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### **About this Report**

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Enex continually strives to contribute to customer well-being by providing quality, innovative, sustainable products and services that contribute to memorable experiences and give customers the energy to get wherever they want to go.

For questions or comments regarding this Sustainability Report or the information herein, please write to hablemos@enex.cl. Enex Headquarters in Chile: Avenida del Cóndor Sur 520, Ciudad Empresarial, Huechuraba, Santiago, Chile.

- external verification.
- 31, 2024 (annual).
- Paraguay S.A. (Enex Paraguay).
- Empresa Nacional de Energía Enex S.A.

> The Enex 2024 Sustainability Report was drafted under the Global Reporting Initiative (GRI) standards without

> It covers performance between January 1 and December

> The scope of this report encompasses the British company Enex Corp Ltd and its subsidiaries: Empresa Nacional de Energía Enex S.A. (Enex Chile), Enex CL Ltd, Enex Investments US Inc. (Road Ranger) and Enex Investments

> Empresa Nacional de Energía Enex S.A. is a private corporation that was established in 1961 as Shell Chile Sociedad Anónima Petrolera. (The Shell Group began operating in Chile in 1919.) In 2011, Quiñenco acquired Shell's operations in Chile and renamed the company

> In 2013, Empresa Nacional de Energía Enex S.A. expanded its chain of service stations, convenience stores and domestic coverage by acquiring Terpel's operations in Chile. The company continues to operate 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 has ownership interest in Depósitos Asfálticos S.A. (DASA), Sociedad Inversiones de Aviación Limitada (SIAV) and Asfaltos Cono Sur S.A.

- > Enex Investments US Inc., incorporated under the laws of the US State of Delaware, has the following subsidiaries: 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 incorporated and in good standing under the laws of the Republic of Paraguay. It currently owns 100% of Enex Paraguay S.A.E., Tulsa S.A., Gabana S.A. and Grupo Avanti S.A., both directly and indirectly.
- > When applicable, this report includes rectifications or corrections of information provided in the 2023 Report.















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## A Message from Our CEO

### Dear Enex employees, customers and partners:

With great pride, we present our Sustainability Report, a document that reflects our commitment to sustainable development and the achievements reached during 2024. This year has been especially significant for our organization as we celebrate three historic milestones: the 105th anniversary of Enex, the 10th anniversary of our subsidiary ESM (Empresa de Soluciones Mineras), and the 20th anniversary of Dicomac (a subsidiary dedicated to customer service).

Thanks to efficient internal management, the company successfully navigated this year's challenging global economic landscape. In Chile, economic volatility, rising energy costs and severe weather events were among the factors constraining industrial growth, all of which affected consumption and our operations. Geopolitically, international conflicts and fluctuating oil prices presented additional supply chain and inventory management challenges. The US economy continued to grapple with inflationary pressures from rising energy costs. At the same time, Paraguay enjoyed a more stable outlook, with annual growth of 3.8%, primarily driven by agricultural activity.

This year, Enex celebrated significant achievements that showcase our adaptability and commitment to our markets. We opened six new service stations in Chile, including two along the Carretera Austral and expanded our upa! chain with stores in strategic locations. In the industrial segment, Shell Card Empresa sales reached an all-time high with over 10% growth this year. The renewal of the macro distributor agreement for Shell Lubricants represents a significant

In line with our goal of adapting to customer needs and promoting alternative energy sources, we installed 16 new Enex E-Pro powered by Shell Recharge electric charge points and launched a new app. The resulting growth in electromobility sales volume at service stations exceeded 400%. Our commitment to the energy transition was also evident in the construction of electric charging stations for Minera Centinela and Transportes CCU. Enex continued to build solar power plants, demonstrating our dedication to renewable energies.

In the United States, Road Ranger achieved year-on-year growth of over 10% and opened four new locations in Illinois and Texas, making a total of 53 travel centers across seven states. We also successfully integrated well-known brands like Wendy's, Church's Chicken and Subway into our operations, which increased visitor traffic and customer satisfaction. In line with our commitment to the energy transition, Enex continued to leverage US market subsidies to install electric charge points, reaching a total of 22 stations by the end of the year.

Enex Paraguay continues to grow and expand. This year, we opened four new service stations and stores. The company also upgraded the *Mi Enex* app to enhance the user experience and incorporate a self-service fueling feature. A

achievement and guarantees sustainability in the lubricant business. Another breakthrough, this time in the service station business, was the successful launch of the new and improved Shell V-Power, a high-performance fuel featuring advanced technology capable of cleaning critical engine parts.









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## A Message from Our CEO

successful partnership with Farmacias Catedral allowed us to diversify our commercial offerings, and we also improved the dining options at our upa! Stores. These advances reflect our customer-centered approach, aiming for sustained growth in a complex industry where government intervention remains a consideration.

Enex Chile made notable progress in strengthening customer relationships, including a significant increase in loyalty program transactions—surpassing 15,000 fuel redemptions and higher customer acquisition rates. Additionally, ALCO Consultores reaffirmed our leadership in the service station industry by awarding us the 2024 Consumer Loyalty Award. Wendy's also recognized Road Ranger with the Visionary Growth and Expansion Award, honoring the strategic integration and sustained development of the Wendy's brand across our travel centers.

We are proud to have reached important sustainability milestones in Chile. These include ISO 14001 and ISO 45001 certifications, as well as corporate carbon footprint verification under ISO 14064 for the fourth consecutive year. For the third year in a row, the Energy Sustainability Agency acknowledged Enex through its *Giro Limpio* freight transport program, which highlights best practices in reducing energy consumption.

Safety continues to be a fundamental pillar of our operations. This year marks 30 consecutive years of certification for our Quality Management System. We also enhanced speed controls across our distribution fleet and successfully met our Zero Damage target. These efforts—along with route

optimization and the adoption of sustainable logistics practices—have helped us reduce total kilometers traveled and minimize both environmental and safety impacts. Thanks to our continued focus on safety, CONASET and MIGTRA named Enex the Safest Non-Mining Fleet in Chile for the second consecutive year. Furthermore, the Chilean Association of Industrial Mining Suppliers (APRIMIN) recognized Enex for its outstanding safety standards in the lubricants segment—an achievement made possible by advanced driver monitoring technology, robust safety protocols and a commitment to continuous team training and development. In the United States, we improved safety standards at travel centers and stores, achieving a 29% reduction in the accident rate relative to the previous year. Regarding the company's commitment to employees,

In Paraguay, Enex has once again earned Great Place to Work certification for 2024-2025. Another highlight was the Healthy Enex program, which focused on improving employee quality of life through initiatives in physical and emotional health, as well as financial and personal development.

the Employee Climate Survey in Chile had a high level of participation (93.8%) and positive response (80.4%) rates. Enex also reached early agreements in three collective bargaining processes representing more than 60% of the workforce.

