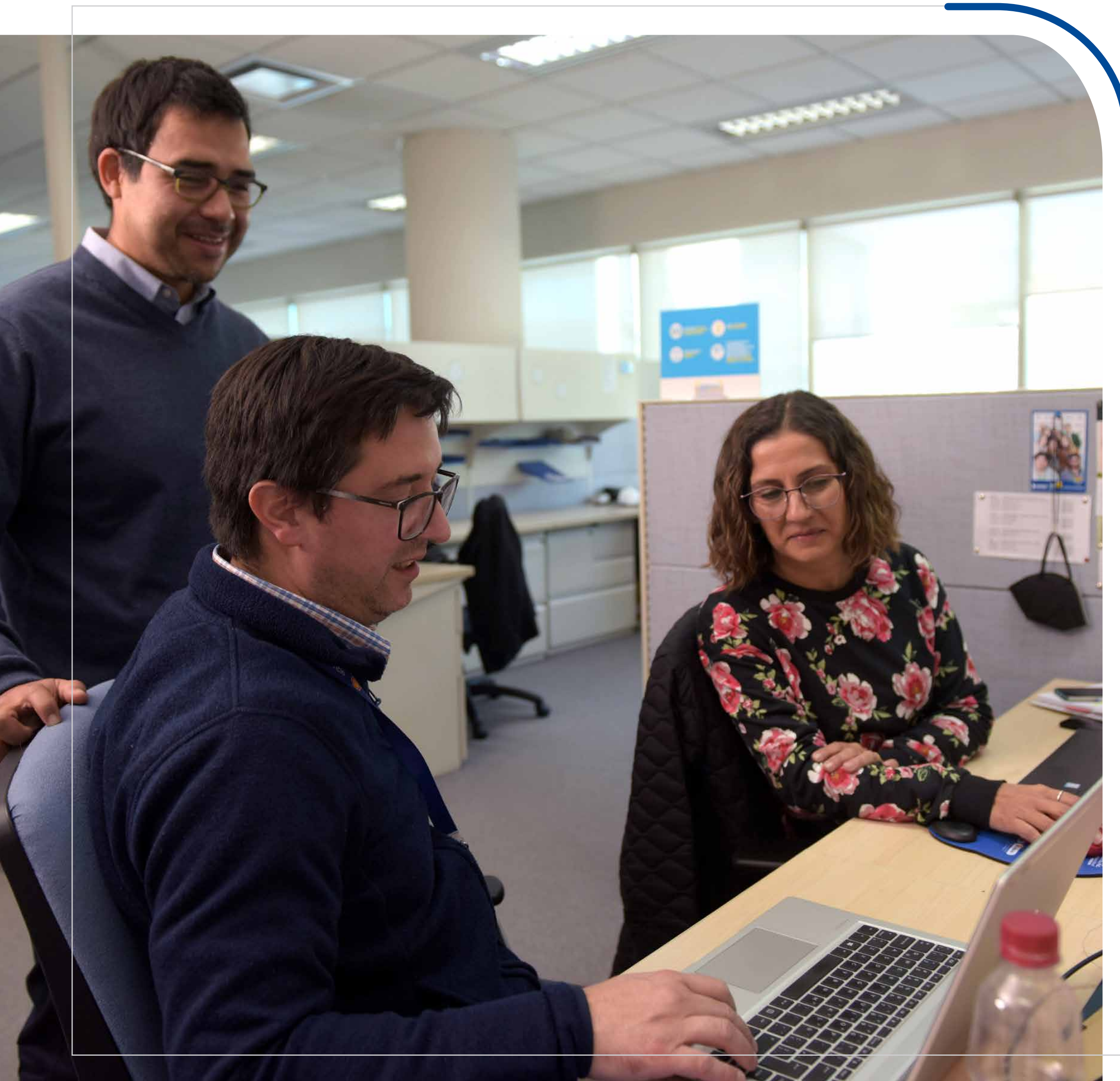
Collaborators awarded scholarships to continue undergraduate and postgraduate studies



In the first scholarships launching cycle, we doubled the amount of resources made available and the number of applicants for the benefits, compared to 2021.







## Initiatives for collaborator training

### Enex S.A.

In 2022, strategic training planning was carried out, which sought to generate significant impacts on three key points:

1. Promote legal and operational training face-to-face and through the e-learning platform.
2. Train 120 people in a leadership program carried out with the Pontificia Universidad Católica de Chile (PUC). This was aimed at all those assistant manager and leadership roles that lead work teams in a hybrid format.
3. Exceptional increase in places for undergraduate and postgraduate scholarships, considering the impact and interest that this process generates in our collaborators

institutions such as Universidad de Chile Unegocios and Pontificia Universidad Católica de Chile, among others. This benefited 137 collaborators.

### Road Ranger

A training department was established, with the objective of promoting strategic initiatives for talent development in the organization. In addition, a new centralized training platform called Ready Training Online (RTO) was designed, which will be extended to specific training modules in 2023.

### Enex Paraguay

The year 2022 was the first in which the Leaders School was implemented, aimed to strengthen relevant people in administrative positions and service stations.

### Inversiones Enex

In addition to co-financing scholarships for studies, training instances accredited and financed with the SENCE Tax Franchise were managed, which were integrated into the annual Training Program. These instances implied a total of 11,532 hours of training in



Internal mobility

At Enex we seek that our collaborators have the opportunity to develop professionally in the company, through job promotions or area movements. In 2022 there was an increase of five percentage points in our internally filled vacancies (% VOI), which implied an increase from 157 to 303 employees who achieved professional growth within Enex.

Internal mobility and promotions figures

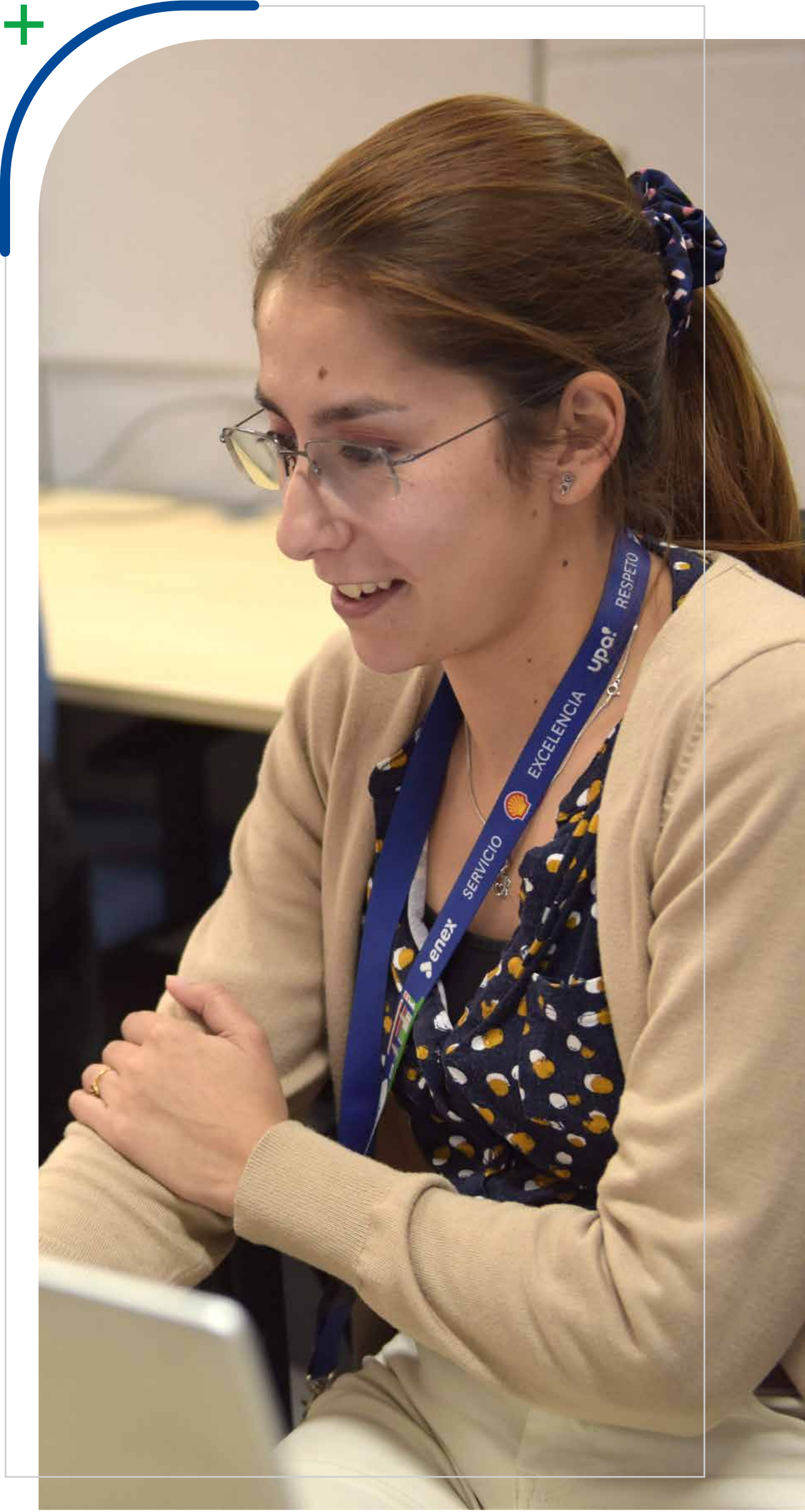
		2021				2022			
		Internally filled vacancies	Total vacancies filled by new hires	Total	% VOI	Internally filled vacancies	Total vacancies filled by new hires	Total	% VOI (Internally filled vacancies)
ENEX S.A.	Men	27	106	133	20%	20	80	100	20%
	Women	18	48	66	27%	24	45	69	35%
	Total	45	154	199	23%	44	125	169	26%
Inversiones Enex	Men	10	316	326	3%	20	171	191	10%
	Women	10	519	529	2%	22	284	306	7%
	Total	20	835	855	2%	42	455	497	8%
ESM SpA	Men	2	181	183	1%	18	225	243	7%
	Women	0	12	12	0%	1	2	3	33%
	Total	2	191	193	1%	19	227	246	8%
DICOMAC	Men	0	4	4	0%	1	2	3	33%
	Women	0	18	18	0%	5	11	16	31%
	Total	0	22	22	0%	6	13	19	32%
Road Ranger	Men	22	444	466	5%	47	647	694	7%
	Women	68	674	742	9%	145	1,050	1,195	12%
	Total	90	1,118	1,208	7%	192	1,697	1,889	10%
Total	Men	61	607	668	9%	106	1,125	1,231	16%
	Women	96	597	693	14%	197	1,392	1,589	24%
	Total	157	1,202	1,359	12%	303	2,517	2,820	17%
Enex Paraguay	Men	83	1,055	1,138	5%	19	457	475	34%
	Women	164	1,289	1,453	8%	26	318	344	45%
	Total	247	2,342	2,589	6%	45	775	819	70%

In 2022, 17% of vacancies were filled by internal collaborators.

At Enex Chile we have a Talent Program that seeks to identify, develop, promote and protect our collaborators who present outstanding performance. In this sense, every year we carry out the DNC process (Detection of Training Needs), which allows us to know the gaps that collaborators must close to carry out the functions of their positions and establish a training plan to carry out this process.

Likewise, at Inversiones Enex we have a Succession Plan that has enabled the promotion of many persons within the company. During 2022, three Succession Plan sessions were held, which includes a “Talent Detection” process. In these instances, each zone manager presented to a panel the characteristics of his work team from his perspective, with the aim of presenting those collaborators who could be projected as potential talents to assume positions of greater responsibility, indicating competences that stand out and learning gaps to start a training process with a high success rate.

In turn, when vacancies appear for positions at headquarters in Chile, depending on specified requirements, an internal contest is opened so that collaborators can apply.





We are very proud of the opportunity that the Succession Plan provides for our collaborators, highlighting those who have managed to have a successful career within the company.



**Priscilla Muñoz Rodríguez**  
Super leader Manager – EDS Los Lagos.

**Positions:**  
Cleaning Auxiliary (2007)  
Multifunctional (2007)  
Supervisor (2008- 2012)  
Manager Assistant (2012- 2015)  
Store Manager (2015- 2019)  
Súper Leader (2019- to date)

**What is it for you to be in Inversiones Enex?**

“It has been as a whole, as I said, they gave me the opportunity to climb up and they realized that we are people who deserve to climb up since we have values, so for me it was being able to realize that I have ideas, that I can be more me, I always say it is a good company.”

**What advice would you give to someone who wants to do career development?**

“Oh, that they do it, at least the company gives that space so that one can emerge if one feels like it, the company supports them. I always give this advice to the boys, that if they want to be more, they are the ones who have to show who they are and what they do, so that one can go on observing and showing that we have more people who are capable of doing things well.”



**Priscilla González Lorca**  
Franchise Zone Head – South Zone.

**Positions:**  
Multifunctional (2005-2007)  
Administrative Supervisor (2007- 2012)  
Manager Assistant (2012-2015)  
Franchise Zone Head (2015 – to date)

**What is it for you to be in Inversiones Enex?**

“The opportunity that has allowed me to grow, the company that gave me the possibility of having a good living, since living in a small city one has very few opportunities to grow, so Inversiones Enex gave me the possibility of having a good living, without having to be away from my family.”

**What advice would you give to someone who wants to do career development?**

“Persevere, be responsible, since the responsibility required for this position is high, I also prepared myself with studies, if someone wants to grow it is essential to study. In addition to being decisive, committed and persevering.”

**Road Ranger**

The new Training Manager began working on incorporating career paths into the Training Platform, to allow employees to keep growing within the organization.

**Enex Paraguay**

An internal search process began, disseminated to the entire company, so that all collaborators with more than six months seniority in the organization can apply for vacancies that meet the profiles required to start a selection process.

In 2022 we created a Training area, focused mainly on permanent training for service stations and stores collaborators.



# Diversity and inclusion

At Enx we believe in generating value from diversity. We value respect for cultural and personal differences, without discrimination, based on gender identity, ethnicity, nationality, age, sexual orientation, culture, place of origin, religion, language, socioeconomic situation, ideology, appearance, disability situation, health, education, or other reason.

We have a Diversity and Inclusion Policy, which can be consulted by any collaborator in our Biblioenx documentary library. In addition, a Gender Diversity and Identity Protocol was incorporated into the Internal Regulations of all companies, whose objective is to accompany and provide all the facilities and opportunities for collaborators who begin their gender transition process in our company.

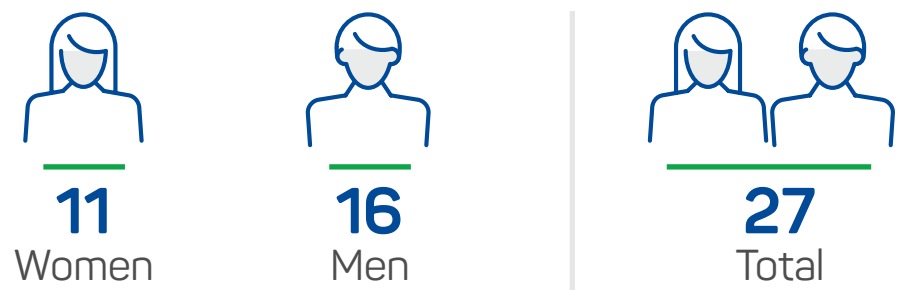
## People in situations of disability (PsD)

We adhere to the guidelines provided by Chilean Law No.21,015 on Labor Inclusion, whose purpose is to incorporate people with disabilities (PsD) into the operations of companies and public and private organizations.

At Enx Chile and subsidiaries we seek not only to comply with this legislation, but also to have an inclusive culture,

characterized by the conviction of how important it is to create spaces that promote the participation of people with disabilities. We have consulted with Manpower Group to incorporate good practices in this regard. In addition, this year we trained six collaborators as disability inclusion managers, according to Law No.21,015, who are State certified, to be in charge of our inclusion project.

### Collaborators in Disability Situation staff (PsD) 2022

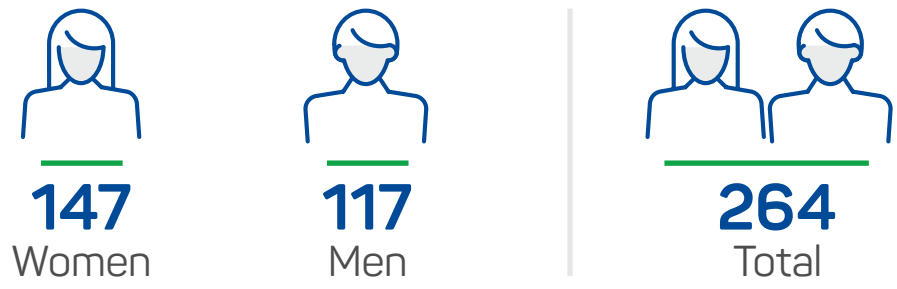


## Diversity of nationalities

We live in a globalized and multicultural context, in which organizations draw on different nationalities to develop their activities and meet their objectives.