The US Leadership Summit gathered all Road Ranger managers at headquarters. The training sessions at the event aimed to refine leadership skills and foster a strong culture at Road Ranger.

In community relations, we continue to strengthen our efforts at each location. In Chile, we bolstered our presence around the La Greda plant in Puchuncaví by actively participating in working groups with leaders and representatives from other companies in Quintero, Puchuncaví and Concón. These included the Mesa del Aire, an initiative that promotes collaboration between companies and local communities. We voluntarily implemented environmental measures, including state-of-the-art filters and air quality monitoring, to mitigate risks associated with our operations. In the United States, we continued our collaboration with St. Jude Children's Hospital through fundraising events, direct donations and customer donations. Enex also supports local initiatives like libraries, food banks and shelters, among other efforts that strengthen our community ties.

Throughout the year, Enex has showcased its adaptability as a company with a long-term vision, prepared to tackle economic, social and environmental challenges with determination and responsibility.

I want to express my deepest gratitude to each of our employees, whose efforts and commitment serve as the foundation of our achievements. This report reflects the teamwork that drives our growth, strengthens our leadership in the energy sector and contributes to the well-being of the communities where we operate.

#### Nicolás Correa Ferrer Chief Executive Officer - Enex Corp Ltd Chief Executive Officer - Empresa Nacional de Energía Enex S.A.







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### Enex is a UK-based company operating in Chile, the United States and Paraguay. With over a century of experience, its primary lines of business involve distributing fuel and lubricants at the industrial and retail levels. Additionally, it holds a significant market share in the convenience store sector. The company's commitment to sustainability and innovation drives it to provide customers with comprehensive energy efficiency and electromobility solutions.

**Company** Profile



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In Chile, Enex operates a network of Shell-brand service stations that also serve as locations for its upa! and upita convenience stores. Additionally, it has Road Ranger travel centers in the United States and Enex-brand service stations and upa! convenience stores in Paraguay. JEILEV.



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## **Company** Profile

### Purpose and Values

### Our Purpose

### To be the energy that drives your world

We provide customers with quality products and excellent service through innovative, efficient and convenient solutions that help them get where they want to go.

### Our Mission

motivated teams.

### **Our Values**



We collaborate to provide customers with the best experience by meeting their needs promptly and efficiently.



We put our utmost effort into every task and challenge. We strive to do things correctly in order to improve daily, achieve our goals and fulfill our commitments.

### **Strategic Pillars**





### **Customer Centricity**

We design products and services to address customer concerns and needs, ensuring the highest quality service experience.

### Innovation

We innovate to enhance process efficiency and improve our product and service offerings.

### Sustainability

We operate safely and reliably to secure the company's longterm sustainability. To that end, we establish policies that create social, economic and environmental value in the areas where we operate. Our efforts in this area focus on people and community, profitability and the environment.



We value people and our environment. We safeguard our integrity and safety and respect those with whom we interact by adhering to the Enex Code of Conduct, regulations and applicable laws.







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## Value Chain

### **Enex Chile**

Enex Chile supplies fuel to industrial customers and operates Shell-brand service stations as licensees, along with upa!, upita and upa! market convenience stores both inside and outside these service stations. It also distributes Shell, Pennzoil and Rhenus lubricants and Krynex products.

Enex Chile has an ownership interest in 13 fuel storage facilities supplied by pipeline and sea to ensure product availability. Additionally, it owns 50% of Asfaltos Cono Sur S.A., which in turn owns the Enex-operated asphalt storage and dispatch terminal in Puchuncaví; 20% of Depósitos Asfálticos S.A. (DASA), which stores asphalt sold by Refinería de Petróleos Aconcagua in Concón; and 33.3% of Sociedad de Inversiones de Aviación Limitada (SIAV), which receives, stores and distributes aviation fuel at the Comodoro Arturo Merino Benítez Airport in Santiago.

### Supply

> Enex supplements supply from ENAP—our primary fuel supplier in Chile—with direct imports, primarily from the Gulf of Mexico.

### **Storage and Distribution**

- > Enex Chile has **13 plants** nationwide, boasting a fuel storage capacity of over 200,000 m<sup>3</sup>.
- > It has **10 warehouses** for lubricants and auto parts, along with asphalt storage plants in Puchuncaví and Concón.
- > Enex distributes products using trucks that cover an average of three million kilometers each month.

### Service Stations, Stores and Electric Charge Points

- > 454 Shell service stations, performing more than 111 million fuel sale transactions annually
- > 129 Shell Oil Changes
- > 99 Lavapro car washes at our service stations
- > 221 upa! stores in upa!, upita and upa! market formats, performing over 25 million transactions each year
- > 60 Enex E-Pro powered by Shell Recharge electric charge points





### **Industrial Customers**

- > Over 7,000 industrial customers across sectors such as mining, aviation, transportation, construction, marine and forestry
- > Enex supplies **293 million liters** of JET A-1 **aviation fuel** to airports and airfields each year
- > Over 300 Enex E-Pro cards





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### Value Chain

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**Enex Chile** Service Stations and Convenience Stores in 2024













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### **Enex Chile** Plants and Warehouses in 2024











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### GRI | 2-6

### Road Ranger

Since 2018, Enex has operated Road Ranger—one of the largest roadside travel center chains in the United States, primarily in Texas and the Midwest.

Value Chain

### Supply

 Several suppliers supply the travel centers with fuel that meets Enex quality standards.

### Road Ranger Travel Centers

- The network of 53 travel centers across seven states conducts 18 million fuel and retail sales transactions each year.
- Road Ranger offers 22 electric charge points.
- Our travel centers feature convenience stores and various services for truck drivers, such as vehicle weighing, showers, Amazon lockers, gaming machines and licensed fast food restaurants—Subway, Wendy's, Dickey's BBQ, Church's Chicken and Chesters.





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### **Enex Paraguay**

Enex acquired Paraguay's Gasur S.R.L. fuel distribution company in 2019, since which time the network has primarily consisted of Enex service stations and upa! convenience stores. Enex Paraguay also operates and distributes fuel to some service stations and convenience stores that operate under other brand names.

### Supply

- Enex Paraguay supplies fuel that meets stringent quality and traceability standards. Its primary suppliers are Montealegre and Puerto Santo Domingo, followed by local suppliers and international traders, mainly from the Gulf of Mexico.
- In the lubricants sector, Enex Paraguay has formed an alliance with Castrol for the exclusive sale of its products at its service stations.

### Storage and Distribution

Enex Paraguay leases facilities from Terminales y Logística Portuaria (TLP), where it receives and distributes products with a fleet of trucks that averages over 80,000 kilometers per month.

### Value Chain



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## Our History





**Anglo-Mexican Petroleum** Company Limited, a Shell subsidiary of Shell. Built the Las Salinas plant in the Valparaíso Region.

Launched Shell Helix lubricant and Shell Formula fuel.

Opened the first Select convenience store, at the service station located at the corner of Avenida Cristóbal Colón and Robinson Crusoe Street in Las Condes, Santiago.

1996

Expanded the Dicomac subsidiary's business line to include call center operations, which it continues to handle today.

2004



Acquired 100% of Enex Paraguay S.A.E. shares. Through an Enex Paraguay S.A.E. capital increase, Enex reached 55% capital interest and became the company's controller.

Opened the first upa! market store on Camino El Alba in Las Condes, Santiago.



2013

Acquired Terpel and expanded

coverage in Chile through a

network of service stations

convenience store concept,

opened in San Francisco de Mostazal in Chile's O'Higgins

and convenience stores.

The first upa!, a new



Created the Empresa de Soluciones Mineras (ESM) subsidiary to cater to Chile's large-scale mining industry.



Opened the first **Enex E-Pro** electric charging facility at a service station.



Acquired PMC Terminal (La Greda), a fuel storage plant in Chile's Valparaíso Region.





Region.



Distributed the first Enex E-Pro electric vehicle charging cards to corporate fleets.

Invexans Limited.

The corporate reorganization process continued with the transfer of **Enex** Corp Limited shares to Enex plc, a

company wholly owned by UK-based

2011

The Shell Group sold

its businesses to the

founded **Empresa** 

S.A. (Enex).

Quiñenco Group, which

Nacional de Energía Enex

Upa†

Built the first electric charging facilities at industrial customers' sites.

Partnered with CMR in Chile to allow customers to earn CMR points for their purchases.





The parent company became Enex Corp Ltd, a Uk-based company controlled by Invexans S.A. through Invexans Limited.

Opened the first Enex service station in Paraguay.

#### Enex acquired 50% of Paraguay's Gasur S.R.L.

(currently Enex Paraguay S.A.E.) and its network of service stations.

Enex Gas launched operations to supply liquefied petroleum gas (LPG) to central Chile.

2018 Road Ranger

Expanded the business internationally, with the acquisition of Road Ranger, the fourth-largest chain of travel centers in the United States.

Opened its first stand-alone store, located in Chile's Metropolitan Region.



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The Pennzoil franchise and license are part of the micro-distribution agreement with Shell Lubricants.









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This year posed significant challenges in terms of financial performance and results. Total volume traded reached 4.92 million m<sup>3</sup>, an increase compared to 2023. However, substantial growth in the United States and Paraguay was offset by decreased volume in Chile, mainly due to lower exports to Bolivia. Enex recorded an EBITDA of US\$137.4 million despite the impact of the 12% increase in the CLP/USD exchange rate on Chile's results. The company reported a net loss of US\$19.4 million this year, largely due to the impairment recognized on its investment in Paraguay.

## **Financial** Performance and Results

### Consolidated EBITDA, Volume and Profit\*



\*The consolidated financial data for 2023 and 2024 includes operations in Chile, the United States, Paraguay and the United Kingdom. For 2022, Enex Paraguay is excluded because Enex did not have operational control over Enex Paraguay S.A.E.

### Enex's Economic Value Generated and Distributed (MMUS\$)



Salaries and employee benefits

Operating costs

Governments (taxes)

Community investments and donations

Payments to providers of capital

Economic value distributed

Economic value retained

4.92 million m<sup>3</sup> sold in 2024



2	2023	2024
210.3	151.9	137.4
4.8	4.9	4.9
92.4	40.8	-19,4

2022	2023	2024
5,119.0	5,727.1	5,145.6
99.9	113.4	4,120,8
4,874.7	5,519.2	4,994.5
23.9	8.5	4.7
0.1	0.3	0.2
28.5	45	44.8
5,027.0	5,686	5,165
92.1	40.8	-19,4







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### **Financial Performance** and Results

### Chile

This year saw modest GDP growth alongside a notable contraction in industrial activity and consumption. Nonetheless, 2024 proved to be a positive year for the company, which maintained a significant market share in service stations and continuously improved performance month after month. Enex strengthened its highway presence with six new service stations and expanded its presence in remote areas with two new establishments on the Carretera Austral.

Enex has renewed and signed contracts with major mining companies like Collahuasi and Glencore, paving the way for new initiatives, including the construction of three industrial sites for Collahuasi's C20+ Infrastructure Development and Productive Capacity Improvement project. The project is expected to be one of the largest drivers of growth in the Tarapacá Region in the coming years.

The company secured three major aviation contracts and added five new international customers. In December, construction commenced on the aviation fuel plant at the Carlos Ibáñez del Campo International Airport in Punta Arenas, a concession in an area where fuel is crucial to maintaining the connection with the rest of the country.

There were significant electromobility advances for industrial customers and the retail segment. Enex placed strong emphasis on the strategic positioning of the new charge points and the launch of a new app to facilitate supply.

Conversely, diesel exports to Bolivia decreased compared to the previous year, lowering the total volume traded this year.

### **United States**

The economic situation in the U.S. was challenging this year due to high energy costs, persistent inflation and a shrinking transportation market following the post-COVID boom. These conditions affected consumption and profit margins in related industries, such as fuel and retail.

Enex focused on addressing these challenges through operational improvements and strategic growth. Despite the pressures on diesel margins in the Midwest, the company made significant

strides by increasing points of sale, enhancing its network and brand perception in the market and optimizing operations with better controls and an experienced staff.

These efforts established a foundation for improved future performance, with expectations of stabilized fuel prices and a potential easing of inflationary pressures.

### Paraguay

The economic scenario in Paraguay was stable, with growth surpassing 4%, controlled inflation and a fluctuating exchange rate.