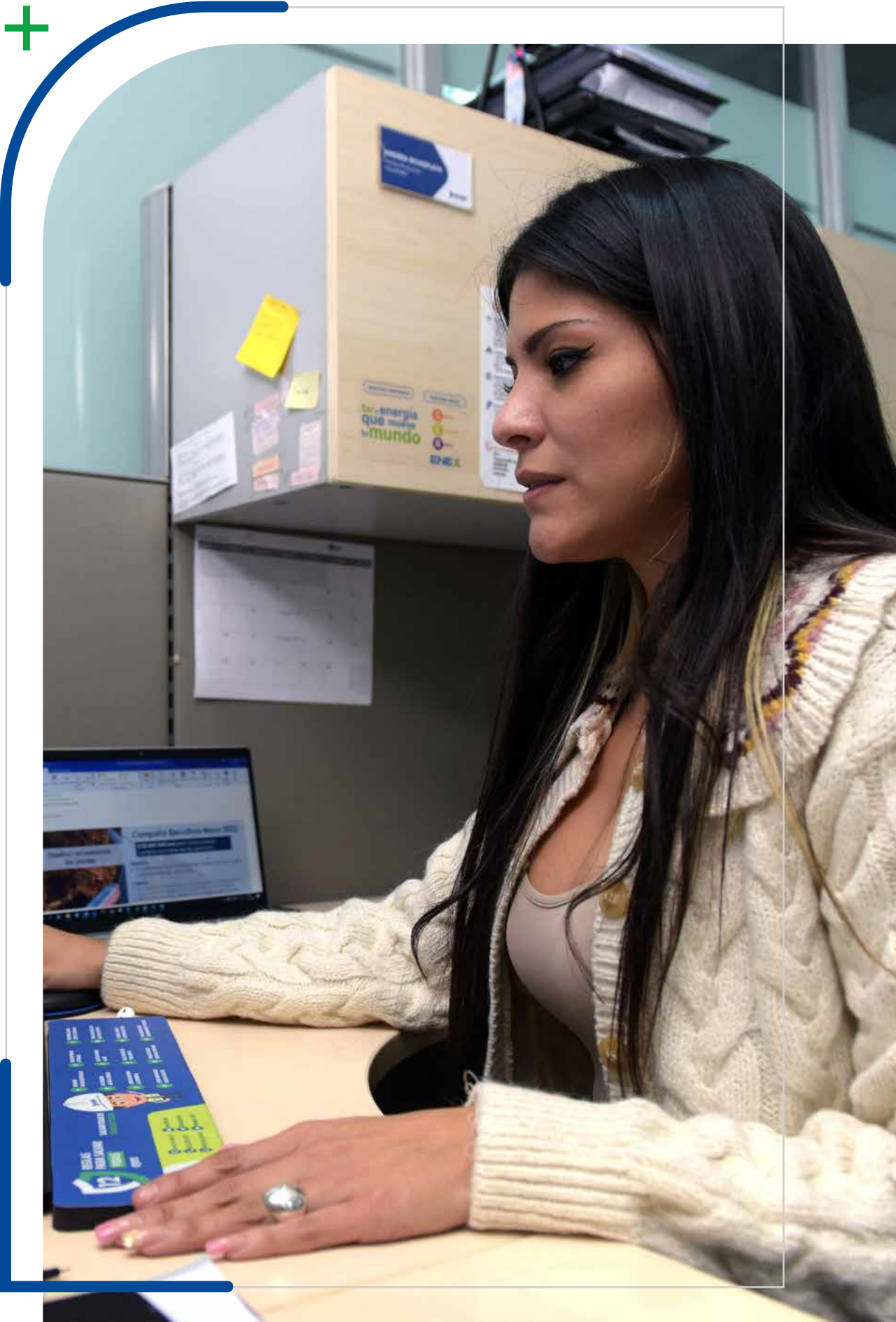
At Enx Chile in 2022, 10% of our workforce was made up of foreign collaborators.

### Foreign staff 2022



## Gender equity

We have a Recruitment Policy that guarantees non-discrimination between men and women when choosing our collaborators for job positions, seeking equal treatment and development opportunities without distinction. We also have a Gender Equity Committee, made up of people from different departments, which meets and works to increase female labor participation. Some of the Committee's initiatives include the use of inclusive language in job offers and other communication tools, and increasing the presence of women in different positions.





Women vs. men minimum wage ratio

	Minimum wage ratio women vs. men
Enex	100%
ESM SpA	100%
Dicomac	100%
Inversiones Enex	100%

Dangerous cargo women drivers

Since 2021, we started working with transport providers to encourage the hiring of professionals based on their skills, regardless of gender.

The work, supported by our specialists, resulted in having the first team of women drivers of dangerous cargo on public roads:

Transportes Casablanca:

Eight contracted drivers who provide or provided services to Enex.

Transportes Ixxos:

Two drivers that provide or provided services to Enex.

Transportes Jorquera:

Four drivers that provide services to Enex.

In the general driver induction process, psychological and operational aspects were worked on in order to give them confidence in their skills and guarantee safe performance.

We are very proud to provide job opportunities to all people, regardless of their gender, and we appreciate the support of our transportation companies to achieve them.





# Labor welfare

## Organizational climate

Since 2017 we have carried out the Labor Climate Survey annually in Chile, an instrument that provides important information and detects opportunities for improvement in relevant aspects and allows the identification of alerts and gaps to address them in a timely manner.

In the version applied in 2022, we increased the participation rate by 1.7 percentage points and favorability in the 13 dimensions evaluated by 3.7 percentage points, in relation to the previous year. Among other positive results, the Well-being dimension stood out (+7pp), thanks to carrying out relevant work to update agreements and disseminate benefits through intranet and other communication instruments.

"We all do climate"

The Labor Climate Survey in 2022 obtained 80.3% favorability, the best historical result of Enex.

		2021	2022
Enex	Climate Survey Result	78.6%	80.3%
	% Participation	88.1%	89.9%
ESM SpA	Climate Survey Result	70.8%	78.2%
	% Participation	88.0%	93.0%
Dicomac	Climate Survey Result	83.9%	87.1%
	% Participation	75.6%	80.9%
Inversiones Enex	Climate Survey Result	79.4%	82.2%
	% Participation	92.2%	92.2%

		2021	2022
Enex Paraguay	Climate Survey Result	100%	91.0%
	% Participation	90%	95.0%

Enex Paraguay participated again in the "Great Place To Work" (GPTW) Survey, with positive results, obtaining 11th place among the best companies to work for, category 51 to 250 employees. There was 95% participation and 91% chose the company as a Great Place to Work.

## Quality of life

To promote our collaborators' well-being and personal and professional development, at Enex Chile we have the Nación Enex Bienestar program. This includes a Personal and Work Balance Plan that favors flexibility, to accompany employees at important moments in their lives when they need to attend to family or personal needs. Among its benefits, it gives the afternoon off on birthdays and days off -additional to what is established by national regulations- for our workers who get married or enter civil union, due to childbirth or death of their spouse, children, or parents.

In turn, since 2020 we have applied the "BienSer" program, focused on psychological and psychiatric support of our collaborators. Among other benefits, there are agreements with universities and mental health institutions to obtain discounts and free consultations and other services provided, through face-to-face and online means. In 2022 we continued with several improvements in this area, such as the Psychosocial Risk Prevention Program implementation, whose main objective is to reduce mental health risk indicators at work.

Enex Paraguay also has a benefit program, highly valued internally. This includes "Seguro Migone", private health

insurance for those who meet certain employability conditions, and "Enex lunch", a prepaid card for food expenses for all employees.

Regarding conciliation with family life, at Enex S.A. we have a Pre and Postnatal Payment Policy to compensate the difference not covered by the legal requirement, which guarantees the same salary income for collaborators when they are mothers.

Meanwhile, Road Ranger offers paid maternity and paternity leave to employees who have been employed for at least one year. During 2023, it is planned to increase the available amount for paid time.

Both in Enex S.A. as in Road Ranger, we compensate remunerations during parental leave periods, with the objective that parents receive an equivalent remuneration during that period.



Parental leave<sup>5</sup>

	Enex Chile		Road Ranger	
	Men	Women	Men	Women
Total number of workers entitled to parental leave.	39	50	3	18
Total number of workers who have taken parental leave.	39	50	3	18
Total number of workers who have returned to work in the reporting period after parental leave ended.	39	39	3	9

Transition Assistance Programs

We are committed to helping employees who are in a job transition situation. For this reason, in 2022 we made available a service with various help alternatives for their reinsertion or change of situation, which includes post-process monitoring.

These programs may include:

- Advance planning for those planning to retire.
- Ongoing training for those who want to continue working after leaving.
- Severance pay, which may take into account the worker’s age and years of service.
- Job search services for front line positions.
- Assistance in training or advice on the transition to a life without work.

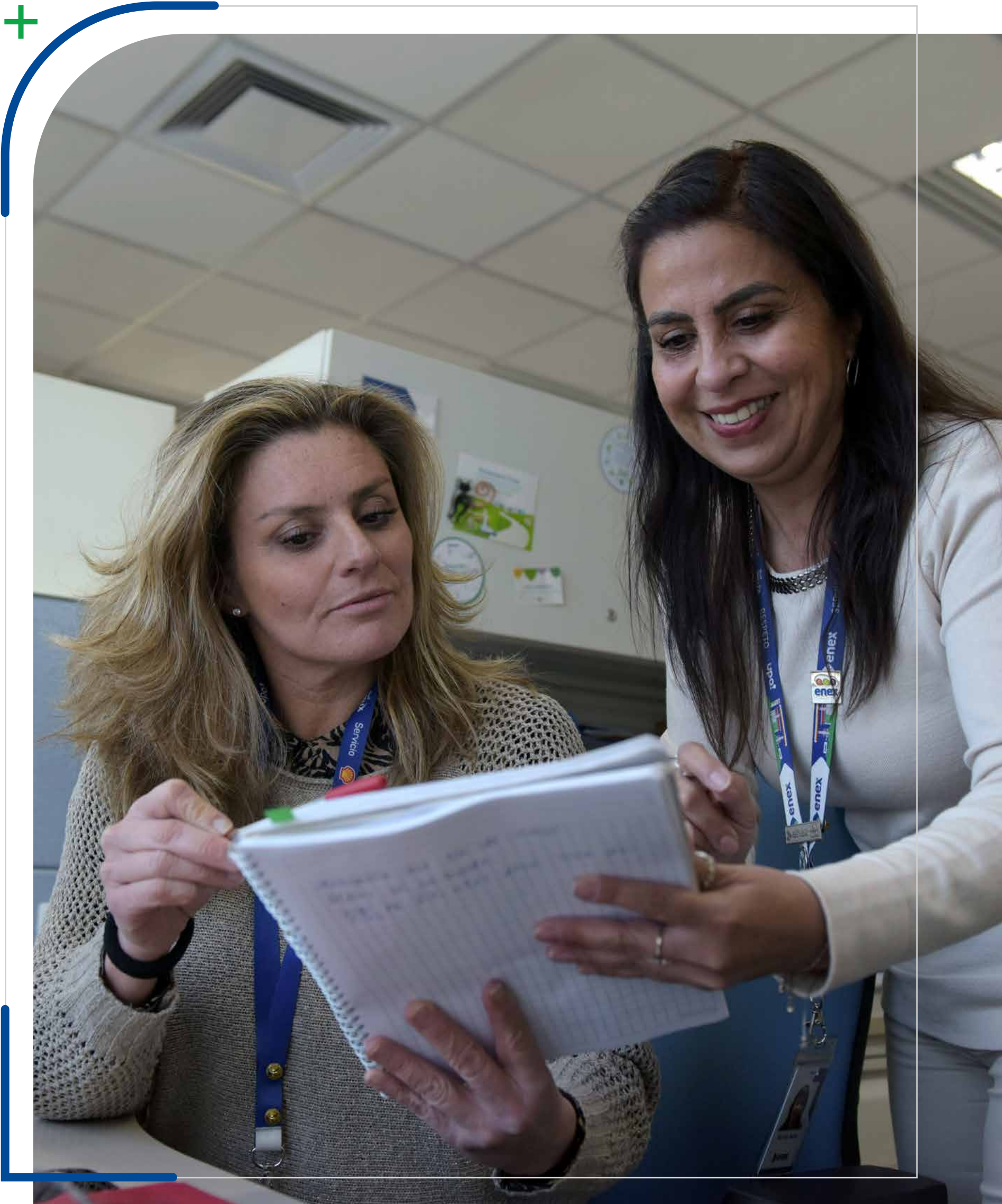
5. According to each country legislation, the parental leave for which this indicator responds is different in Enex Chile and Road Ranger. In the case of Chile for men, the indicator is answered according to the 5 legal days after child birth. In the case of the United States, the answer is based on the use of the leave contemplated in the Family and Medical Leave Act (FMLA) that grants 12 weeks of unpaid leave for medical reasons, which includes the birth of a child, to both sexes equally. Such leave may begin prior to the birth of the child if a physician certifies that it is medically necessary. As mentioned, Road Ranger pays this leave for all workers who have been there for more than one year.

Fair remuneration policies

We have a Remuneration Policy that establishes as a fundamental principle the positioning of entry salaries above the minimum monthly income (IMM), this is intended to reward under a principle of competitiveness, managing to be attractive in attracting and retaining talent.

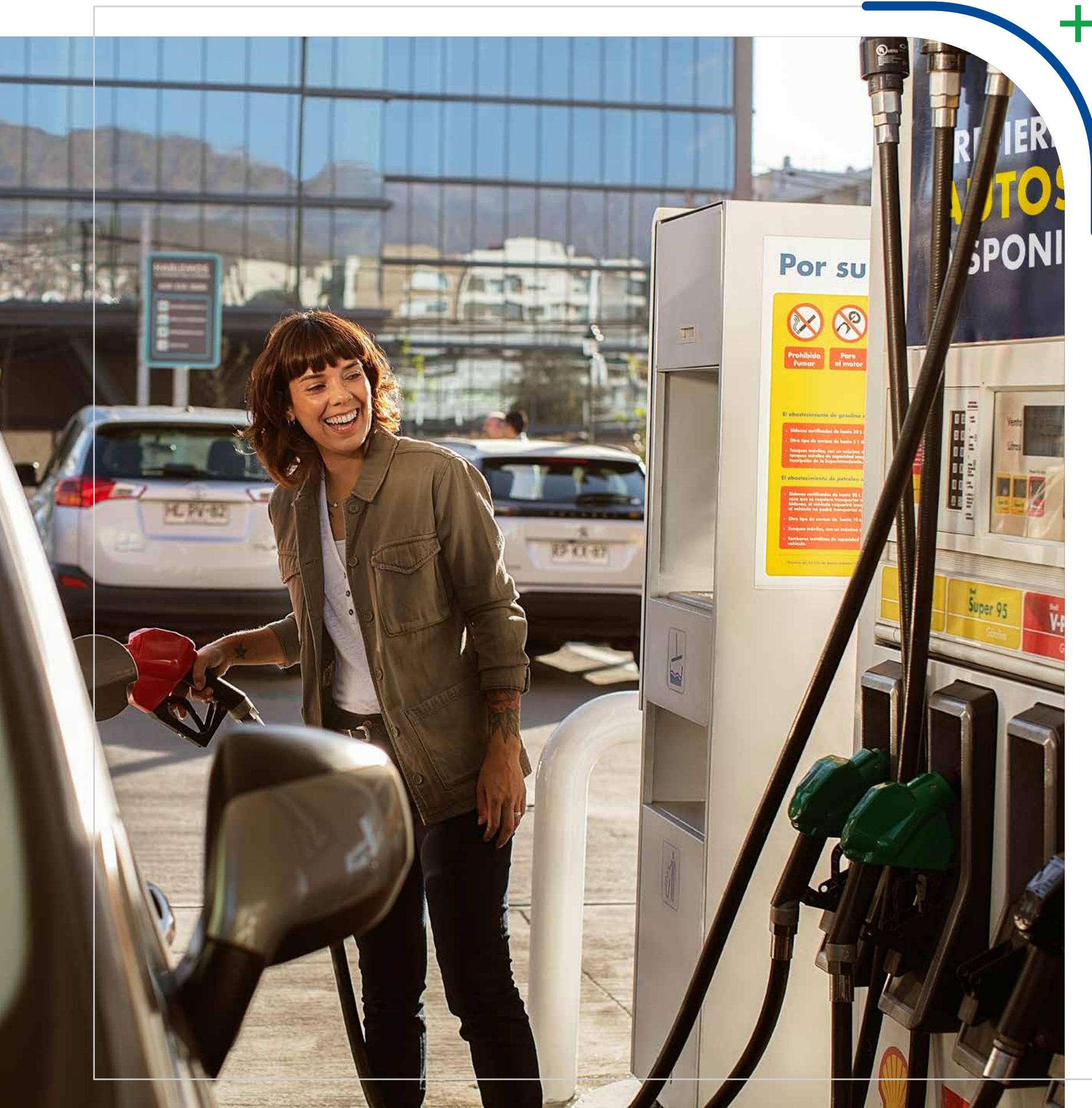
This policy was born in January 2020 under the premise of raising the remuneration of all employees who were under \$500,000 (in total credits). It is significant to assess the progress and history of decisions that have had a real impact on hundreds of families belonging to Enex and its subsidiaries, especially at a time when the MMI was \$326,500. Today we continue to follow a path of sustained growth in remuneration matters.

**Highlight: The starting salary in our company is between 30% and 71% higher than the legal minimum wage in Chile.**





# Innovation and flexibility



## Enex Innova

Leveraging of an innovative culture is reinforced mainly by the Enex Innova Program, operating in Chile since 2012. This program, implemented by the Business Planning Management, is essential to ensure operational excellence and be pioneers in the delivery of cutting-edge solutions for our customers. Enex Innova seeks to promote spaces for innovation and provide tools for the preparation of innovative high-impact projects, promoting talent development and a culture of innovation within our organization.

Through Enex Innova, our collaborators are trained in innovation methodologies and agile development, to be called intrapreneurs. Under a collaborative format, teams must research and identify our clients' needs and design new products or services or develop process improvements to be presented to the Sustainability and Innovation Committee. Subsequently, they develop prototypes with the support of teams belonging to different departments. Those that are validated by the Sustainability and Innovation Committee, go on to a final development stage.

### Innovation Program in figures

Indicators	2019	2020	2021	2022
New intrapreneurs	17	30	25	16
Mentoring sessions	35	91	68	73
Workshops	19	4	10	4
Projects developed and presented to the Innovation Committee	5	4	6	5
Sustainability and Innovation Committee Sessions	4	5	5	11

Additionally, during 2022 we resumed the innovation induction workshops for new Enex incorporations, training 116 employees in nine workshops..

## Hybrid work

Starting with the Covid pandemic, we implemented the hybrid work model at Enex Chile and Road Ranger. In line with our commitment to carry out more flexible policies and benefits, which facilitate the work balance and collaborators' quality of life, for some office roles we apply a 3x2 scheme that consists of requiring a minimum of 3 days face-to-face, the other two days being optional in distance or face-to-face modality.

The hybrid work system is evaluated every six months, with positive conclusions so far. Evaluations results pose challenges and action plans to reduce gaps in the matter.

	2021		2022	
	N°	%	N°	%
Subject to hybrid work modality	471	17.5%	476	17.1%
Not subject to hybrid work modality	2,225	82.5%	2,302	82.9%



# Labor rights and employee participation

At Enex we are committed to respecting labor rights and we promote spaces for workers participation. Over the years we have built bonds of trust that have allowed us to successfully face various situations that have arisen over time.

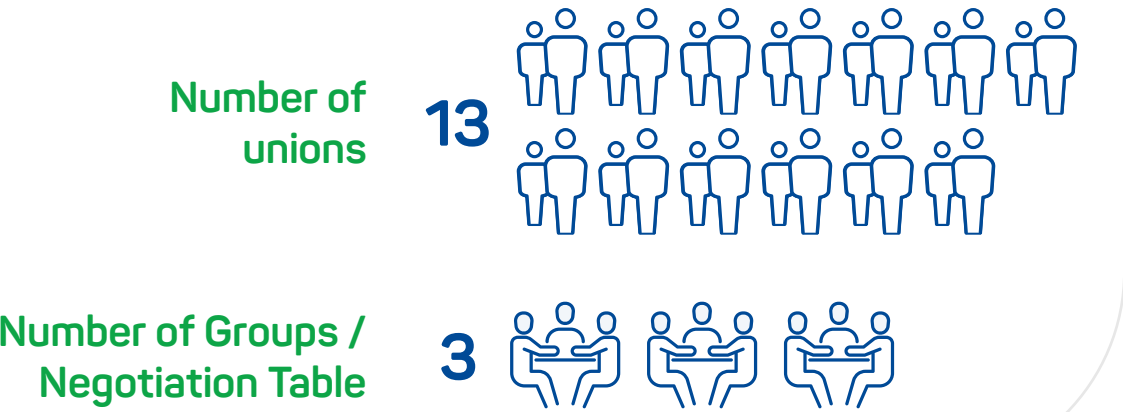
In line with what happened in 2021, when six collective negotiations were successfully carried out, in 2022 we did the same with another three, two of which were anticipated. All of them aimed to improve working conditions and the terms in which our collaborators' work is carried out.

## Collective bargaining in Enex Chile 2022

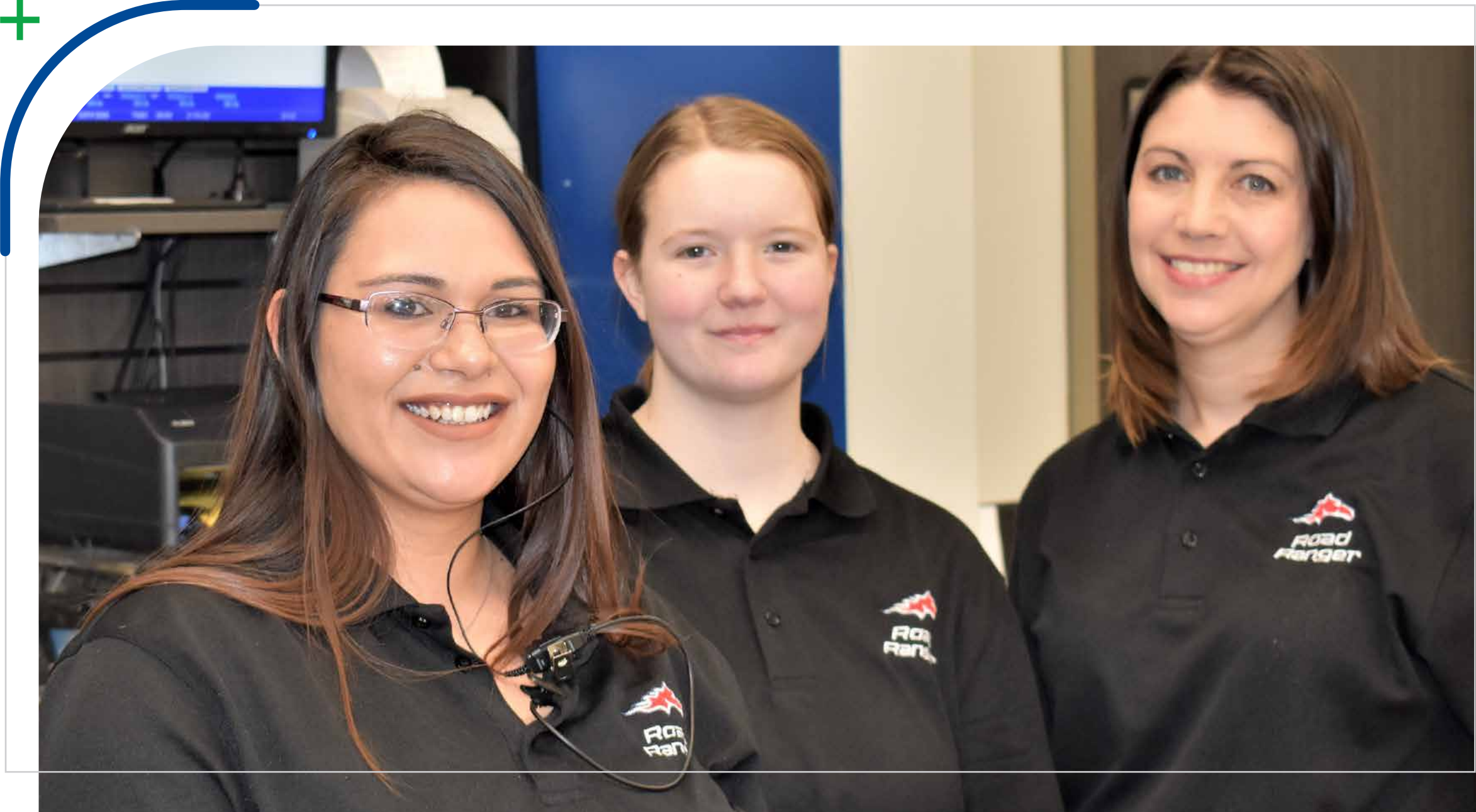
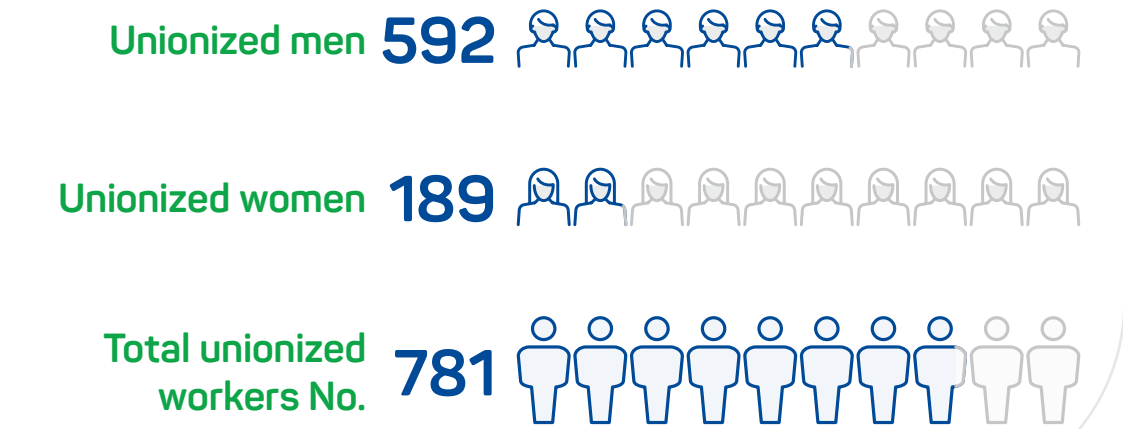
- ESM SpA Mining Solutions Company Workers' Union.
- ESM Company Centinela Site Worker's Union.
- ESM SpA Mining Solutions Company Minera Escondida Site Worker's Union

**In 2022, 28% of our employees were unionized and 23.1% were covered by collective agreements, favoring instances for promoting dialogue, closeness and integration with worker organizations.**

### Collaborator's participation KPIs



### Number of Unionized Collaborators



- GRI 401-1 New employee hires and staff turnover
- Own Indicator: Internal mobility and promotions
- GRI 404-1 Average hours of training per year per employee
- GRI 404-2 Programs to develop employee skills and transition assistance programs
- GRI 404-3 Percentage of employees receiving periodic performance and career development reviews
- Own Indicator: Number of employees with scholarships to continue undergraduate and postgraduate studies
- GRI 405-1 Diversity in governing bodies and employees
- FN-AC-330a.1 Diversity and inclusion among employees
- GRI 401-3 Parental leave
- Own Indicator: Climate survey results and measures adopted
- GRI 202-1 Ratio of standard entry-level salary by gender compared to local minimum wage
- GRI 2-30 Collective bargaining agreements



# Contribution to community<sup>+</sup>

At Enx we are aware of the importance of generating value for the communities in which our operations are inserted, both service stations and storage and distribution plants, and other facilities. That is why we promote our neighbors' social development and environmental care of the territories they inhabit, through infrastructure investment, care for natural resources and biodiversity, and job creation and other initiatives for shared value. In this way, we seek to project well-being and development towards future generations.

To achieve these objectives, in 2021 we collected information to lay the foundations for a community relations policy to guide our actions in this matter, which was developed and published in 2022. This year, in turn, we designed and implemented a community relations strategy, which includes carrying out situation diagnoses in all storage plants, beginning with those stations with the greatest risk according to criteria such as asset security, new constructions and extensions or other situations that could affect our neighbors. By 2023, it is intended to cover all the stations in the network. This is how we reached out to the communities surrounding the San Vicente, La Greda Alta and San Fernando plants, and those close to the San José de La Mariquina, Huentelauquén and Victoria service stations. We hope to deepen this work in 2023.

**In 2022, a community relations policy was published and a strategy was developed that allows us to guide our work with local communities.**





# Commitment to our communities



In 2022, our social investment in Enex Chile was CLP\$70.3 million, benefiting four institutions.

Both at Enex and the subsidiaries we continue to support foundations and other social organizations, through contributions and donations in money, fuel and in other, to help them carry out their activities and meet their objectives.

### Amounts of social investment in our communities in Enex Chile (Amounts in CLP\$ Millions)

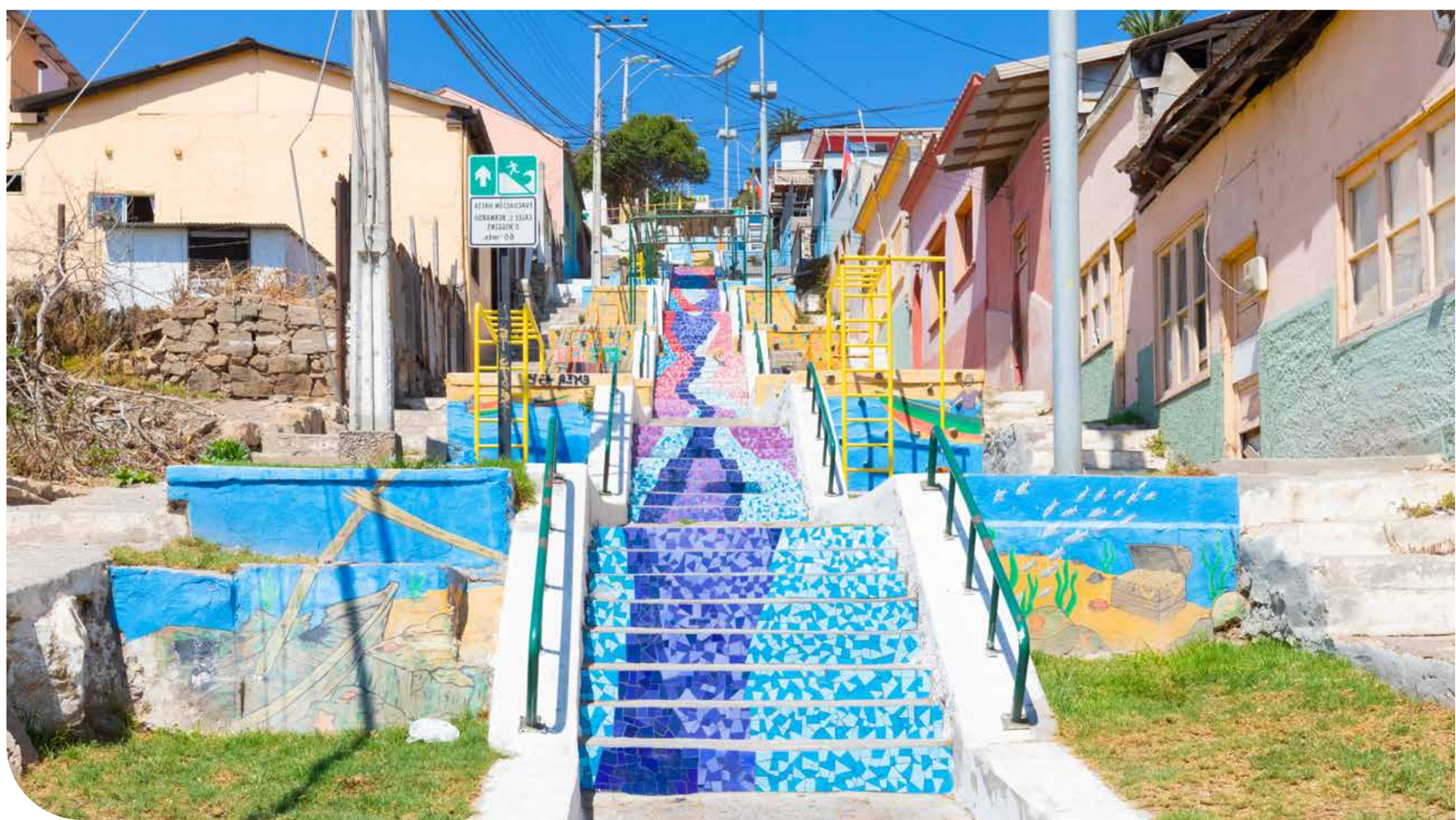
	2020	2021	2022
Total social investment	MM\$218.9	MM\$206.6	MM\$70.3
Benefited institutions	6	3	4

Note: For the calculation of social investment, Enex S.A., ESM and Inversiones Enex S.A. are considered, in CLP\$ values.

The difference between the investment in Corporate Social Responsibility in 2021 and 2022 is mainly due to the additional contributions associated with the Covid-19 pandemic, which were not made this year. As an example, the Fundación Las Rosas 1+1 Campaign, which was carried out in extraordinary way the previous year. For 2023 we plan to make new contributions in support of our communities.

### Community initiatives

As in previous years, in 2022 we maintained our commitment to the community. This materialized in contributions to specific initiatives that are described below:



#### Coquimbo community, Coquimbo Region

Since 1957, the COMAP Guayacán Plant – owned by Enex, Esmax and Copec – has maintained close ties with the Municipality of Coquimbo and the communities of Guayacán, El Llano, La Herradura, Sindempart and Covico neighborhoods.

The plant makes contributions to finance competitive projects and various initiatives in conjunction with the Municipality, which contribute to the well-being of the people. In 2021 the perimeter closure of the houses of the Guayacancito Neighborhood Council was lifted and in 2022 our relationship with this community was deepened, by building a multi-purpose court for children, youth and adults’ recreation. In addition, the roof of the Guayacán Neighborhood Council No.13 shed was repaired.





#### • Support for Desafío Levantemos Chile

Since 2010, Desafío Levantemos Chile helps people in emergency situations, bridging those who need help with organizations and people who want to collaborate, to manage sustainable solutions and empower communities to get up on their own. At Enex Chile we have an alliance with this Foundation, with the aim of making various contributions. In 2022 we contributed CLP\$54,900,000 in fuel, which helped this NGO to deploy aid in vulnerable and distant areas.

On the other hand, ESM donated CLP\$1,306,442 in bookstore materials for the Matilde Salamanca School, located in the town of Salamanca, which welcomes boys and girls from low-income rural areas. This collaboration enables 59 students from first to eighth grade to attend art workshops, which allow them to develop skills and have fun, keeping them away from crime and drugs.



#### • Support for the Mobile Pediatric Unit of the Ronald McDonald Children's Foundation

The Ronald McDonald Chile Children's Foundation brings health closer to those who are in distant locations and sets up special rooms so that families of children undergoing medical treatment can accompany them. For this, it has Family Rooms in public hospitals and a Ronald McDonald House in the Carlos van Buren Hospital in Valparaíso.

The main contribution that Enex Chile makes to this Foundation is to cover the costs of fuel and tolls for the Mobile Pediatric Unit, so that it can care for children from rural areas that are difficult to access. The entity conditioned and equipped a Freightliner truck to perform preventive services, diagnosis and basic dental treatment, vision and hearing control, nutritional status diagnosis, blood pressure and diabetes control, and medical response to epidemiological diseases, among other services. As part of Enex Chile's commitment to this cause, in 2022 we contributed CLP\$6,000,000.



#### • Link with Las Rosas Foundation

Since 1967, Fundación Las Rosas has welcomed vulnerable elderly people to give them love, affection and the necessary care so that they live their old age with dignity. Since then, it has become the largest long-term institution for the elderly in the country, with 28 homes and an average of 2,000 residents. Since 2015 we have maintained a commitment to this institution so that it can continue with its work, which is why –as every year–we contributed financially in 2022.

In 2022, from breakfasts donations by our clients, we donated \$261,768,040 to the foundation. Likewise, this year we contributed CLP\$8,113,480 for the Fraternal Turkey Dinner, an event with raffles and auctions whose funds went to the Hogar La Visitación de María in La Serena, which receives 92 elderly persons from Atacama and Coquimbo regions.





2022 marked the beginning of Road Ranger’s major nationwide philanthropic partnership with St. Jude Children’s Research Hospital. Activities have included fundraising events, monthly promotions to raise donations, and a pledge to donate a portion of the day’s sales when there are new store openings. In addition, we have a practice of making a donation to a local community cause, in each area where a new store opens.

Investment amounts in Corporate Social Responsibility in Road Ranger

Organization	Amount of investment / Donation (USD)
St. Jude Children's Research Hospital	\$103,624
HOA Meals on Wheels of Austin County TX	\$2,000
Lubbock (TX) High School	\$2,000



We made a donation of USD 107,624 to the Organizations of St. Jude Children’s Research Hospital, HOA Meals on Wheels of Austin and Lubbock High School in Texas.

Own indicator: Social Investment and benefited organizations

Own indicator: Community Initiatives







Chapter 05

# Health and safety

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The energy that moves your world



# Health and safety management<sup>+</sup>

The Health, Safety and Environment (SSMA) Sub-Management oversees promoting and enforcing the guidelines of Enex’s Occupational Health and Safety Policy, which was updated in 2002, and of carrying out actions to reinforce our clients, collaborators and suppliers’ health care and safety, as well as minimizing the risks associated with crimes occurrences that may put people and our facilities at risk.

## Enex Chile

At Enex we work to guarantee that Safety, Health, and Environment regulations are complied with at all levels. We seek to reduce accidents risks, through collaboration with organizations specialized in occupational safety, incorporation of technology that allows us to alert our collaborators about incidents, awareness, and communication campaigns, and also the promotion of the active participation of each member of the company.

In turn, we are alert to regulatory changes that have an impact on occupational health and safety. In this way, any adaptation that gives rise to new guidelines is timely communicated to the entire company through the BiblioEnex document management system and other channels, as appropriate.

### Enex Chile health and safety management system coverage

Year	Number of direct workers	% of direct workers as part of total staff	Number of indirect workers	% of indirect workers as part of total staff
2021	2,755	67.70%	1,312	32.3%
2022	2,796	63.88%	1,581	36.12%

Note: indirect workers consider personnel from our distributors (yard managers, store, attendants), cleaning personnel in corporate offices, permanent IT personnel (without considering extra HH).

We have a training courses list for our own personnel and contractors. The topics are defined based on each business’ risks and mainly considering regulatory aspects in matters of health and safety. In addition, within the transversal training mesh, the Conscious Nation course is

considered, which contents are focused on generating awareness about the environment, safety and prevention of risk factors that can affect our work and daily chores.