The Paraguayan fuel market has faced increased price pressure since 2023 due to an aggressive strategy by one of the sector's leading players. Though the company's margins are tighter, the market began stabilizing in late 2024 at prices more aligned with import costs.

In turn, the fuel market continued to expand, largely thanks to Argentina's elimination of subsidies in late 2023, which reduced the price differential in border areas, curbing smuggling and increasing local demand.











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## Revenue **Distribution**

Enex divides its revenue into three categories: Latin American retail, Latin American industrial and United States retail.

The bulk comes from the first category: sales at service stations and convenience stores to consumers in Chile and Paraguay. The second category refers to industrial market sales in Chile and Paraguay, representing 31% of revenue. Finally, the third category consists of sales at travel centers in the United States, which account for 13% of revenue.

### **Revenue Distribution by Segment**

	2022		20	2023		2024	
Segment	Revenue [MMUS\$]	(%) Revenue	Revenue [MMUS\$]	(%) Revenue	Revenue [MMUS\$]	(%) Revenue	
Latin American retail	2,733.1	53%	3,082.5	54%	2,868.7	56%	
Latin American industrial	1,741.9	34%	1,993.9	35%	1,592.5	31%	
United States retail	650.3	13%	650.7	11%	684.5	13%	

### New Contracts, Enex Chile

No. of new contracts

Total amount of new contracts (MMUS\$)

liters in 2024.

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2022	2023	2024
1,515	1,460	1,368
46,180	50,671	56,919
	'	

\*New contracts are those with customers who made their first purchase from Enex and a ordered total volume of more than 1,000

## % of Revenue by Segment Latin American retail Latin American industrial United States retail 56% 31% 13%









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#### Sustainability Strategy

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### IP|2|4





Sustainable profitability Consolidate profitable growth for the future.





### People and communities

Enex strives to be renowned for developing its people and to operate in harmony with communities.





**Environment and climate** Promote the use of environmentally friendly products, processes and technology.







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Enex steadfastly commits to sustainability, aligning itself with the UN Sustainable Development Goals (SDG), International Labor Organization (ILO) principles, the Global Compact and the Universal Declaration of Human Rights.

Enex's Sustainability Strategy focuses on three action areas—sustainable profitability, people and communities, and environment and climate. These action areas shape the corporate guidelines and guide the development of programs, initiatives and actions that create economic value while promoting a positive impact on the environment and various stakeholders.

#### At Enex, sustainability is integral to corporate

governance. The Board addresses critical issues at each meeting, analyzing economic, social, environmental and health factors, along with any other matters pertinent to the Sustainability Strategy. Furthermore, the company's sustainability and innovation committee oversees the progress of strategy-related projects and indicators.





## Sustainability Strategy

This framework—a robust governance model, active involvement by leaders and monthly oversight—ensures effective strategy implementation, enabling the company to integrate sustainability commitments into its various processes.

> Enex fosters a culture of sustainability by promoting open communication with employees to align daily operations with the company's strategic objectives. The company makes sustainability a central theme in decision-making and operations.

Enex conducts periodic sustainability and innovation onboarding sessions for new employees. In 2024, 58 employees participated in these essential training sessions, learning about the processes and projects that reflect Enex's commitment to sustainable development and continuous innovation.







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### Materiality **Process**

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### In 2024, Enex updated its materiality process

to identify the sustainability issues that are most important to the company and its stakeholders. In alignment with the latest version of the GRI Standards, the company adopted a dual materiality methodology once again, analyzing both impact and financial materiality to identify the issues that are most relevant to the company.

### The process involved gathering information through surveys, interviews and a participatory workshop.

Employees, suppliers, distributors and retail customers completed 2,756 surveys, providing a comprehensive view of external priorities. Meanwhile, thirty-one Enex executives and managers shared their internal perspectives in interviews.

### The process culminated in a materiality workshop

where six key leaders participated, discussing and validating the results. They analyzed the information gathered to create a materiality matrix that classifies issues based on their business impact and their importance to stakeholders.

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### Materiality Matrix



(-) BUSINESS SUSTAINABILITY RELEVANCE (+)

### MATERIAL TOPIC

1	Employee and customer health and safety
2	Electromobility and the transition to alternative energy sources
3	Emissions and impact on climate change
4	Profitability and financial sustainability
5	Ethics and regulatory compliance
6	Socio-environmental initiatives
7	Availability of fuel, lubricants and services
8	Customer loyalty and satisfaction
9	Talent management
10	Employee well-being and satisfaction
11	Diversity and equal opportunity

12 Digitalization and cybersecurity





- Sustainability Strategy
- Materiality Process
- Stakeholders

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Participation in Associations and Sustainability Initiatives

### 2.2 📎 Materiality **Process** GRI | 3-1 | 3-2 | 3-3 Material Topic Impact Given that Enex's operations entail significant exposure to high-risk events and situations, the health and safety of **Employee and customer** individuals must be central to operations. Enex fosters a health and safety culture of safety and diligently strives to prevent workplace accidents, injuries and illnesses. 2 Enex's business sustainability is closely linked to the energy transition. Even as it faces the global challenges of climate Electromobility and the change, Enex is shifting toward other renewable energy transition to alternative sources in its operations and those of its customers. energy sources The advancing effects of climate change are motivating 3 companies to take action to reduce their greenhouse gas (GHG) emissions. Enex commits to carbon-neutral operations **Emissions and impact on** in terms of scope 1 and 2 emissions—direct and electricity climate change consumption—by 2030. It plans to reach the target through ongoing efforts to optimize processes, clean technology and sustainable practices throughout the value chain. Enex aims to be flexible, seize new opportunities and learn 4 to adapt to change in order to achieve profitability and Profitability and financial sustainable growth over the medium and long term. It seeks sustainability to ensure the company's long-term operation and generate value for its various stakeholders.

### Material Topic

Impact

Ethics and regulatory compliance

Compliance with relevant laws and regulations, as well as the promotion of high ethical standards across operations, are essential to the organization's reputation and sustainability. Enex takes measures to mitigate legal risks while fostering business integrity and stakeholder confidence.

Socio-environmental initiatives

Enex employs a preventive and proactive safety, health and environmental model to manage its strategic risks, effectively addressing business operational contingencies and uncertainties in order to prevent emergencies that could impact the environment or the physical well-being of employees, customers, suppliers and distributors.

Availability of fuel, lubricants and services

The company's ability to provide a continuous and reliable supply is essential for meeting customers' mobility and energy needs and supporting several economic sectors' operations.



Enex seeks to increase customer loyalty and the frequency with which customers use our services. By providing the highest quality service experience, the company builds longterm, positive relationships and differentiates itself in the competitive fuel, lubricants and convenience store market.











- Sustainability Strategy
- Materiality Process
- Stakeholders
- Participation in Associations and Sustainability Initiatives

2.2 S Materiality Process		
Material Topic	Impact	
9 Talent management	Internally, Enex's talent management aims to enhance skills and increase productivity, innovation and employee retention. Externally, it guarantees quality customer service and supports the company's sustainable growth.	
10 Employee well-being and satisfaction	Our employees are the foundation for achieving the company's strategic objectives. Enex strives to create a quality work environment, provide professional and personal development opportunities and promote a culture of excellence where the people at the company can unleash their talents.	
11 Diversity and equal opportunities for employees	At Enex, diversity and equal opportunities foster innovation and internal commitment while improving decision-making and organizational performance. Externally, they reinforce Enex's reputation as a responsible company, contributing to social inclusion and bridging gaps in the communities where the company operates.	
12 Digitalization and cybersecurity	Digitalization has transformed Enex's operations by improving efficiency, optimizing processes and facilitating data-driven decision- making. However, this progress has also increased cybersecurity risks. The growing use of digital technology requires the company to protect customer privacy, confidentiality and employee information. Enex is continuously working to identify risks and adapt protocols, ensuring data integrity and enhancing the reliability of digital operations.	











Sustainability Strategy

Materiality Process

- Stakeholders
- Participation in Associations and Sustainability Initiatives

2.3 📎

GRI | 2 - 29

## Stakeholders

Our stakeholders are individuals, groups or entities that are directly or indirectly related to the company and have the capacity to influence Enex's achievement of its objectives or are impacted by them.

Enex identifies, selects and strategically prioritizes these groups to forge partnerships that support their initiatives and generate shared value.

Enex promotes relationships based on trust and dialogue, utilizing various instances and channels to ensure effective, two-way communication.









Sustainability Strategy

Materiality Process

Stakeholders

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Participation in Associations and Sustainability Initiatives

2.3 📎

GRI | 2 - 29

## Stakeholders

### **Stakeholder Communication Channels**

The annual Enex Sustainability Report informs all stakeholders about the company's sustainability performance. Additionally, several other channels and assessments help the company maintain ongoing communication with each stakeholder group.

### Employees

### **Enex Chile**

- Whistleblower channel https://www.enex.cl/linea-de-denuncias/ 🕥
- Employee Climate Survey
- MIDE Digital performance evaluation
- Intranet, office screens and mailings
- Surveys on specific topics
- Innovation Capacity Diagnostic via the Most Innovative Companies ranking

### Road Ranger

- > Whistleblower feedback channel: http://www.roadrangerusa.com/feedback
- Employee Concerns Procedure
- Intranet, office screens and mailings
- Performance evaluation

### Enex Paraguay

- > Whistleblower channel: https://canal.enex.com.py
- Intranet, office screens and mailings
- Employee Climate Survey
- Mi EDD performance evaluation







<b>02</b> Creating Shared Value	2.3	Stakeholders
<ul> <li>Creating Shared Value</li> <li>Sustainability Strategy</li> <li>Materiality Process</li> <li>Stakeholders</li> <li>Participation in Associations and Sustainability Initiatives</li> </ul>	GRI   2 - 29	Customers   Enex Chile • Enex Directo Customer Service Center, Chile via telephone: 600 350 2000 and the Enex Directo e-mail address: 600 asso 2000
		<ul> <li>Satisfaction survey via the Snupper app (Chile)</li> <li>Shell, Enex and upa! social media in Chile</li> <li>Special offers and discounts</li> </ul>

### $\bigcirc$

### Road Ranger

- > Talk to Us form on the Road Ranger website
- Public whistleblower and feedback channel:
   <u>http://www.roadrangerusa.com/feedback</u>
- Road Ranger app
- Surveys on specific topics
- Road Ranger website:
   <u>http://www.roadrangerusa.com/</u> (20)
- Google Review evaluations
- Road Ranger social media
- Special offers and discounts

### Enex Paraguay

- > Complaints e-mail: hablemos@enex.com.py
- Whistleblower channel: <u>https://canal.enex.com.py/</u>
- Mi Enex Paraguay app
- Enex Paraguay website:
   <u>http://www.enex.com.py/</u> (\$\scrime{2})
- Enex Paraguay social media
- Special offers and promotions







### Service Station Distributors

### **Enex Chile**

- Manuals, protocols, Customer Service Center, Enex Directo Portal and Distributors Portal
- Distributors satisfaction survey
- Visits from area managers

### **Enex Paraguay**

- Visits from sales representatives
- Enexcelencia program

### Suppliers

### Enex Chile

- Tendering and quotation processes through the Enex Procurement Portal
- Training on project safety and procedures
- Surveys
- Whistleblower channel: https://www.enex.cl/linea-de-denuncias/

### Road Ranger

Public whistleblower system

### Enex Paraguay

Whistleblower channel
 https://canal.enex.com.py/ (%)







### Media

### **Enex Chile**

 Relationships with journalists and editors from major media outlets

### Road Ranger

 Relationships with journalists and editors from major media outlets

### Enex Paraguay

 Relationships with journalists and editors from major media outlets

### Shareholders

### Enex Corp

- Annual general meetings
- Extraordinary shareholders' meetings
- Sending notices to shareholders as required by law





- Sustainability Strategy
- Materiality Process
- Stakeholders

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Participation in Associations and Sustainability Initiatives

2.4 >>

GRI | 2 - 28

### **Participation in Associations** and Sustainability Initiatives

Enex engages in public-private partnerships and initiatives. Moreover, the company adheres to voluntary agreements and certifications that enhance its sustainability performance.

Chile

### SJFJFA

### Chilean Federation of Industry (SOFOFA): Member company

and participant in the Clean Production Agreement (CPA) on Ecolabeling



Sustainability and Climate Change Agency: Clean Production Agreement (CPA) for Used Lubricating Oils



Chilean Institute for Rational Business Management **(ICARE):** Enex participates in ICARE reflections on business performance along with 1,200 companies.