## Road Ranger

During the last few years, Road Ranger has consolidated an Area of Health and Safety at Work. It has a General Occupational Safety Policy, which is informed to the entire organization, and carries out the analysis of habitual occupational risks to implement initiatives to avoid them.

### Road Ranger health and safety management system coverage

Year	Number of direct workers	% of direct workers as part of total staff	Number of indirect workers	% of indirect workers as part of total staff
2021	681	100%	0	0%
2022	824	100%	2	0.24%

In accordance with Occupational Health and Safety Administration (OSHA) regulations, the company maintains a system for employees to report workplace accidents and safety risks, through various channels, guaranteeing – In case that it is requested – the anonymous nature of any record they want to register.

In turn, the company provides health insurance benefits to all its employees, including those with part-time shifts of at least 16 hours a week, and an “Assistance Program” that provides

free access to resources and advice for personal issues such as mental health, domestic abuse, substance abuse, financial and legal guidance, among others.

## Enex Paraguay

Enex Paraguay maintains a strong commitment to health and safety protection for all people linked to the business management. Operations Management is in charge of identifying and managing risks in this area and maintaining a permanent training program on security issues for carriers. In addition, the organization promotes a culture of health and safety, in which all its collaborators are active participants, through consultations and training. In this context, during 2022 talks were held to educate and promote healthy habits. Collaborators in leadership positions have private health insurance that includes their family group.



# Committees for the safety of our team



At Enx Chile, employee health and safety management has the participation of various committees made up of people from different departments and sub-managements, in addition to the work of 33 Joint Health and Safety Committees.

## Number of sessions of the health and safety committees of Enx Chile 2022

Committees	Number of sessions
Business Health, Safety and Environment (SSMA), Distribution and Quality, Transportation, Inv Enx, Service Stations and Engineering in addition to the SSMA Executive Committee)	72
Surveillance of Psychosocial Risks	12
Health and Safety Parity committees	396

### • SSMA committee (Health, Safety and the Environment)

Commitments in prevention issues are evaluated monthly by Enx Chile EHS Executive Committee and by SBUs EHS committees, led by the sub-managements of the areas of Distribution, Engineering, Transportation, Service Stations and Enx Investments. The main role of the latter is the prevention of serious accidents and occupational diseases, in addition to supervising

environmental compliance and the development of strategic sustainability projects.

### • Psychosocial Risk Surveillance Committees

There is one surveillance committee per facility. They are in charge of ensuring development of a good working environment, identifying psychosocial factors that can generate occupational diseases of mental origin. They meet monthly and are made up of four members, two of whom represent collaborators, while the other two are nominated by management.

### • Hygiene and Safety Parity Committees

The Health and Safety Parity Committees (CPHS) are key to risk management at work. They detect problems in occupational health and safety (SSO), seeking solutions and carrying out training and dissemination campaigns to prevent and control incidents, accidents, injuries and occupational diseases. They also participate in investigations into occupational accidents and illnesses.

At Enx Chile we have 33 CPHS, which meet monthly. In turn, this year 2022 we began a process to improve our management to strengthen the role of the Parity Committees for the 4 subsidiaries in Chile.

To strengthen our health and safety management, at Enx Chile we implemented a process of participation and consultation with the representatives of our collaborators.



During 2022 we generated a survey of Parity Committees at national level, which had the participation of 87% of committee members, considering Enx and subsidiaries. The survey collected suggestions and training needs in OHS matters for the creation of a corporate level Work Plan for year 2023.



The process determined the main training needs identified by employee representatives, in addition to strengthening leadership and communication actions of the committees in their role of preventing accidents and illnesses. In 2023 we will strengthen the role of the Joint Committees, positioning them as mobilizers of the safety culture in our operations nationwide.

GRI 403-1 Occupational health and safety management system

EM-RM-320a.2 Analysis of management systems used to integrate a safety culture

GRI 403-2 Hazard identification, risk assessment and incident investigation

GRI 403-3 Occupational health services

GRI 403-4 Worker participation, consultation and communication on health and safety at work

GRI 403-5 Training of workers on health and safety at work

GRI 403-6 Promotion of workers' health



# Labor accidents prevention<sup>+</sup>

The safety and integrity of our collaborators and contractors is a central axis of our operation, which is why we have implemented the highest standards to guarantee excellent performance at all levels.

## Enex Chile

At Enex Chile we promote training to minimize the occurrence of actions that threaten the physical and psychological health of our collaborators. During 2022, we defined the work functions that present the greatest risk of causing accidents with great consequences, such as work with equipment at height and with dangerous substances.

In addition, we apply the Critical Risk Standards Manual, which defines preventive and control measures for higher-risk functions and applies to internal staff and contractors.

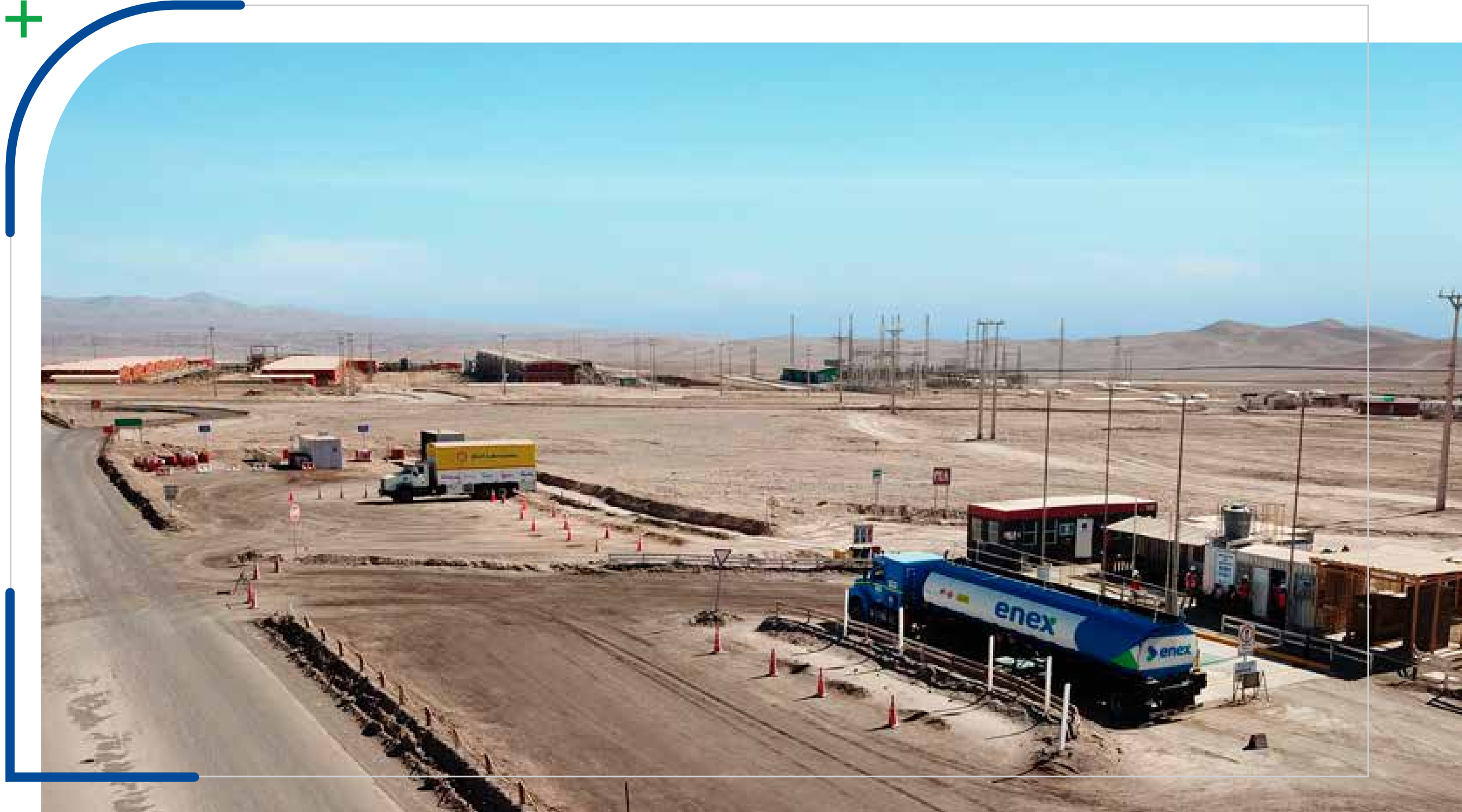
All in all, most of the accidents that occurred in Enex and its subsidiaries operations were associated with falls from different levels and injuries due to assaults.

Despite this, the main risk of fatalities continues to be road accidents with dangerous loads such as fuel and asphalt. To reduce them, we have implemented key controls that include contractor companies. In 2022 we implemented

a real speed control system according to the established limits versus the maximum speed of the fleets, the #Decelerate dissemination and awareness campaign, which added to the drowsiness and distractions while driving control, which in addition to alerting and record the events, wake up the driver.

The RAEV tool (Risk of Accident due to Speeding) measures the risk generated by a fleet asset, during a circulation period considering different factors. Successful management of road accident prevention resulted in a reduction of our speeding accident risk index from 11.9 to 4.6, successfully reducing the risk index by 63% compared to the previous year. This is how, in just one year, together with our carriers, we achieved what other companies take three years to achieve. This achievement was possible thanks to the commitment of company leaders and each of the collaborators and contractors involved. This was acknowledged by CONASET and MIGTRA who awarded Enex as the safest fleet of the year 2022 in the non-mining segment.

Thanks to this type of initiative, in 2022 we had a reduction in direct traffic accidents in carrier fleets, considering these as accidents that result in drivers with injuries due to overturning, collision, or running off the track on public or mining roads.



Road accident rate per million kilometers traveled

Year	2019	2020	2021	2022
Road accidents	5	2	4	2
Km traveled per year	31,563,694	28,971,661	38,557,413	38,890,288
Road accidents per million kilometers	0.1584	0.0690	0.1037	0.0514

In 2022 we were awarded by CONASET and MIGTRA as the safest non-mining fleet in Chile, having an average RAEV of 5.85 in 2022. The measurement evaluated more than 4,600 vehicles from various transportation systems.





## Conaset awards Enex as the safest fleet in Chile

The National Traffic Safety Commission (Conaset) of the Ministry of Transport, together with the specialized company Migtra, awarded Enex a prize as the safest fleet in Chile for obtaining the best indicators in Accident Risk due to Excess Speed (RAEV) during 2022, in the non-mining transport category.

Enex fleet vehicles were evaluated with an average risk level in 2022 of 5.85 RAEV units per 100 kilometers, an index that quantifies 12 variables such as the distance traveled in a risk condition, speed curve over the specific maximum that applies in each section and peak speed reached, among others.

For the selection, the speeding accident risk performance of all the fleets that voluntarily agreed to join the challenge was reviewed. This year, more than 4,600 vehicles were evaluated, divided into 148 fleets and sub-fleets, belonging to transportation systems such as Mining, Fuel, Retail, Passengers, Ports, Food and Wood.

The trucks have a double GPS system, which allows monitoring signals to be permanently maintained in the fleet, providing stability and reliability to the daily speed measurements. A monthly review of these systems' status is carried out in the operating committee, which allows all systems to be kept active.



# Health and safety indicators

During 2022 we had no fatal accidents nor did we record occupational diseases related to physical, chemical, or ergonomic agents at Enex. However, three cases of professional illnesses were registered in Inversiones Enex, and one labor incident with great consequences in Inversiones Enex, which affected a collaborator with 20% permanent disability.

Categories	Enex and Subsidiaries Chile Workers	Contractors Chile	Integrated / global Chile
Staff considered for health and safety indicators	2,796	1,581	4,377
Number of hours worked	6,615,448	3,172,255	9,787,703
Accident rate per 100 workers	1.68	1.01	1.44
Death due to work accident	0	0	0
Work accident with lost time	47	16	63
Number of days lost due to work accident	766	275	1,041
Number of labor incidents with lost time (Accidents and illnesses)	47	16	66
Number of workplace incidents with major consequences	1	0	1
Number of cases of recordable occupational illnesses and illnesses	3	0	3
Death due to occupational disease	0	0	0
Occupational diseases	3	0	3
Days lost due to occupational illness	233	0	233
Rate of occupational diseases per 100 workers	0,11	0	0,07

## Road Ranger

Concerned about the occupational health and safety of its collaborators, Road Ranger has a Safety, Health and Environment Committee, made up of personnel from Operations, Human Resources, Legal and General Management areas, whose objective is to monitor security

indicators. This committee collects data and information on accidents and incidents that regularly occur, to address risks and take measures to avoid eventual dangers.

Number of activities for risk identification	12
Workers participating in activities for risk identification	13

During 2022, the company established the position of Environmental Health and Safety (SSMA) Specialist, with the aim of having more resources dedicated to expanding the Health, Safety and Environment Program and improving the associated indicators. Among its functions is the periodic supervision of the SSMA Program.

Food preparation is the job function at Road Ranger with the highest risk of causing an accident because it involves working with heat, fire, and sharp objects. Unfortunately, the only event that occurred during the year with serious consequences, was a car crash, non-work, that resulted in the death of an employee. This was caused by a failure in the executive's private vehicle during his spare time. As a result, the Operations area works permanently to reduce any type of risk associated with work accidents.

Despite the better accident rate figures obtained in 2022 compared to the previous period, at Road Ranger we will continue allocating more resources to improve these indicators.

Starting in 2021, we incorporated monthly meetings of the Road Ranger Safety, Health and Environment Committee to reinforce our commitment to our employees' safety and optimal performance of our operation. During 2022, there was a significant reduction of 40% in the accident rate, which shows that these meetings have contributed to improving safety conditions in the workplace. In addition, there was an 85% decrease in lost days, which shows that employees have been able to work more efficiently and productively thanks to improvements in safety and in work environment.

GRI 403-8 Coverage of the health and safety management system at work

GRI 403-9 Injuries due to work accidents

GRI 403-10 Occupational ailments and illnesses

EM-RM-320a.1 (1) Total Recordable Incident Rate (TRIR), (2) Fatality Rate, and (3) Near Miss Frequency Rate (NMFR) for a) full-time employees and b) employees with a contract



# Customer safety at the center<sup>+</sup>

Through our Health, Safety and Environment area, we seek to protect the health of users and customers of our services and facilities, as well as to minimize the risks associated with the occurrence of incidents and crimes that may endanger them.

## Safety management in service stations and convenience stores

We preventively manage security in our service stations and convenience stores network throughout Chile. For this, we make face-to-face visits to the facilities, which allow us to control their correct operation in accordance with our EHS policies and standards and implement good practices that reinforce or correct the behaviors or actions that require it.

In 2022 we continued to carry out the Reinforcement Program for Safe Operation of service stations throughout the country. In 2022 we carried out face-to-face workshops for distributors and their advisors on risk prevention, focused on updating knowledge of storage safety together with the EHS, service station sales, operations, and maintenance teams of Enex.

In addition, with the aim of maintaining high safety standards at service stations, in 2022 we made an alliance with Mutua de Seguridad CChC for training and accreditation of Risk Prevention Advisors of Enex Distributor Network in Chile.

This process accredits risk prevention advisors, who provide service to service station distributors, under Supreme Decree No.160 of the Ministry of Economy, Development and Tourism on the safety of production and refining facilities and operations, transportation, storage, distribution, and supply of liquid fuels. The training was carried out through live class modules, in streaming format with online evaluations.





# Security in our products and services



At Enex we apply current legislation that regulates the products and services we offer. Along with this, we evaluate the most significant ones to guarantee the quality and safety of its value chain.

Through our Food Safety Program, we maintain our commitment to carry out strict handling, preparation, and storage processes for the food we sell in our up! and upita convenience stores to protect the health and well-being of our clients. This also contemplates continuous training for our franchisees, in order to implement good practices according to Enex's criteria of excellence. Along with this,

product labelling considers relevant information regarding their content and safe consumption.

In relation to oils and lubricants, their containers include information on the origin of the components, the substances included in the content and about the disposal of the product and its environmental or social impacts. For this, compliance with procedures is evaluated for 95% of the significant categories of our products.

**In 2022, there were no cases of non-compliance related to the information and labeling of products and services, nor cases of non-compliance related to marketing communications.**

GRI 416-1 Evaluation of the impacts on health and safety of product or service categories

GRI 416-2 Cases of non-compliance related to impacts on health and safety of the categories of products and services

GRI 417-1 Requirements for information and labeling of products and services

GRI 417-2 Cases of non-compliance related to information and labeling of products and services

GRI 417-3 Cases of non-compliance related to marketing communications

FN-AC-270a.3 Description of the approach used to inform customers about products and services





The energy that moves your world

Chapter 06  
Innovation and  
Focus on the Client

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# State-of-the-art service for our clients<sup>+</sup>

Our clients are at the center of our business strategy and we seek to provide them with an outstanding service as part of our objective of “being the energy that moves your world”. We have an avant-garde commercial proposal, of excellence, close, sustainable, and trustworthy with each of the persons who contact us, whether physically or digitally.

The needs and requirements of our clients require diverse and innovative solutions that adapt to the changing challenges that each one of them faces. To achieve this, the development of an innovative culture has been essential, which has been strongly promoted by the Enex Innova program.

For our general public we have an extensive network of service stations, equipped with fuel pumps, charging stations, convenience stores, lubrication sheds and washing machines. For industrial clients (miners, transporters, agro-industrial companies and others), we provide fuels, lubricants, spare parts and specialized cutting-edge services according to the areas in which they work.

Retail	Stores	Industrial	Lubricants
<b>fuels</b> 93, 95 97 V Power, Diesel, Kerosene	<b>Formats</b> upa! upita upa! Market	Industrial Fuel	<b>Spare Pars</b> ACDelco Gm Genuine Parts Motorx Shell Car Care
Lavapro	<b>Categories</b> breakfast Lunch Sandwiches, hamburgers, pizzas, and hot dogs Prepared Food and Salads Coffee and pastries	Transportation Shell Card	Shell Lubricants
Electro chargers	<b>Services</b> Recharge and payment means Wifi Mobility ATM's Restrooms Delivery	Corporate Shell Card	Technical Assistance
Lubrication Sheds		Institutional Shell Card	Training and Knowledge
Shel Selfservice (Easy Pay)		Shell Card Storage	Field Services
Air		Enex Express	
MiCopiloto		Enex Gas	
Taxi Shell Card		Enex Marine	
Chidren's Corner		Laboratory	
Pet's Corner		Truck Zona	
Wifi in stores		Class A Club	





## Our upa! and upita Convenience Stores

2022 was key for the development of Enx convenience stores, with the inauguration of the first upa! Market outside service stations. With this format, we make convenience stores available to the public for purchases on the go, where the variety of our own products is combined with an offer fresh and gourmet food.