### ΛNDΛ

National Association of Chilean Advertisers (ANDA): Industry association that fosters dialogue on responsible business communication and advertising practices



**Energy Sustainability Agency:** The Energy Sustainability Agency promotes efficient, sustainable energy use through initiatives and programs that support the energy transition. Enex participated in the load distributors and generators category of Chile's national voluntary program, *Giro Limpio* and won the contest to select load operators for the +*Carga Rápida* program. Additionally, through the agency's Green Hydrogen Accelerator, Enex collaborated with KH2 and Gas Valpo on a pilot project for a hydrogen refueling station in the Coquimbo region.

### amcham cL

American-Chilean Chamber of Commerce (Amcham

**Chile):** A network of over 440 companies that promotes connections among the public, private and academic sectors in Chile and the United States



Association of Industrial Mining Suppliers (APRIMIN): Promotes sustainable mining through technological development, innovation and sound business practices.



Territorial Clean Production Agreement (CPA) for Water Efficiency, Municipality of Lo Barnechea: A territorial agreement aimed at promoting water efficiency in service stations and fostering community awareness campaigns.



Chilean National Automotive Association (ANAC): Promotes the development of the automotive sector and the industry's adoption of safety, sustainability and innovation standards

#### Used Lubricating Oil Management System (SIGALU): A

group of companies that produce and import lubricants, collaborating to meet their obligations under the REP (Extended Producer Responsibility) Law



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Sustainability Strategy

Materiality Process

- Stakeholders
- Participation in Sustainability Associations and Initiatives



GRI | 2 - 28

### Participation in Associations and Sustainability Initiatives

### **United States**

NACS

National Association of Convenience Stores (NACS): A trade association representing the US convenience store industry



### SIGMA

Society of Independent Gasoline Marketers of America (SIGMA): A trade association representing fuel retailers

### NATSO

National Association of Truck Stop Operators (NATSO): An organization made up of members from the US truck stop industry. Road Ranger's CEO has been serving on the Board of Directors since 2020.



Illinois Petroleum Marketers Association (IPMA): Illinois trade association of fuel retailers



Laredo Motor Carriers Association (LMCA): A trade association representing the trucking industry



Texas Trucking Association (TXTA): Trade association representing the cargo transport industry in Texas



### Paraguay



Chamber of Paraguayan Fuel Distributors (CADIPAC): Collaborates with authorities on fuel market regulation and the protection of industry interests



Association of Owners of Service Stations and Similar (APESA): Promotes the development and sustainability of the Paraguayan fuel distribution industry



Center for Regulation, Standards and Communication Studies (CERNECO): Promotes compliance with communication and advertising regulations

Working Group for Air and Health (MADES): A public-private space for collaboration to improve air quality







# OB Governance

### Committed to Ethics and Excellence

- 3.1 Corporate Governance Structure
- 3.2 Board of Directors
- 3.3 Key Executives
- 3.4 Enex Committees
- 3.5 Ethics and Integrity





#### 03

#### Governance Committed to Ethics and Excellence

- Corporate Governance Structure
- Board of Directors
- Senior Executives
- Enex Committees
- Strategic Risk Management
- Ethics and Integrity

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### **Governance Committed** to Ethics and Excellence

A new management position has been created to strengthen the corporate governance structure in Chile, the USA and Paraguay.

### Chile

- New Corporate Governance Policy and Model
- New Crime Prevention Model

### **United States**

Ethics and anti-corruption training for 100% of the workforce

Added the loss prevention manager position

### Paraguay

New web channel for receiving and processing inquiries, complaints and compliments related to the Code of Ethics and Conduct




**Governance Committed** to Ethics and Excellence

## Corporate Governance Structure

- Board of Directors
- Senior Executives
- Enex Committees
- Strategic Risk Management
- > Ethics and Integrity

3.1 📎

GRI 2-9 2-10 2-11 2-12 2-15 2-16 2-17 2-18 2-19 2-20

## Corporate Governance Structure

Enex's corporate governance practices are subject to the laws of Chile, the United States and Paraguay, respectively. Each division's board of directors establishes management models, strategies, policies and values while emphasizing sustainable profitability. It also approves a sustainability strategy and monitors progress toward strategic goals. In fulfilling this responsibility, the boards analyze environmental, social and corporate governance factors at each meeting in order to integrate them into Enex's investment and operational analyses. Executives involved in strategyrelevant matters present updates, progress reports and challenges to the respective board as needed.

The Enex Corp Ltd Board of Directors consists of five members. Enex Chile's Board of Directors also has five members, serving three-year, renewable terms. Enex Investments US Inc. has three directors, while Enex plc has two. Meanwhile, Enex Paraguay S.A.E. has

six directors. Enex conducts ongoing assessments company-wide support. Enex Chile has six divisions, to identify key areas for refining the sustainability including Inversiones Enex and the Dicomac and ESM knowledge of its highest governance bodies. Based on SpA subsidiaries. In the United States, the company these analyses, the company promotes and facilitates consists of eight divisions, while there are three in specialized training, courses and seminars to perfect the Paraguay. skills needed to operate responsibly in alignment with The compensation structure for senior executives environmental, social and governance (ESG) challenges. includes a fixed monthly salary and a variable annual The shareholders set the directors' compensation at the annual general meeting each April. Importantly, bonus, which is determined by individual performance shareholders registered in the Shareholders' Registry and the attainment of collective targets. on the established dates are entitled to participate in ordinary shareholders' meetings.

Enex administration establishes standards, procedures and actions to implement the board-issued guidelines, for which it also monitors and controls work plans. The corporate chief executive officer leads the team and oversees strategic initiatives to ensure the company's sustainability. He also compiles critical concerns and issues raised by committees and executives and then communicates them to the board of directors.

Enex Corp Ltd comprises eight divisions: The first three manage operations in the three countries where the company operates, while the other five provide

In 2024, Enex significantly modified its corporate structure by creating the chile business division to assist the corporate chief executive officer in overseeing operations in Chile, with a focus on various commercial coordination and planning functions.

### Chile

This year, Enex Chile's Board of Directors approved the Corporate Governance Policy and Model, demonstrating the company's commitment to ethical operations and business strategy. The policy and model comply with the provisions of Chile's Law No. 20,393 on Criminal Liability of Legal Entities and the amendments introduced by Law No. 21,595 on Economic and **Environmental Crimes.** 

The company ensures the integrity and compliance of its corporate governance under the provisions of the Chilean Corporations Law and Regulations, which require identifying and proactively managing potential conflicts of interest that could affect the company. To ensure transparent, responsible management, any detected conflicts are promptly reported to the highest level of corporate governance and, if necessary, to the shareholders.









Governance Committed to Ethics and Excellence

- Corporate Governance Structure
- Board of Directors
- Senior Executives
- Enex Committees
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- Ethics and Integrity

3.2 📎

## **Board** of Directors **Enex Corp Ltd**



Law Chilean

Pablo Granifo Lavín Director Business administration Chilean





## Francisco Pérez Mackenna Chairman

Business administration Chilean



#### Andrea Tokman Ramos Director

Business administration Chilean





### Nicolás Luksic Puga Director

Business administration Chilean







## Governance Committed to Ethics and Excellence

- Corporate Governance Structure
- Board of Directors
- Senior Executives
- Enex Committees
- Strategic Risk Management
- > Ethics and Integrity

3.3 📎

### Enex Corp

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

Juan Eduardo López Chief Corporate Affairs Officer

**Senior** Executives





**Ricardo Ferrari** Chief Strategy and Planning Officer



\*As of December 2024, replacing Javier Cavagnaro.

Gerardo Acuña Chief Human Resource Officer











## Governance Committed to Ethics and Excellence

- Corporate Governance Structure
- Board of Directors
- Senior Executives
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- Ethics and Integrity

3.3 📎

### Road Ranger

Marko Zaro 🗾 **Chief Executive** Officer Road Ranger



Jorge Ortega 🗾 **Chief Financial** Officer

**Senior** Executives



Duane Garman 🗾 Vice President, Fuels



John Carabelli 🗾 Vice President, Construction







Jason Ricks 🗾 Vice President, Operations



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### Governance Committed to Ethics and Excellence

- Corporate Governance Structure
- Board of Directors
- Senior Executives
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3.4 📎

## **Enex** Committees



Executive Committee	Weekly monitoring of business-relat divisions and the work of specific co
Business Area Committees	Each business area has a committee its performance.
New E Committee	Oversees the development of the Ne new opportunities to diversify the co electromobility, hydrogen and energ monitors the area's performance mo
Audit Committee	Conducts quarterly follow-ups on th their action plans associated with th internal audit division
Safety, Health and Environment Committee	Oversees compliance with these iss business area to assess gaps, comp establish monthly improvement sys firm Sustentalia advises this commi LRQA serves as the external assura
Ethics Committee	Ensures compliance with Enex's values of Interest Policy, the Code of Condu- ethical performance of the company is responsible for fielding reports on related to ethics issues.
IT Committee	Reviews service indicators and majo the progress of ongoing projects and review and approval
Sustainability and Innovation Committee	Under the guidance of expert consu the monthly progress of projects an Sustainability Strategy, innovation a
Commercial Planning Committee	Focuses on product development, c initiatives
<b>Operations Committee</b>	Monitors and follows up on operation engineering, supply, transportation a





Executive Committee	Weekly monitoring of the business's key issues and indicators by the CEO and senior leaders from each department
IT Security Committee	Discusses and analyzes safety incidents occurring in operations in order to identify trends and concerns and take actions to reduce the likelihood of occurrence
Human Resources Committee	Manages and controls personnel indicators, primarily staffing, turnover and hiring
Electromobility Development Committee	Conducts biweekly monitoring of the electromobility business
Network Development Committee	Reviews and evaluates the construction of new travel centers weekly



lated matters, the company's committees in each area

ee that meets monthly to review

New E business line, evaluating company's energy offer, e.g., rgy efficiency. This committee nonthly.

the various divisions' progress on the main risks identified by the

ssues in each division and pile lessons learned and Jstems. The expert consulting nittee on climate change matters. ance firm.

alues and principles, the Conflict duct and generally oversees the ny's businesses. The committee on and resolving complaints

ajor IT-related events, analyzes nd suggests new initiatives for

ultants, this committee monitors and indicators related to the and customer experience.

customer loyalty and marketing

ional issues, including n and procurement











## Governance Committed to Ethics and Excellence

- Corporate Governance Structure
- Board of Directors
- Senior Executives

### Enex Committees

- > Strategic Risk Management
- > Ethics and Integrity

# 3.4 📎

# **Enex** Committees







Oversees the company's business matters
Evaluates and manages the customer portfolio
Safeguards respect for Enex Paraguay's values and the guidelines established in its Code of Ethics and Conduct and oversees internal investigation processes
Analyzes key business indicators for company and third-party operations
Implements initiatives for product development, customer loyalty and marketing. It also analyzes important indicators for the convenience store business.
Monitors and follows up on operational issues, including engineering, maintenance, supply, transportation and procurement
Reviews service indicators and major IT-related events, analyzes the progress of ongoing projects and suggests new initiatives for review and approval





### Governance Committed to Ethics and Excellence

- Corporate Governance Structure
- Board of Directors
- Senior Executives
- Enex Committees
- Strategic Risk Management
- Ethics and Integrity



# Strategic Risk Management

Enex evaluates and periodically reviews strategic risks, classifying them by impact and probability of occurrence to proactively mitigate risk.

### Main Risks and Associated Action Plans

- Relevant changes in legislation and regulations: Monitor legislative bills and regulations to proactively adapt company policies
- > Deterioration of the macroeconomic and/or political context: Monitor national and international events to safeguard continuity of operations
- > Drop in demand and/or business interruption due to exogenous events: Establish hybrid workdays and update security protocols
- > New trends in fuels and consumption habits: Develop product and service innovations, including tests and pilots.
- > Vulnerability in cybersecurity: Reinforce, review and correct technological security systems











## Governance Committed to Ethics and Excellence

- Corporate Governance Structure
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# 3.6 📎

# Ethics and Integrity

GRI | 2 - 26 | 2 -27 | 203 -2 | 205 - 3 | 206 - 1 | 419 - 1

Enex is a responsible company that acts with integrity and is committed to upholding ethics in all its operations. It creates policies, procedures and training programs that ensure its managers and employees abide by the legislation and regulations governing its line of business.



### Ethics Management System

The Code of Conduct contains guidelines governing operations and ethical behavior, mechanisms for reporting suspected non-compliance as well as preventing and detecting possible violations. It applies to all Enex employees in Chile as well as third parties acting as contract principals or on behalf of the company. When employees join the company, they read the Code and sign a Letter of Commitment to uphold it.

In case of any questions or inquiries regarding its scope, employees can e-mail **enexcumplimiento@enex.cl** to receive guidance with complete confidentiality. The Whistleblower Channel—publicly accessible via the corporate website (www.enex.cl)—safeguards the anonymity of individuals wishing to report a violation. Employees may also reach out to their direct supervisor, area manager, compliance officer or any ethics committee member. For more information, please contact enexcumplimiento@enex.cl or call the Customer Service Center: 600 350 2000.