For the development of this new concept, we bought 16 stores that OXXO put up for sale after the purchase of OK Market. The acquisition allowed Enx to reach 208 stores in the country and strengthen our upa! brand. We currently have 14 upa! Market stores located in the Metropolitan Region, in addition to 194 that already existed inside service stations. For next year, we will continue opening up to new growth opportunities to maintain our leading position in the field.

In line with our commitment to our customers and environment care, we incorporated some stores into the GoodMeal application, the largest B2C marketplace in Chile for daily food surpluses. This allowed us to attract new customers, recover production costs and reduce food waste.

With this app people can buy food from restaurants, cafeterias, bakeries, and businesses that did not sell during the day with up to a 70% discount. At upa! we are proud to be the first convenience store brand to join the movement and take action against food waste.

**During 2022 we started a pilot in six stores in the metropolitan region, we sold more than 600 Good Bags, rescuing 3,750 kilos of food that would have gone to waste.**



**We invite you to download it and get to know the Good Bags from upa!**



**Available in our stores:**

- 6550 Apoquindo Av., Las Condes
- 7026 Cristóbal Colón Av., Las Condes
- upa! Market / 6314 Apoquindo Av., Las Condes





## Enex E-Pro charging stations network

In 2022 we continued adding Enex E-Pro fast charging points to provide electric charging service to our customers, focusing mainly on urban locations. By the end of the period, we have 22 Enex E-Pro fast chargers between the regions of Coquimbo and La Araucanía



## Home delivered Kerosene

To bring services closer to our customers, we offer Kerosene at home in the winter months. This year the service was offered in 22 communes of the Metropolitan Region, in Concepcion and Osorno. Due to the initiative's success, there is already a plan to expand to other cities.

The delivery is made in a 20-liter format, in drums certified by the Superintendence of Electricity and Fuels (SEC). To reduce drums use and facilitate customer experience, they can re-use drums previously delivered by Enex or other certified brands. Likewise, Enex also offers bulk kerosene for tanks from 200 liters.

The Kerosene delivery service can be requested on the website [pedidos.enex.cl](https://pedidos.enex.cl), by calling 600 350 2000 or through the "Justo" shopping app.



## Shell Self Service

To meet our customers' needs and in line with promoting the self-service format, we have continued with the installation of Shell Self-Service dispensers. We seek to deliver a fast, simple, and reliable service to our customers, in addition to offering discounts for each liter loaded.

By the end of 2022 we had 88 service stations with some self-service solution, throughout the country.



## Micopiloto App

In 2022 we continue to strengthen the Micopiloto app (My Copilot), where you can find everything in one place, from paying your fuel charges and shopping at upa! up to exclusive benefits, promotions and discounts using the app on your cell phone. Since the creation of the loyalty area at the end of 2021, we have managed to double the number of application users. To encourage use of the app and provide our customers a better service, we continued the alliance with CMR and added alliances with Banco Estado, Banco de Chile and Banco Falabella, so that customers could have discounts of up to \$120 per liter in fuel using from the aforementioned banks registered in the app.

In 2022, the app development was focused on understanding the needs of our customers, based on descriptive and prescriptive analytics and thus offer discounts and benefits that meet the requirements of each segment.

We invite you to download it and get to know MiCopiloto





### Sustainable Lubricants

In 2022 we launched a new lubricant product called Shell Helix Ultra Carbon Neutral, the first lubricant of this type in Latin America. This product is characterized by being carbon neutral, providing mechanics and consumers with a more sustainable motor oil option without compromising high performance and protection, which has made Shell Helix Ultra well known throughout the world.

The product is manufactured in energy-efficient plants, the packaging plastic is made from recycled material and all carbon emissions throughout the logistics process are certified, and then offset through Shell's nature-based initiatives.

**This product brings benefits such as:**

- Exceptional performance at extreme temperatures
- Protects high performance engines from harmful deposits that reduce power and performance.
- Its low evaporation formula helps save time and money
- Due to its low viscosity and low friction consistency, it saves up to 3% in fuel.



### Our Dealer's Allies

We want our service station dealers to feel part of a successful, sustainable, and profitable franchise. In 2022 we wanted to strengthen our transparent and trusting relationships based on three major projects.

The first was the enabling Enx CRM, a new way to access our dealers' account information within the Salesforce platform. This new management tool provides detailed information on pending payments and collections between them and Enx. The current account product launched in 2021, was completed in 2022 in the entire service stations network and in all sales formats.

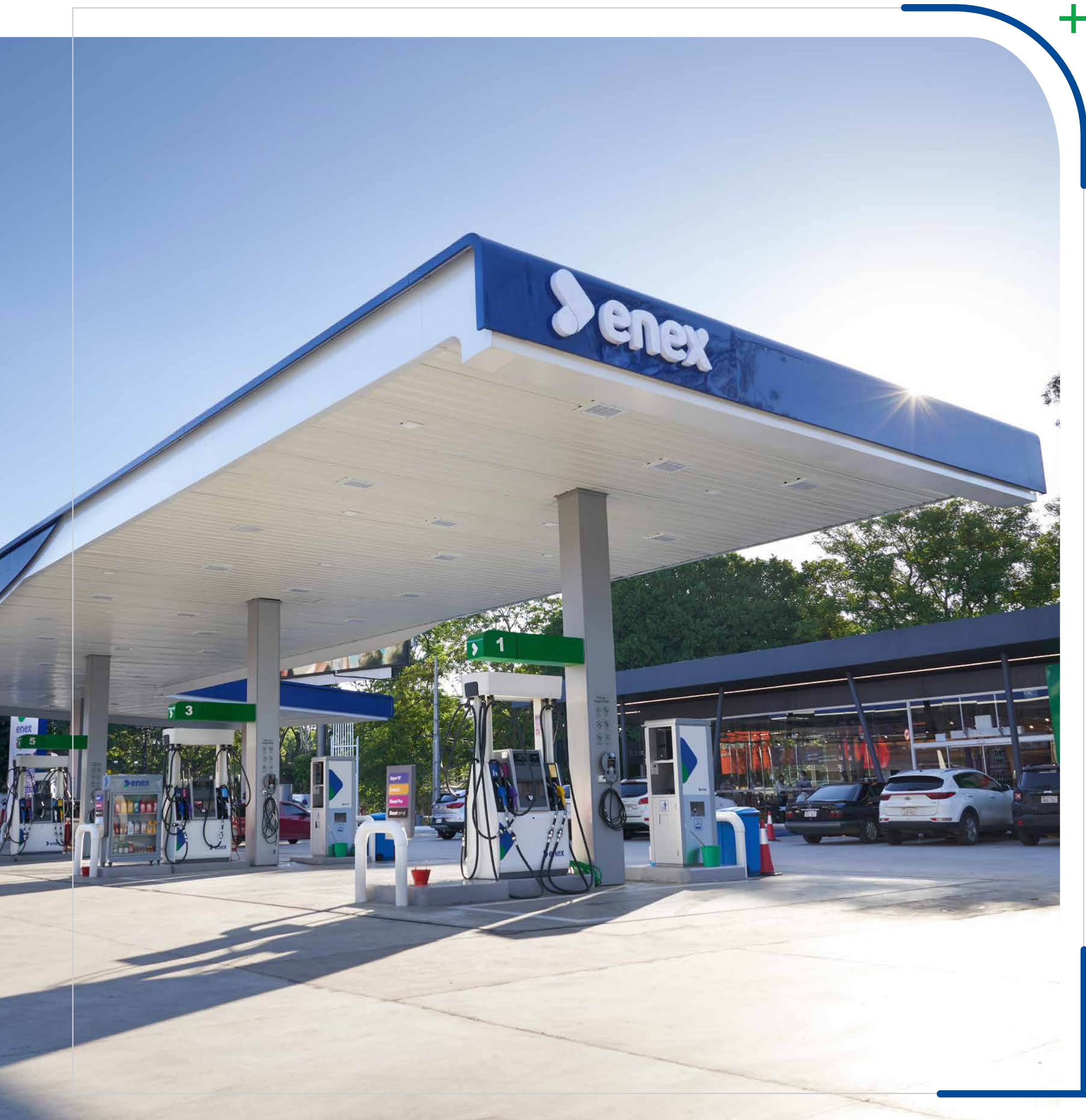
In order to increase points of sale to Shellcard Taxi customers, in 2022 its use was enabled in self-service stations and for payment in booth.

During 2022, a distributor satisfaction survey associated with the help desk and field services was implemented, allowing satisfaction to be known in each interaction with the field service and at random for the help desk.

Lastly, in 2022 self-service fuel sale was enabled inside the stores, in 15 service stations. This has had a significant impact.







## Road Ranger

To strengthen the value offer, in 2022 Road Ranger installed its first charging stations in Travel Centers and new alliances were created such as Mudflap, an application that offers instant fuel discounts to thousands of truck drivers at hundreds of service stations.

In 2022, special focus was placed on strengthening the Road Ranger application, achieving the registration of new users.

## Enex Paraguay

In 2022 we signed an alliance for opening McDonald's restaurants in service stations of the Enex Paraguay network. In the third quarter, the first McDonald's restaurant was inaugurated in one of our stations in Asunción. In the medium term, we project opening more than 10 restaurants, which will complement the current offer of our up! convenience stores.

Restaurants will be developed in two modalities: store-in-store and free standing. The first corresponds to the implementation inside the up! store, taking advantage of the common spaces, but with independent kitchens. The second is a separate building within the service station grounds, which will also include AutoMac service.

In addition, in 2022, the Mi Enex App was launched, which includes payment means for fuel loading and a consumer loyalty and benefits program.

Own indicator: Number of Electroliners



# Our customers' <sup>+</sup>satisfaction

This 2022 we made great progress in our customer management, giving it a more strategic view of the business, which seeks unification and efficiency of our internal processes. In 2022, to further strengthen our customer service management, the Customer Experience area was created, in charge of optimizing existing assessments and reviewing all assessments coming from priority customer segments, preparing new evaluations and promoting detected gaps narrowing, both for industrial customers and for general public that visit our service stations in the fuel, convenience stores, Enex E-Pro, Lavapro and Shell Card scopes.

This year we complemented the assessments of existing services with new surveys, such as the Enex E-Pro customer satisfaction measurement, covering both industrial customers who make use of this service and customers who use the chargers in a private way at our stations. On the other hand, a pilot satisfaction survey for fuel and lubricant dispatches was also implemented together with the transportation company, aimed at the dispatch recipient, to be able to provide a better service at this point, which is so important for all our clients. During 2023, the objective will be to continue narrowing the gaps in customer experience, through continuous improvement projects with the different involved areas.





# Customer satisfaction at our service stations

The voice of our clients is essential for Enex, since we understand it is the best input to improve our service. That is why we have several communication channels to interact with clients: social networks, Customer Service Center, contact forms on our website [www.shell.cl/estaciones-de-servicio/nuestra-prioridad-eres-tu.html](http://www.shell.cl/estaciones-de-servicio/nuestra-prioridad-eres-tu.html) and e-mail boxes, specially dedicated to receiving queries, complaints, or congratulations. At each service station we have a complaints book and in most convenience stores we have rating touch screens, as well as other tools such as QR codes.

Likewise, to measure the quality of our services all along the country and the correct implementation of defined service protocols, we carry out evaluations in the mystery customer mode. This methodology is based on the visit of an external evaluator to a service station, who does not reveal its identity to the attendants at the time of making a transaction or purchase. Subsequently, he makes a report in which he evaluates the protocols through the service steps. With the results of this study, attendants who manage to obtain 100% in the mystery customer evaluation are acknowledged, thus promoting a culture of service and excellence.

During 2022 we carried out mystery customer evaluations in the fuel, store, and car wash businesses. In addition, a mystery customer pilot for Corporate Shell Card began

## Mystery Customer Historical results

Zone	2019			2020			2021			2022		
	Result	EDS Number	Assessments Number	Result	EDS Number	Assessments Number	Result	EDS Number	Assessments Number	Result	EDS Number	Assessments Number
Convenience stores (Country)	88.8%	169	2,651	87.9%	156	517	86.8%	177	1,917	87.4%	207	6,162
South zone fuel	89.0%	161	2,649	90.4%	148	610	84.9%	158	1,933	82.8%	159	2,259
North zone fuel	90.0%	129	2,088	91.7%	118	465	88.7%	126	1,627	89.2%	125	1,832
Central zone fuel	88.5%	153	2,343	88.9%	128	421	89.4%	137	1,624	86.8%	138	1,867
Total	89.1%	443	9,731	89.7%	394	2,013	87.3%	421	7,101	86.7%	629	12,120

in September 2022. During the period, 12,120 mystery customer evaluations were carried out at service stations nationwide, which allowed us to continue offering customers an excellent service framed in trust, speed, and cordiality, in the service stations network throughout Chile.

In addition to this, teams are supported in closing detected gaps, implementing good practices that had good results in other stations and generating healthy competition focused on operational excellence.

Likewise, we carry out an information survey with end clients every month through an application. With a minimum of one station per month we achieve 90% compliance rate. This measurement allows us to deliver an excellent experience to customers at service stations and in all our businesses, transversally. In 2022, more importance was given to the monitoring and visibility of the indicators. The responsible area delivers a weekly report to our network stations, on the information collected and what would be the ideal action scenario.

Finally, to improve our services, this year we launched support material for Hydrowashing, Shellcard and Cash together with a training process at service stations, which gave visible results in the improvement of these indicators. In December 2022, field training was carried out with Lavapro operators in the MR, in which this support material was formally delivered to more than 70 collaborators.



# Industrial customer satisfaction

In order to find out industrial customers' satisfaction regarding our products and services, we carry out a Direct Customer Satisfaction survey every month. This is a monthly measurement that consists of a telephone consultation about key points of Enex's operation. This tool allows us to detect main problems and evaluate the implemented solutions with each client in particular. In 2022 we worked on improving the tool and integrated Power BI to improve reportability and data visualization.

Likewise, through an external provider, we carry out a monthly survey of all active clients in our portfolio to evaluate attention and service. Additionally, during 2022, a satisfaction survey was carried out for fuels and lubricants dispatch, using a QR code on the trucks.

As in 2021, in the first quarter of 2022 we faced logistical difficulties that impacted the satisfaction regarding our products dispatching, for reasons such as global supply chain tightness, which is affecting availability of our imported products. Since May, we recovered our satisfaction levels to 94%.

Questions	Result 2019	Result 2020	Result 2021	Result 2022
Satisfied with CSC? (Service received by agents)	99%	99%	98%	98%
Satisfied with the sales service?	96%	97%	95%	96%
Satisfied with fuel dispatches?	90%	92%	89%	90%
Satisfied with lubricant dispatches?	94%	94%	85%	87%
Satisfied with the invoice service?	92%	92%	92%	93%
Satisfied with our Lube products (Products + Packaging?)	98%	99%	99%	98%
Global Result	95%	96%	93%	94%

## Claims Management

We care about improving our clients' claims management. For the above we use the SLA that allows us to know the percentage of claims solved within the established deadlines.

During 2022, work was carried out on a survey to improve claim management and to be able to manage them comprehensively on the current CRM, eradicating emails exchange. This will also reduce resolution times, allow monitoring, management, and measurement of these in a much faster and efficient way, giving us tools of live reporting.

## Road Ranger customer satisfaction

In 2022, a plan was generated to make our services' evaluation more extensive and in-depth and thus proactively deliver a better service every day. The plan will come into force in 2023 and considers the incorporation of new tools to measure service quality and Road Ranger customers' satisfaction. An evaluation will be made based on unknown customers, customer satisfaction totems will be installed in the bathrooms of Travel Centers and surveys will be incorporated into the app, generating incentives for those who give their opinion.



GRI 2-25 Processes to remedy negative impacts

Own Indicator: Mystery customer results at service stations

Own Indicator: Results of surveys to measure customer satisfaction (Index 5)

Own Indicator: Results of surveys to measure customer satisfaction (NPS)



# Our loyalty programs<sup>+</sup>

In 2021, the Loyalty area was established in Enex Chile, whose main objective was to generate a closer relationship with our customers, through the unification of the different loyalty initiatives that Enex developed in previous years. During the 2022 management, based on data analysis and behavior prediction, we were able to acquire knowledge about each one of our customers in a personalized way, allowing the delivery of benefits adjusted to the needs and interests of each one of them.

## An alliance that will recharge your CMR points

Our effort to strengthen loyalty was reflected in the launch of Shell's alliance with CMR points of Banco Falabella, a transversal loyalty program that provides promotions and benefits in all our products and services offered at service stations, providing a global customer vision in all his relationships with Enex.

This loyalty program allows customers to accumulate CMR Points when making purchases in our Shell stations, upa! and upita stores network. Accumulated CMR Points are redeemable for products, discounts, experiences and much more.

Thanks to this alliance, in 2022 we started to make discounts of \$100 per liter when paying with the Banco Falabella CMR card, a promotion that lasted two months.

- We increased the number of customers who participated in points accumulation with respect to the previous year, allowing us to understand in a better way our customer's needs, with descriptive and prescriptive analytics.
- The alliance with Falabella has allowed us to impact more than 2.7 million customers, with more than 1,000 million CMR points, thus rewarding their preference for Shell in a profitable and sustainable over time way.







# Shell Advantage

We continue to grow in our Shell Advantage Loyalty Club, implemented in 2019. This consists of a program that delivers a series of prizes and benefits to lubricant and spare part customers, such as mechanical workshops, lube-centers, and spare parts stores, among others.

In August 2022, we migrated the program from a web version to a new Shell Advantage App, which will allow us to keep always close and connected with our customers.

Another 2022 milestone was the return to face-to-face customer relationship events in the main regions of the country, where we met with 50% of our program's customer base. In these instances, we were able to review the different actions carried out by the brand during the year, as well as launching a year-end promotion and launching Shell Helix Ultra Carbono Neutral.

## Shell Advantage customer benefits



Customer growth initiatives



Training and acknowledgement for your team



Assistance for your business



Marketing assistance for points of sale



# Class A Club

During the year, we continued to support our carrier customers, through Class A Club, where truck drivers can obtain discount or change coupons on products, in addition to other benefits such as discounts on meals prepared in our stores, special combos and free coffee at specific dates. Since 2020, drivers can obtain these benefits at our Shell service stations and upa! convenience stores all along Chile.

The Class A Club is focused on all transporters in our country, mainly SMEs. Big haulers can also see in the program an added value that provides benefits for their drivers.

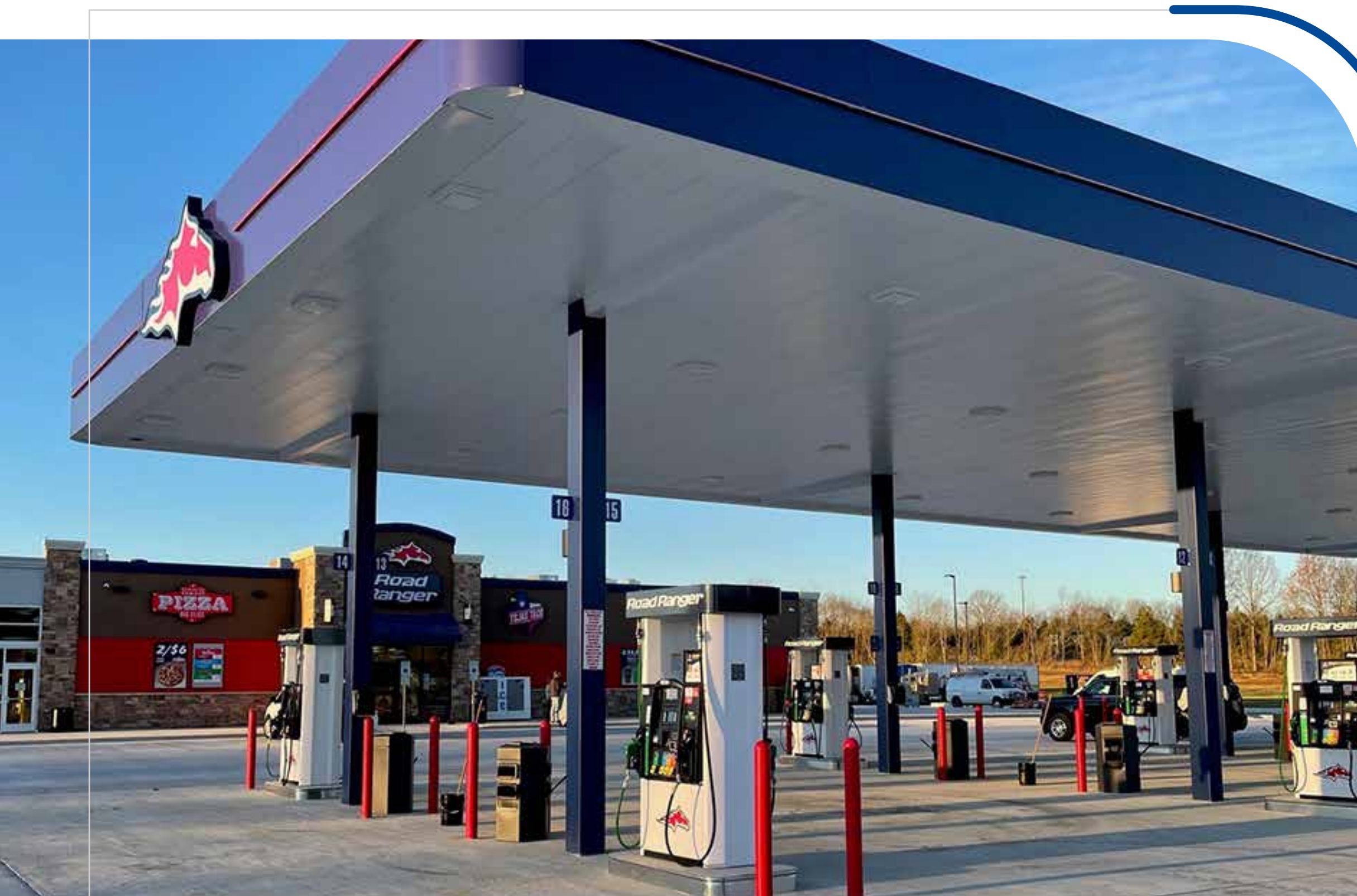
As Enex we are proud to be present every day in the lives of drivers, to deliver more benefits for them and make their route better, that's why we participate in different binding instances, such as the inauguration of a resting place for truck drivers. To make our club known, we received more than 100 people with promotional gifts and upa! products.

In addition, this year we celebrated the truck driver's day for a whole month, rewarding their work which allows for logistics and operations continuity in the country in a daily basis. The following Club benefits were delivered in this celebration: free coffee upon showing the Class A Driving License at upa! stores and a trip to Cancún raffle for two all inclusive.



In 2022 we had 2,028 driving members, who used the benefits of the Class A Club loyalty program, such as: 3,867 discounts of 40% cashed at upa! and 12,771 upa! free products cashed on weekends. In all, 14,690 benefits were delivered, more than in 2021.





**MOBILE REWARDS  
MADE BETTER**  
*Fuel. Shop. Save.*

## Road Ranger loyalty program: “Ranger Rewards”

At Road Ranger we continuously work to strengthen the experience of our customers on the road, through the “Ranger Rewards” loyalty program, which is aimed at both the trucking fleet and private car drivers who travel on the United States roads. An application was developed in 2021 to facilitate the use of benefits. When customers download the application and register for Ranger Rewards, they begin to earn points for purchases in stores and for fuel; these points can later be used for fuel discounts, redeeming free items, or accessing other benefits and exclusive offers.

This program seeks to improve customer satisfaction through the delivery of personalized offers, gifts, and exclusive discounts for those who use the application, either in our convenience stores or when buying fuel.

Program’s main achievements in 2022:

- 8,873,683 total loyalty transactions.
- 40-43% of all diesel transactions are made through Ranger Rewards.
- New receipt function aimed especially at professional drivers, where they can find all their transactions with easy access.
- 115% growth from January to December in transactions executed with LPG discounts.

For more information on Ranger Rewards, please click at [www.roadrangerusa.com/RangerRewards](http://www.roadrangerusa.com/RangerRewards).

Own Indicator: Total number of industrial contracts

Own Indicator: Enx Loyalty Program Indicators (“Advantage” Loyalty Club)

Own Indicator: “Class A Club” Program Indicators (for industrial clients)

Own Indicator: CMR loyalty programs





Chapter

# 07 Environment and climate

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The energy that moves your world



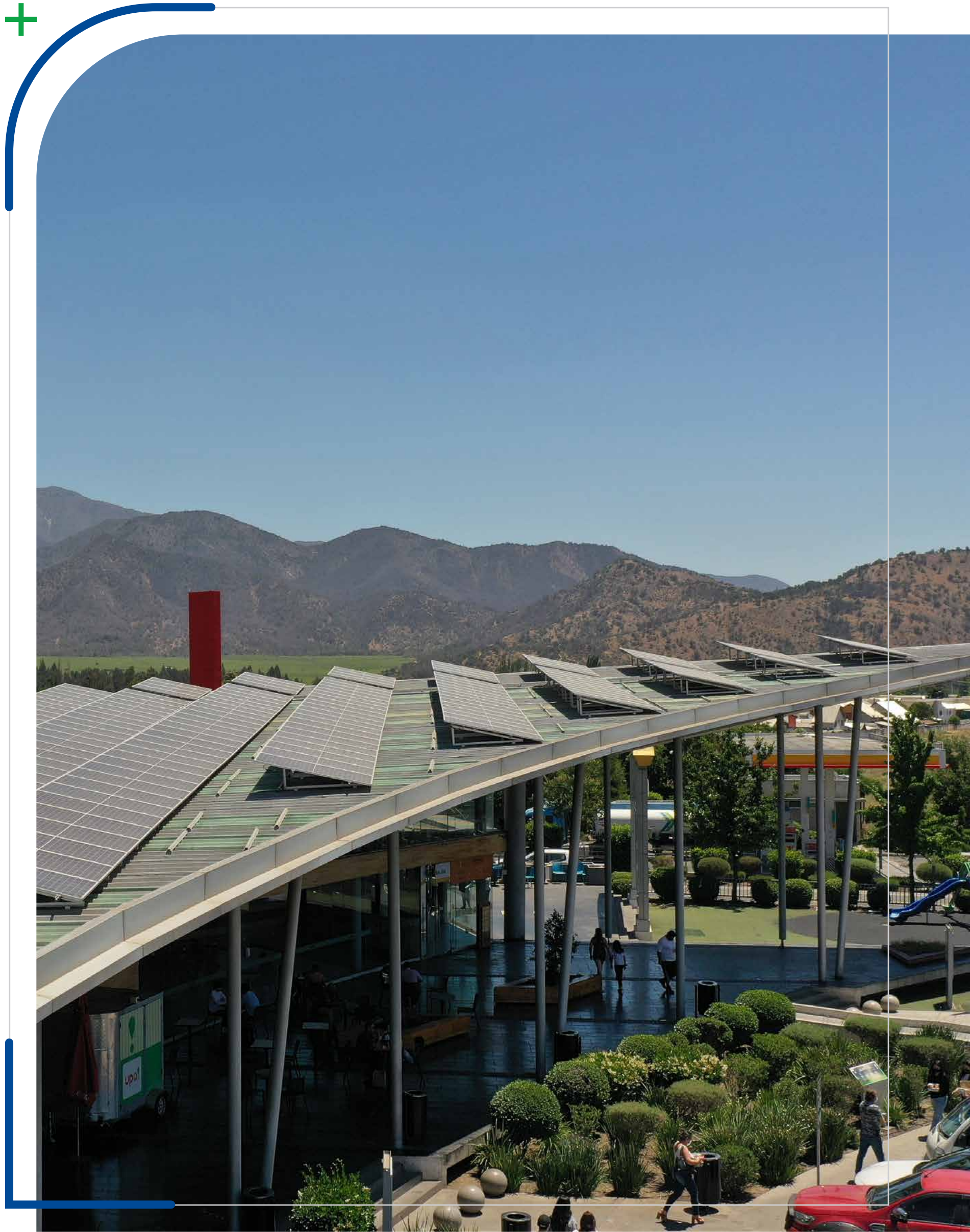
At Enex we are committed to protect the environment and to contribute to sustainable development.

Our strategy aims at reducing and mitigating potential environmental impacts of our operations, as well as proactive management that encourages the company’s adaptation to global climate change and its effects, in the contexts where we operate.

Since 2022 we began to strategically analyze the financial implications of climate change risks associated with the operation, as well as to evaluate opportunities derived from its correct management.

Environmental Management	Associated risks	Action and / or mitigation plans
Climate Change and Carbon Footprint	It considers economic risks associated with adaptation and mitigation of effects associated to climate change, such as increased tidal waves, floods, as well as effects on taxes to our customers for use of our fuels.	<ul style="list-style-type: none"><li>• Inventory of GHG emissions in 2022 under ISO 14064:2018</li><li>• Reduction strategy/improvement plan for 2022.</li><li>• Climate change policy and commitment to be emissions neutral in operation by 2030.</li></ul>
Circular economy and REP Law	Being a generator of containers and other priority waste, we have the risk of failing to comply with REP Law collection goals for applicable waste.	<ul style="list-style-type: none"><li>• Rising of the baseline, reduce the generation of waste and increase its value.</li><li>• Conform or adhere to management systems, according to the market share of priority waste.</li><li>• Application of the circular economy roadmap, with all related initiatives and goals.</li></ul>
Energy efficiency	As part of our commitment to reduce the carbon footprint, we must move towards energy efficiency of our operations.	<ul style="list-style-type: none"><li>• Energy consumption baseline survey.</li><li>• Energy efficiency plan.</li><li>• Energy efficiency standard Implementation.</li></ul>
Water efficiency	In the context of water scarcity in our country, Enex aims to make water management more efficient in its operations.	<ul style="list-style-type: none"><li>• Baseline survey of freshwater consumption from wells with online monitoring of consumption.</li><li>• Search and implementation of alternatives with lower water consumption (water-use efficient gardens, car wash water recycling, irrigation with treated wastewater, among others).</li></ul>
Biodiversity	Enex has no impact on biodiversity in its operations, as defined by the environmental authority. However, given our location all along Chile, we see an opportunity to contribute to the knowledge and culture of caring for biodiversity in our areas of operation.	<ul style="list-style-type: none"><li>• Survey of biodiversity valuable areas in the vicinity of our operation.</li></ul>

GRI 201-2 Financial implications and other risks and opportunities derived from climate change





# Environmental management system<sup>+</sup>

At Enex we have an Environmental Policy that includes our commitment to manage our operations in an environmentally responsible manner, which establishes the guidelines to develop operational management with high environmental standards, of safety and quality, and it guides us in promoting a corporate culture of respect for the environment among our collaborators, contractors, distributors, and suppliers.

We have an environmental management system that meets the requirements of ISO 14001:2015 standard and is based on the following principles:

- Quick and efficient approach to the risks and impacts derived from our operations, minimizing the impact on the environment.
- Design of integrated action programs in all company's business lines, to optimize material and energy resources use.
- Identification, evaluation, and control of environmental risks associated with our operations and measures to mitigate their impact.
- Measurement of our carbon footprint and a follow-up action plan to reduce GHG emissions.
- Implementation of best practices for sustainable waste management and energy and water efficiency, with a view to developing our operations according to a circular economy.
- Subscription to voluntary environmental care commitments, establishing measures and initiatives with a preventive framework and continuous improvement in our service stations and convenience stores.





# Environmental monitoring<sup>+</sup>

Enex has strengthened its environmental management and legal compliance processes and those of other sectoral bodies with environmental competence. A multidisciplinary team has been formed with the objective of planning and defining the strategy, together with carrying out the permanent survey and evaluation within the organization of all the environmental legal requirements applicable to our establishments and operations.

Through the Environmental Monitoring Program, we carry out permanent controls of air quality related indexes; emissions measurement; sewage and drinking water

analysis; underground wells observation; and noise, among other indicators.

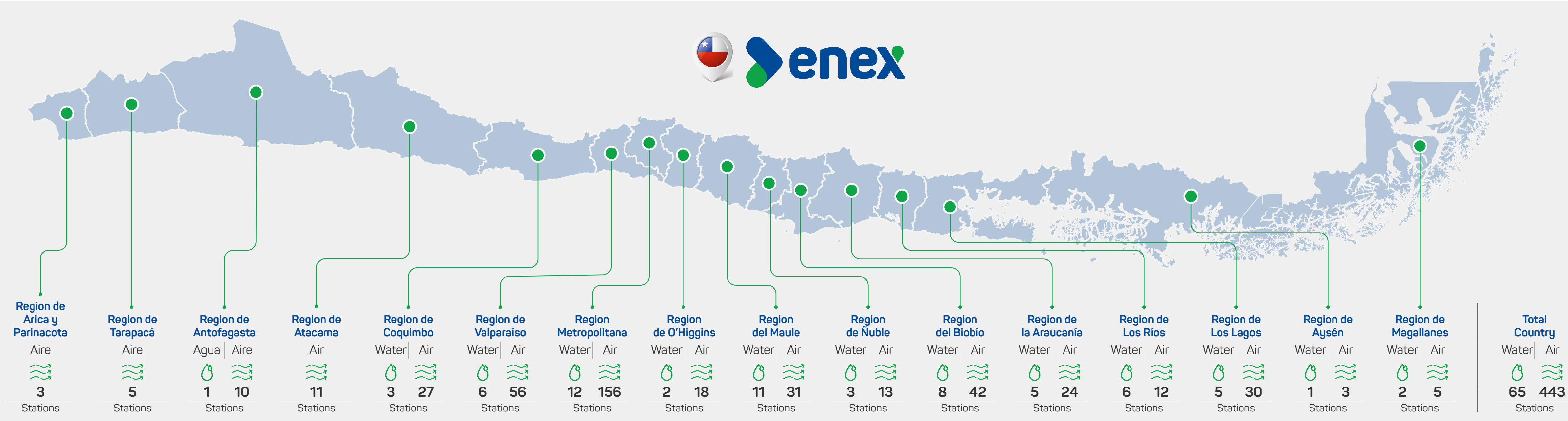
The main indicator of regulatory compliance is the Legal Establishment Index (IRL), which identifies legal requirements of all kinds (construction, sanitary, environmental, tax, fuel facilities, etc.) for each facility: service stations, convenience stores, fuel plants and industrial facilities, among others. To monitor this index and analyze compliance with the action plans, we have the Legal Establishment Index Work Group, made up of the company's HSE, Sales, Networks and Engineering areas.

Compliance with these indices is evaluated monthly at Enex Chile by the Health, Safety and Environment Executive Committee (SSMA) and the corresponding committees led by the sub-managements of each area of our operation: Distribution, Engineering, Transportation, Service Stations, and Enex Investments. The results of these evaluations provide information to design and implement action plans on a weekly basis that are monitored by the respective RCAs technical work groups: noise, water, carbon footprint and circular economy. In addition, they are reviewed monthly by the SSMA committee with Enex and subsidiaries senior management.

In 2022 we had only one sanction process before the SMA related to the Puerto Ventanas incident, which was detailed in Chapter One and which already has an Approved Compliance Program.

In 2022 there were no significant fines or non-monetary sanctions for non-compliance with environmental laws or regulations.

GRI 307-1 Non-compliance with environmental laws and regulations





# Greenhouse gas management (GHG)<sup>+</sup>

Greenhouse gas management has been a priority for Enx since 2020, when the measurement of our emissions began, making significant progress to date.

The Framework Law on Climate Change, which establishes as a goal that the country be carbon neutral and climate resilient by 2050 at the latest, challenges us to continue advancing in this regard and get ahead of national goals fulfillment.

## GHG Emission measurement

The quantification of emissions from the 2022 GHG inventory has been developed in accordance with the NCh-ISO 14064-1:2018 standard. The result of this quantification is reported in tons of equivalent carbon dioxide (tonCO<sub>2</sub>eq) based on the global warming potential (GWP) indices of the GHGs included.

Included in this inventory are biogenic emissions from the sale of biodiesel and its use by customers in the United States, which comes from various sources such as recycled cooking oil and soybean seeds, among others.

For the year 2022, we repeated the measurement of our carbon footprint, considering direct and indirect emissions of the year, taking as a scope all direct operations we had in

Chile, the service stations under the Enx brand in Paraguay and the Road Ranger Travel Centers in the US Midwest.

This GHG inventory contains the quantification of the 2022 period, from 01/01/2022 to 12/31/2022. The frequency for the elaboration of this inventory is annual.

As of the publication date of this Report, the numbers presented below were verified by Lloyd's Register Quality Assurance (LRQA) under the NCh-ISO 14064-1:2018 standard.

### Emission groups with corporate approach

#### Scope 1

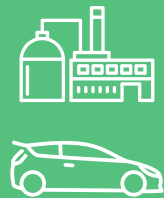
Direct emissions produced by burning fuels by the issuer.



Category 1



Fixed and mobile sources



Stationary fuel  
Mobile fuel

#### Scope 2

Indirect emissions generated by the electricity consumed and purchased by the issuer.



Category 2



Electric energy consumption



Electric energy consumption

#### Scope 3

Indirect emissions that occur by the activity of the issuer but are the property and under control of an agent other than the issuer, that is, derived from the operation of the value chain of an organization.



Category 3



Transportation



Third parties' transportation



Categoría 4



Goods and services



Purchase of goods and services  
Waste treatment and/or disposal



Category 5



Product use



Use of commercial products



# 2022 Results

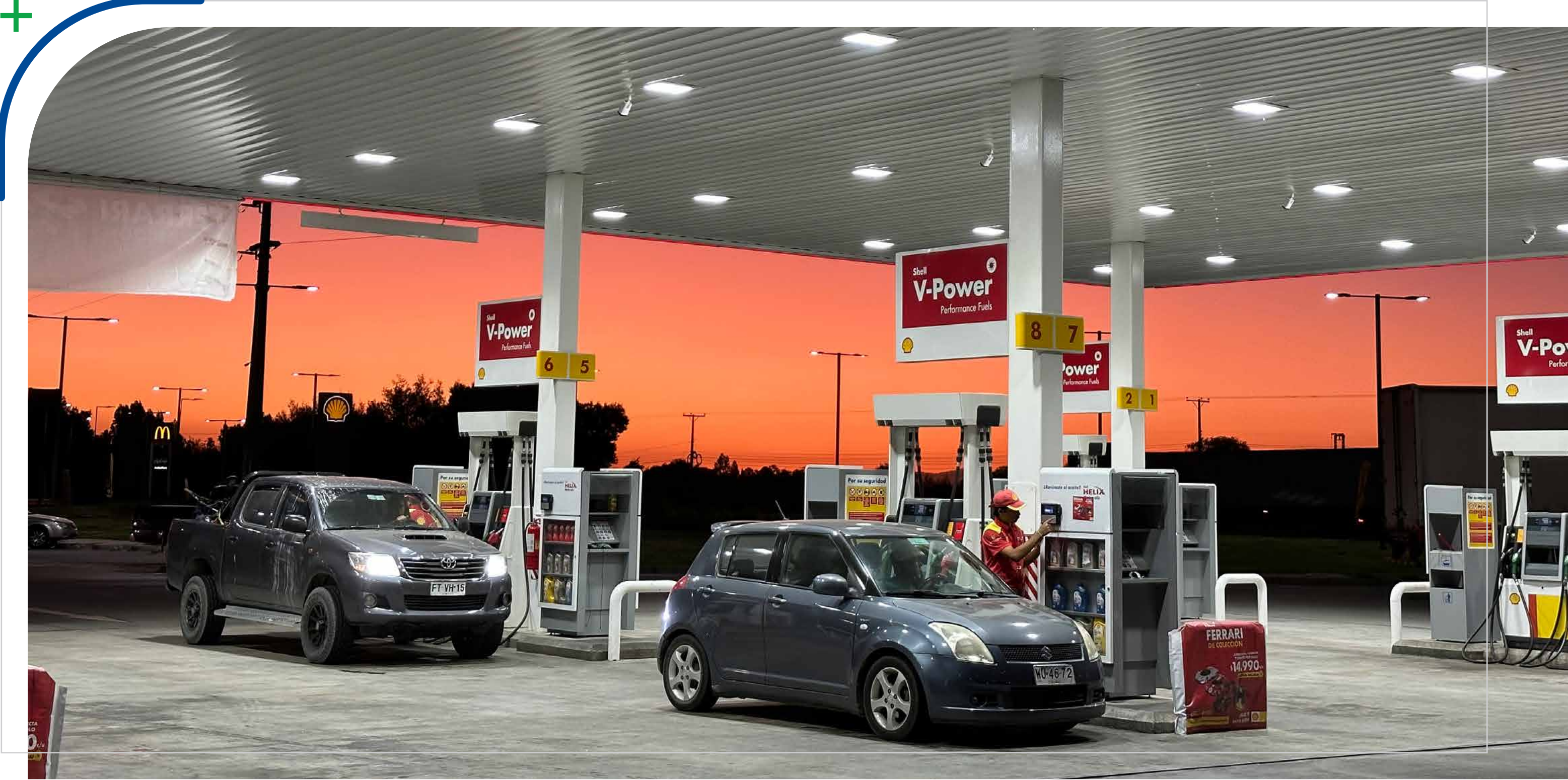
Enex’s GHG emissions corresponding to 2022, reached a total value of 15,973,229 tons of CO<sub>2</sub>eq and in biogenic emissions, a total of 466,948 tons of CO<sub>2</sub>eq.

Chart 1 presents the result of 2022 GHG emissions at Corporate level, broken down by category. Likewise, tables 2, 3 and 4 present the results for each country where Enex is present (Chile, United States and Paraguay):

### Resumen de emisiones de GEI por tipos de GEI en toneladas

Type of GHG emission	ategory	Total ton CO <sub>2</sub> eq 2022	CO <sub>2</sub>	CH <sub>4</sub>	N <sub>2</sub> O	Biogenic emissions
Direct emissions	Fuel sources	5,063	5,044	6	12	0
	Energy purchases	12,132	12,132	0	0	0
Indirect emissions	Transportation	113,097	112,023	74	1,000	0
	Use of products and services	4,349,277	4,349,277	0	0	0
	Products sale	12,018,492	11,978,130	13,952	26,410	56,034
Total corporate GHG emissions		16,498,061	16,456,607	14,033	27,421	56,034

Enex Corporate 2022 GHG Inventory is built considering the life cycle of the activities that the organization develops in the different countries where it is present. In the case of Chile, these activities refer mainly to the commercialization and distribution of fuels, and lubricants, for which the emissions in the production processes of fuels and lubricants have been taken when applicable, including also indirect emissions that are emitted by Enex customers in the use of these products, which are mostly combusted.



The main source of direct GHG emissions is electricity purchasing through private network at our service stations and convenience stores.



# Commitment with GHG Management

Since 2020, when we began measuring our emissions, we have made progress in managing them, with 2022 being a fundamental year in managing our commitments towards 2030, which were reflected in the publication of our climate change Policy and Strategy with our stakeholders, in 2022.

## Commitments towards 2030

Our climate change strategy includes actions to reduce GHG emissions in scopes 1, 2 and 3.

Our GHG reduction plan, mitigation of scopes 1 and 2, will target the operational areas that contribute the most to GHG emissions and thus materialize immediate performance improvements.

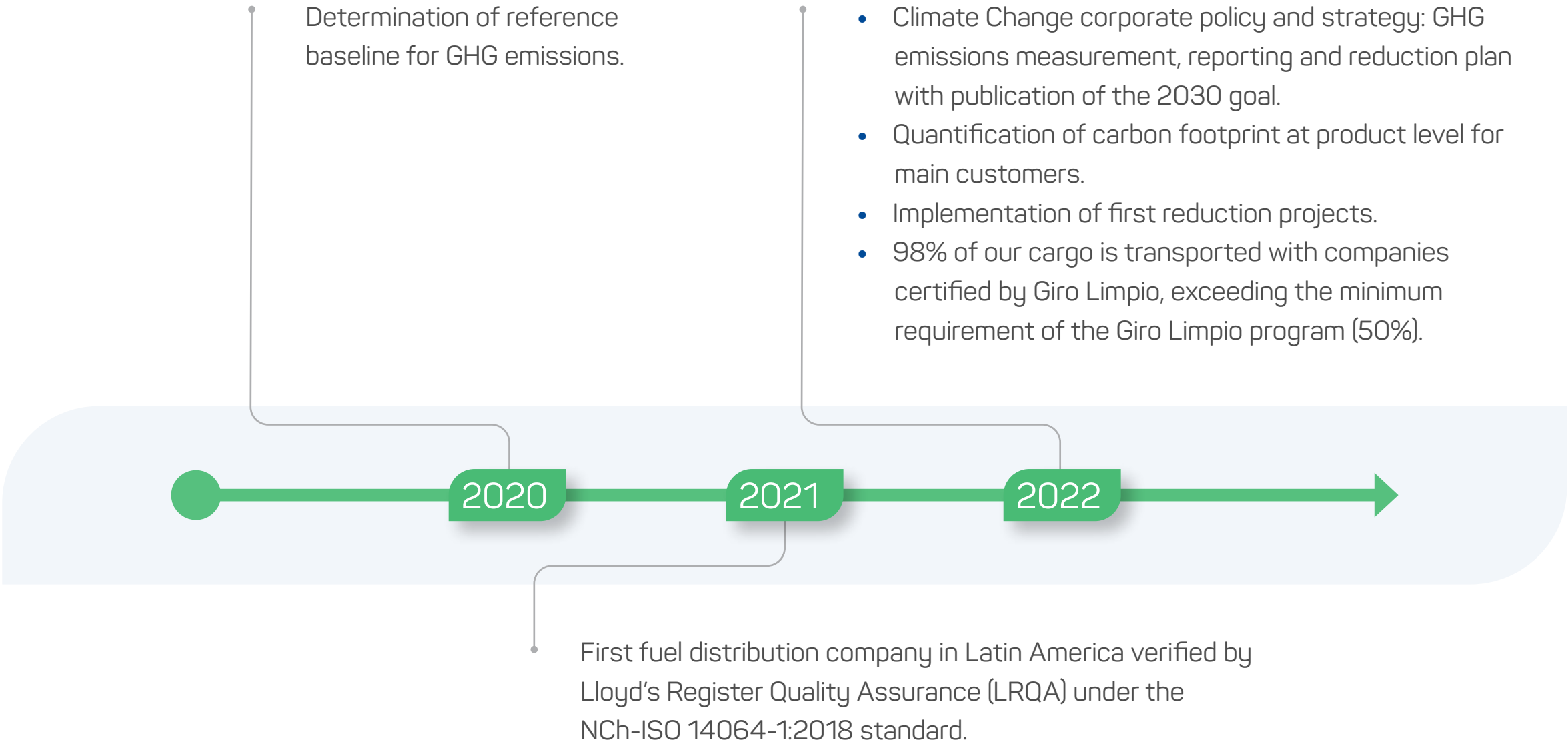
### Some of the actions that will allow us to achieve neutralization of our scope 1 and 2 operation are:

- Energy efficiency and circular economy initiatives in company processes.
- Consumption of 100% renewable energy in our plants and service stations.

- Promotion of energy efficiency and circular economy actions.
- Participation in the green hydrogen industry.
- Generation of renewable electricity supply and self-generation projects.
- Conversion of our light fleet to emission free energy.
- Incorporation of sustainable technologies in our service stations.

To reduce scope 3 emissions, we will promote the use of renewable energy, both among our industrial clients through electro-mobility, energy efficiency and self-generation solutions, and with our retail clients, offering zero-emission vehicle charging solutions.

## Progress in GHG Management



- GRI 305-1 Direct GHG emissions (scope 1)
- GRI 305-2 Indirect GHG emissions to generate energy (scope 2)
- GRI 305-3 Other indirect GHG emissions (scope 3)
- EM-RM-110a.1 Scope 1 Gross Global emissions, percentage covered by emissions limitation regulations
- EM-RM-110a.2 Analysis of long and short-term strategy or plan to manage scope 1 emissions, emission reduction objectives and analysis of the results in relation to these objectives
- EM-RM-120a.1 Atmospheric emissions from the following contaminants: (1) NOx (excluding N2O), (2) SOx, (3) particulate matter (PM10), (4) H2S and (5) volatile organic compounds (VOC)
- GRI 305-4 Intensity of GHG emissions
- GRI 305-5 Reduction of GHG emissions

At Enex we are committed to promoting an emissions neutral future from our operation by the year 2030, corresponding to scope 1 and 2 (direct and due to electricity consumption). Through renewable energy, we will get ahead of the national and global goals defined in the Paris Agreement.



# Energy efficiency initiatives<sup>+</sup>

At Enex we are committed to energy transition, from playing a relevant role in the evolution towards a climate neutral world, using all the technologies and energies available to be a zero net emissions company by 2050.

We want to be an active part of the solution to climate change, while we continue to be the energy that safely moves the world of our customers.

We have developed important initiatives in this area. As shown in the Sustainable Profitability chapter, in 2022, our comprehensive energy management pilot project were commissioned at Maipo Poniente and San Francisco de Mostazal service stations. The latter, in addition to solar panels, included the installation of a battery and a home automation system to obtain efficient energy consumption in each station and in the electric charging stations.

The magnitude of the energy consumption reductions achieved as a direct result of these initiatives was 149 MWh, a value delivered by the plant meters.

Yearly total energy consumption (MWh)	
Non-renewable (fossil fuels, dam hydroelectric)	4,516.78
Renewable (solar, wind, biofuel, past hydroelectric)	149.842
Total Consumption	4,666.6

This indicator corresponds to the consumption of electricity in Enex facilities under direct control and management: Head office, fuel storage plants (Maipú Plant, Greda Alta Plant, San Fernando Plant, San Vicente Plant and Lautaro Plant) and the operational aviation bases. It includes, in addition, the electrical consumption of the direct operation service stations, that is, operated by the Inversiones Enex subsidiary.

The establishments' electrical energy was acquired through purchases from the National Electric System (SEN), which is why the supply sources are directly associated with the composition of Chile's energy matrix, which comprises both renewable and non-renewable energy. Enex is permanently evaluating different alternatives for the supply of electricity from clean and renewable sources.

With regard to clean energy sources, Greda Alta Plant became a Free Customer in 2021 with an electrical supply contract with Grupo Cerro, allowing the beginning of 100% renewable solar energy. Purchasing. This Plant is the one that consumes the most energy, which is why it has a significant impact on the Company's overall energy consumption. At the same time, our service stations in Chillán and Placilla are also supplied with renewable energy, thanks to supply contracts.

GRI 302-1 Energy consumption within the organization  
GRI 302-4 Energy consumption reduction





# Water efficiency initiatives<sup>+</sup>

At Enex Chile we have a water saving plan, which considers the application of sustainable technologies to encourage water recovery in car washing processes and the implementation of low water consumption gardens in our service stations.

Four years ago, we started implementing a strategy to prioritize the efficiency of our Shell service stations, with the implementation of water re-use plants in our car wash service, LavaPro.

We have 13 water treatment plants and, during 2023, we expect to implement 15 new ones, prioritizing areas with the greatest impact on water shortages. With this initiative, we will be recycling 70% of the water used in washing.

In 2023, we want to start working with online flow meters, to monitor real-time consumption of fresh water extracted from wells, using flowmeters.

In addition, the company has eliminated ornamental pastures to replace them with low-water consumption flora in service stations in the central and northern areas of the country. With it, we seek to save between 30% and 60% of water compared to a traditional garden.

On the other hand, at our road service stations where we do not have connection to a water network, we have installed wastewater plants. In total, we have three service stations that reuse the wastewater to use it in garden irrigation.

In 2022, we had no cases of non-compliance on the part of the sewage treatment company that receive our waste and vehicle washing water from the stations.

In 2022 we maintained our management to reduce water resources consumption and increase water re-use in service stations, achieving 11,571m<sup>3</sup> savings of water.





# Lavapro and water care



We have Lavapro washing machines in more than 70 Shell service stations across Chile, classifying them into four different types of machines. Thanks to our water treatment and recycling technology, we are able to save up to 94% compared to washing at home, making us the best option on the market for washing vehicles and at the same time minimizing water consumption per wash.

## Alliance with Lo Barnechea Municipality

In 2022 we joined the Acuerdo de Producción Limpia Territorial de Eficiencia Hídrica (Water Efficiency Clean Production Agreement), led by Lo Barnechea Municipality for the care of water in the commune. At the Shell service station located on Avenida La Dehesa, a new vehicle washing system was implemented where water is reused, generating savings of 94% of the resource compared to washing at home. Through the application of sustainable technologies, we aim to save around 300 cubic

meters per month for each service station. In addition, the company will carry out ornamental pasture retreats to replace them with low water consumption flora in different stations of the commune.

This initiative corresponds to the first implemented in the commune, under the scope of this Clean Production Agreement.

	2021	2022
Recycled M³	17,184	11,571
Monthly average (M³)	1,438	1,118

This year there is a decrease in recycled water cubic meters, as we are focusing on improving savings through operational processes and recycling water at our Lavapro plants, in addition to eliminating non-critical processes in the washing process that consumed a high water volume.

Instead of using 500 liters, only 100 liters of water are used per wash. Since we applied our strategy, we have already saved 5% of the water cost in the operation.

Own Indicator: Recycled water total liters in our operation

EM-RM-140a.2 Number of incidents of non-compliance related to permits, standards and water quality regulations



# Progress towards a circular economy<sup>+</sup>

Since 2016, Enx has been working to promote its circular economy through proper waste management.

During 2022, we proposed to move forward to comply with the prompt implementation of the REP Law and made official our commitment to move forward towards a circular economy through our circular economy route sheet, which was designed from an internal survey of all existing initiatives at Enx and was complemented with a study of good practices and new initiatives worldwide.

Enx’s circular economy road sheet is based on three pillars: Benefits and Circular Services, Transformation to Circular Models and Circular Benefits in the surroundings. Through these pillars, Enx seeks to continue developing solutions that generate a positive impact on the environment and our operations.

As generators of hazardous and non-hazardous waste, we comply with the sanitary regulation, carrying out the traceability processes for hazardous waste, and declaring them in the declaration systems of the Ministry of the Environment, SIDREP and SINADER respectively.

Due to the fact that Enx’s operations do not contemplate production processes, the generation of both hazardous and non-hazardous waste is of low significance under normal operating conditions in its facilities. Among them, we can find the household waste in all Enx facilities, residual sludge

from facilities with private sewage systems, sludge from car washing systems and used lubricant oil from those service stations that count with lubrication sheds. On the other hand, in industrial facilities, empty containers are generated due to the use of substances in the operation, such as additives.

Most of hazardous waste is generated in punctual activities such as major maintenance and those that escape normal operation, as an emergency as a result of a spill. Due to the nature of the products that Enx sells, the waste is mainly in the dangerous category, such as water with hydrocarbons, solid elements (textiles, personal protection equipment, cardboard, paper, plastics and metals contaminated with hydrocarbons), dirt and/or absorbent material contaminated with hydrocarbons, used lubricant oil, empty containers with residues of hydrocarbons, oil or other dangerous substance and unused fuel tanks.



A great milestone in terms of circular economy for 2022 was the fuel tank recycling management of the COMAP fuel plant in Antofagasta. After a process of declassification of metals’ danger, more than a million seven hundred kilos of iron scrap were recycled, which went to the AZA steel plant in Antofagasta.

In addition, in 2022, 4,370 kg. of paper were delivered to Fundación San José from headquarters for recycling and Maipú Plant delivered 1,670 kilograms, making a total of 6.04 tons of used paper.

Waste generation sent for reuse, recycling, or spillways chart\*

	Chile		USA	
	Hazardous Waste	Non-Hazardous Waste	Hazardous Waste	Non-Hazardous Waste
Disposal by reuse (ton)	49	-	-	-
Disposal by recycling (ton)	-	1,693**	-	-
Disposal by recuperation (ton)	56	-	-	-
Disposal in spillways (ton)	984	37	-	4,200
Waste Total	1,089	1,731	-	4,200

\* Note: It should be noted that these wastes are generated by Enx operations and not by customers, as is the case of the recycling of lubricating oil in the mines.  
\*\* The recycling rate was 63.7% of the total generated and reflects mainly the management of the recycling of tanks in the dismantling of the COMAP fuel plant in Antofagasta.



# Circular Economy Challenges and Opportunities within the REP Law framework

The entry in force of the REP Law that obliges companies to take charge of the waste that they produce once their shelf life is over, implies a series of challenges for the industry of lubricant distribution in general, and for our company in particular. This is because the main waste generated in our operation is cataloged as priority by this regulation and is subject to regulation: used lubricant oils (ALU); containers and packaging (EE), and batteries.

## Management of used lubricating oil

The prompt implementation of the REP Law for lubricating oils implies a series of challenges for our company.

Enx started to work on this matter in 2017, when we subscribed a Clean Production Agreement (APL) led by the Sustainability and Climate Change Agency. Through it, a management and environmental handling system for used lubricant oils was set in motion, a voluntary agreement through which companies in the sector and public regulators defined objectives, goals and actions. This public-private alliance aims to improve the information that is available on the generation and management of waste, increasing the collection to optimize traceability of used lubricant oils.

To continue moving forward and to comply with the Rep Law, we signed in September 2022 a collaboration



agreement with Recvoil for the development of the first plant in Chile for used lubricant oils revaluation. The project involves a US\$7.5 million investment and will be located in San Antonio municipality, Region of Valparaíso. This plant will have a revaluation capacity close to 10% of the ALUs market and will generate high quality products, avoiding the emission of approximately 19,449 tons of CO<sub>2</sub>eq per year, which converts it into a major contribution to industry decarbonization.



Enx agreed to participate with Recvoil in technical and commercial aspects and as a possible supplier of ALUs if so allowed by REP law, which will be used as raw material for the re-refining process. In the next 18 months, the production of recycled bases will be available, which will be tested and certified in the Enx laboratories. In this way, the market will have nationally produced lubricant bases, which can be used in the local market and/or exported.

Note: With the presence of the Valparaíso Regional Secretary for the Environment Mr. Hernán Ramírez; the Executive Director of the Sustainability and Climate Change Agency, Ximena Ruz; and neighbors of San Antonio, Enx and Recvoil celebrated, in a joint collaboration project, the grounding of the first stone of what will be the only industrial processing plant in Chile that will produce base oil from used lubricant oil (ALU).



Container and packaging management

In 2021, we strengthened our environmental performance towards circular economy by adhering to the Container and Packaging Ecolabelling Clean Production Agreement (APL), led by the Sustainability and Climate Change Agency, Sociedad de Fomento Fabril (SOFOFA) and the Ministry of the Environment.

This APL delivers the #ElijoReciclar seal, which certifies that at least 80% of the weight of the marketed product packaging is made with recyclable materials, that these materials can be separated for recycling and that there

is currently a demand from the recycling industry for them. In addition, in a complementary way, the seal has an information label that allows our customers to know what to do with the packaging to ensure its recycling and subsequent recovery, in a simple, clear, and direct way.

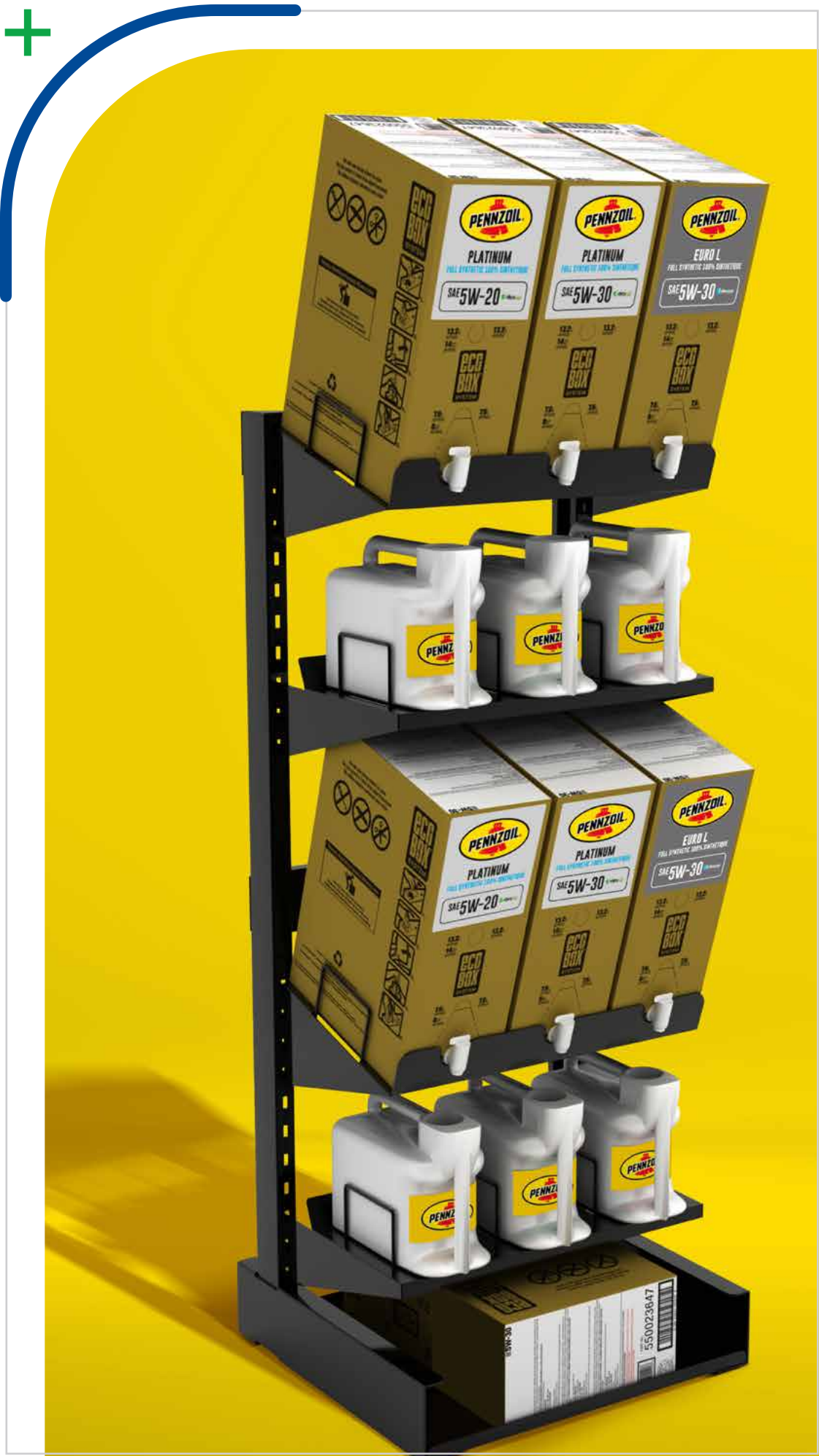
Since September 2022 and given the entry into force of the REP Law, we are participating in the Resimple and PROREP collective management systems. Resimple is the largest collective management system for home packaging. For its part, PROREP is a system focused on non-domestic waste; it should be noted that we were the first lubricants company to join. Our objective is to achieve, through these

alliances, the company collection goals in compliance with the REP Law.

Likewise, in order to continue growing in diversifying the packaging matrix to reduce plastics use in our lubricant containers, we have developed eco boxes and cardboard bins. With our Pennzoil Ecobox product, we managed to reduce the equivalent of 20,489 plastic bottles, which is equivalent to approximately 683 kg. of plastic. This new type of container provides a solution for the supply of engine oil and allows you to store and change oil in a more efficient and sustainable way, avoiding plastic drums.

Among the products that are marketed with this eco-label are those of the upa! brand and of the lubricant business. Currently, we have the certification of the following products with the #ElijoReciclar seal:

						
Pennzoil Euro L 5w30	Pennzoil Platinum 5w20	Pennzoil Platinum 5w30	Krynex K2 Extra 50% 6x1L	Krynex A. Desmineralizada	Krynex Limpia parabrisas	Carbon UPA
						
Hielo Fiesta	Agua Upa Sin Gas 1600 CC	Agua Upa Con Gas 1600 CC	Agua Upa Sin Gas 500 CC	Agua Upa Con Gas 500 CC	Agua Upa Berries S/G 500 CC	Agua Upa Manzana S/G 500 CC



With the Pennzoil Ecobox we avoid the generation of more than half a ton of plastic!



# Contractor waste management

As Enex Chile, we are certain that the integral management of waste, with the aim of creating a circular economy, must be implemented in coordination with all the components of the value chain. In 2022, we continued to promote among our transportation operators the implementation of management indicators to monitor the generation of their priority waste, according to the criteria established by the REP Law:

- Scrap tires.
- Used lubricant.
- Out of use batteries.
- Removed filters.
- Contaminated solids.

## Strategic Alliances

On October 5th, 2022, we signed an agreement with the Municipality of Lo Barnechea for the collection of glass, plastic, cardboard, and paper, through the installation of “clean points” in four service stations within the commune.

Cardboard/paper recyclable waste collected is delivered to SOREPA or RECUPAC, while plastic Pet1 goes only to RECUPAC.

Comparative Service Stations					
Service Station	October	November	December	2022 Accumulated	Distribution
upa! Camino Farellones	151,0	67,0	61,3	279,3	22%
upa! La Dehesa	80,0	119,0	82,8	281,8	22%
upa! Pie Andino	87,0	117,9	123,5	328,4	26%
upa! Santa Blanca	177,0	123,5	71,0	371,5	29%
Total general	495,0	427,4	338,6	1.261,0	100%

### Glass Collection

2022						
Location	August (kg)	September (kg)	October (kg)	November (kg)	December (kg)	Total
Shell Alcalde Delano con Sta. Blanca	500	1,250	875	1,500	1500	5,625
Shell la Dehesa 458	500	0	125	500	500	1,625
Shell Pie Andino 4850	875	1,000	2,000	3,000	2375	9,250
Shell Farellones 14380	0	0	150	250	0	400
Monthly total	1,875	2,250	3,150	5,250	4,375	



**LoBarnechea**  
JUNTOS HACEMOS UNA COMUNA MEJOR

Through the agreement, we were able to collect 1,261 kilos of Pet1, cardboard and plastic, and 16,897 kilos of glass, mutually contributing to the community and the environment through recycling and valuable waste collection.





On the other hand, as part of our commitment to environment care, in alliance with the Fundación Cumplido Circular, we have implemented upal and upita furniture made with “Madera Plástica”, made from recycled waste.

The recycled waste comes from the “clean point” located at the San Francisco de Mostazal service station, and thanks to this initiative, today there are four service stations that handle tables, handrails, baskets and spice cans on their terraces, furniture that depending on its size can contribute with the reuse of more than 1,000 kilos of plastic.

Participamos del sello  
#ElijoReciclar y el Acuerdo  
de Producción Limpia (APL)



GRI 306-1 Waste generation and significant impacts related to waste

GRI 306-2 Management of significant impacts related to waste

GRI 306-3 Waste generated

EM-RM-150a1 Quantity of generated hazardous waste, recycled percentage

GRI 306-4 Waste diverted from disposal

GRI 306-5 Waste destined for disposal

This initiative has allowed the recycling of more than six tons of plastic, promoting good practices and managing waste more efficiently to give it a second life. In addition, it intends to reinforce the delivery of innovative and friendly services for the planet, transforming circular products to be implemented throughout our network of convenience stores in Chile, such as this outdoor furniture manufactured with sustainable material.

Used



**248,000**  
packaging units of  
polypropylene plastic



**6.2 tons**  
recycled plastic



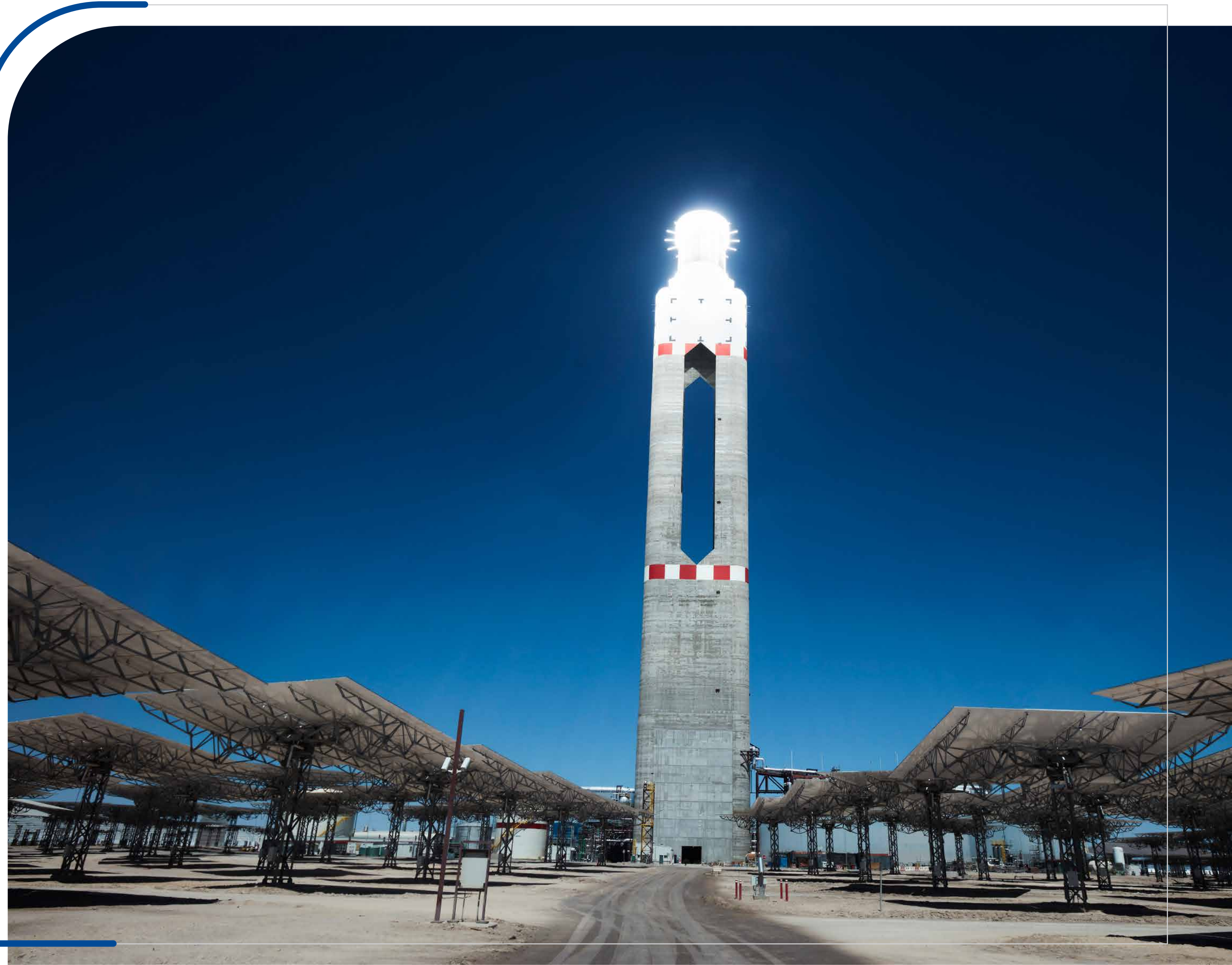
**155 liters**  
reused water



# Local biodiversity<sup>+</sup> and ecosystems

We promote the protection and conservation of local biodiversity in the territories where we operate. We identified service stations that are close to wetlands. Of them, both the service station located in Huentelauquén and the station in Punta Arenas, were submitted to the Environmental Impact Assessment System and classified environmentally favorable (RCAs). This means that they comply with the current environmental legislation and that said projects are responsible of the potential environmental impacts. For this purpose, studies were carried out on habitat, flora, fauna and the surrounding communities susceptible to the operation of our service stations, resulting in a positive rating regarding the conditions and environmental requirements to implement them.

Enex, in compliance with current environmental regulations, has submitted, when appropriate, its projects to the Environmental Impact Assessment System (SEIA) and no operations with significant direct or indirect impacts on biodiversity have been identified in these assessments.





# Environment initiatives at Enex La Greda Alta fuel Plant


La Greda Alta Plant is a fuel and asphalt storage facility, associated with a maritime terminal located in the Valparaíso Region, through which we carry out our finished products unloading, storage and dispatch. It is regulated by an RCA (Environmental Qualification Resolution) and, as it is located in the Puchuncaví commune, in the industrial area of Concón, Quintero and Puchuncaví, it has a strategic importance for the company and is of interest to the community and the authorities. This plant is operated by Enex and shared with the Asfaltos Cono Sur company in asphalt storage.

In order to monitor the possible impacts of its operation, there is an Environmental Surveillance Plan, through which we carry out quarterly monitoring of the surrounding sea and, every six months, an analysis of the waters of the Campiche sewage and of the wastewater treatment plant that we use for the plant's gardens irrigation.


In a complementary way, we have an Air Quality and Meteorology Monitoring Station in the Campiche sector, in charge of the permanent survey of data associated with atmospheric contaminants. Since 2020, this plant delivers information directly to the Superintendence of the Environment, through an API interface connection. During 2022, we started online monitoring inside the plant, with weather sensors and VigIA sensors that, in addition to measuring online, use Big Data to identify patterns of our compound emissions that generate odor, generating alerts at different levels if some of the parameters surpass some of the levels, since odor is detectable until odor can be annoying for workers or neighbors.

We have detected protected areas because of their biodiversity value in the following operations:

	Kind of operation	Geographical location	Distance from protected area	Name and description of protected area and its biodiversity value
File 71 Huentelauquén	Service Station	Panamericana Norte Km. 265.5, Huentelauquén Area	0	Sitio Ramsar Humedal Las Salinas de Huentelauquén
File 703 Punta Arenas	Service Station	Av. Pdte. Carlos Ibañez del Campo 05871	200 m	Humedal Urbano Tres Puentes
Fuel and Asphalt Storage Plant La Greda Alta	Storage and Distribution	Ruta F 170 s/n Puchuncaví	280 m	Humedal Urbano Los Maitenes



Weather Station



VigIA Sensor

GRI 304-1 Owned, leased or managed operational sites located within or next to protected areas or zones of great value for biodiversity outside protected areas

GRI 304-2 Significant impacts on biodiversity of activities, products, and services





Chapter 08

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The energy that moves your world



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