The Enex Ethics Committee—which reports to the board of directors—ensures compliance with corporate values and the Code of Conduct as well as the integrity of the business deals we conduct. It oversees the established ethics management channels and addresses complaints and conflicts involving employees, distributors, franchisees, suppliers, contractors and customers while protecting the confidentiality of those involved. At the same time, it imposes sanctions for conduct that violates the established standards. The ethics committee consists of the Chief Executive Officer, the Internal Audit Manager, the Chief Human Resource Officer and the Chief Corporate Affairs Officer, who also serves as the compliance officer. If any member is absent, the board may designate proxies.

In 2024, the Enex Chile whistleblower channel received 120 reports and forwarded the 39 business-related complaints to Customer Service. The committee investigated the remaining reports and the company took appropriate action on a caseby-case basis.

Chile's "Karin" Law (No. 21,643) "amends the Labor Code and other legal bodies in terms of the prevention, investigation and punishment of workplace harassment, sexual harassment or violence in the workplace." Its entry into force this year prompted Enex to implement preventive mechanisms and practices. Enex Chile also reinforced its Code of Conduct and whistleblower channels to ensure compliance. The company also implemented a Protocol for the Prevention of Harassment, Violence and Discrimination and amended the Internal Order, Hygiene and Safety Rules. It added training programs—especially for managers—to strengthen the organizational culture and guarantee an effective response to harassment or violence complaints. The company also improved internal communication and adjusted investigation protocols to ensure more transparent, effective processes.





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#### Governance Committed to Ethics and Excellence

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GRI 2 - 26 2 - 27 203 - 2 |205 - 3|206 - 1|419 - 1

### **Whistleblower Process**

File a complaint via: The whistlblower channel available on the website, by phone 600 350 2000 or by e-mail hablemos@enex.cl.

Employees may also reach out to their direct supervisor, area manager, compliance officer or any ethics committee member.

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The Compliance Officer and Ethics Committee determine whether there is enough merit to initiate an investigation.

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Ethics and Integrity

If the Ethics Committee deems appropriate, it provides a brief response indicating the conclusion of the investigation along with the main findings and actions taken.

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The Ethics Committee approves the outcome of the investigation and the complaint is considered "closed." If applicable, a sanction is imposed. Alternatively, the committee may request additional background information and extend the investigation along with its deadlines, etc.

### **Crime Prevention Model**

In 2023, Enex began updating the Crime Prevention Model to align with Chile's new Law No. 21,595. The five-phase process culminated in 2024 and involved:



The process identified 93 risk situations across 16 operating areas. In response, Enex established 158 mitigation controls. The model update involved:

- > Head of Compliance: A new compliance management position
- > New Contractual Clauses: Updating employee, contractor and supplier contracts to incorporate provisions related to the Crime Prevention Model and clear, compliance-related commitments
- > CPM Promotion Model: A plan for ongoing communication to raise awareness and engage all parties
- **Training:** A training program designed to ensure that all stakeholders understand and apply the principles of the Crime Prevention Model
- > Internal Audit Plan: Internal controls to verify compliance with established standards
- > **Compliance Officer's Report:** The first official report showed progress and set a baseline for future monitoring





### Governance Committed to Ethics and Excellence

- Corporate Governance Structure
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### **Crime Prevention Model**

### **Control Environment**

Code of Conduct

Policy and/or procedures Enex has established regarding its customary and sporadic business activities

Legal instruments: Labor Contract Clauses, Supplier Contract Clauses, Internal Order, Hygiene and Safety Rules

# Ethics and Integrity

## Compliance Officer

### **Crime Prevention Committee**

#### Prevention

- Training
- Communication
- Diagnosis and risk analysis
- Preventive controls

### Response

- Action plans
- Disciplinary and/or corrective actions
- Record of reports and imposed sanctions
- Reports filed with the justice system

Administration and Finance



The corporate affairs division leads online and in-person training and communication initiatives to ensure that all Enex employees understand their ethics and compliance responsibilities. In 2024, Enex launched two awareness campaigns and five training programs on the new model, reaching 125 employees. In 2025, it plans to continue this strategy across all the company's facilities and subsidiaries.

### **Board of Directors**

Chief Executive Officer

### Reports filed with the justice system

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## Governance Committed to Ethics and Excellence

- Corporate Governance Structure
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# Ethics and Integrity

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### Regulatory Compliance

Enex is fully committed to adhering to social and financial standards while ensuring its operations remain within the current legal framework. In 2023 and 2024, the company did not receive any fines, non-monetary sanctions, sanctioning processes or written warnings in Chile for violations of antitrust regulations or the Law on Criminal Liability of Legal Entities.

### Free Competition

Enex's Free Competition Compliance Program reflects the company's dedication to compliance with the Corporations Law. The company has designed specific controls and actions, including an annual declaration signed by all employees in positions of significant exposure. It also conducts in-person training annually and provides an online course that employees must complete every two years.

Any potential conflict of interest or critical concern related to the company is brought to the attention of the Board of Directors and, if necessary, the shareholders. In urgent or serious situations, the chief executive officer immediately communicates with the chairman of the board to facilitate quick, effective decision-making. In 2022, the National Economic Prosecutor's Office (FNE) filed a consultation before the Court for the Defense of Free Competition (TDLC) regarding the compatibility of the Copec-Esmax-Enex joint operation contracts for fuel storage plants. Following the necessary investigations, in 2024, the court ruled that these contracts did not violate antitrust regulations, but required a series of corrective measures, including stronger compliance programs, adjustments to the conditions for plant access and elimination of the unanimity rule. Both Enex and the FNE have filed appeals before the Supreme Court, where the case is still under consideration.





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### **Governance Committed** to Ethics and Excellence

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# Ethics and Integrity

## **United States**

### Ethics Management System

Enex's Business Ethics Policy and Conflict of Interest Policy guide its actions and decisions. The company's general counsel is responsible for implementing and continuously updating them.

No significant corruption-related risks were identified during the reporting period. Nevertheless, Enex continues to promote a culture of transparency and integrity by reinforcing internal policies to prevent any potential corruption risks. The company ensures effective communication of these policies, making them a fundamental part of the induction process for corporate employees. To guarantee everyone understands the company's principles and ethical standards, employees receive this information on their first day of work.

In 2024, Enex trained all 1,070 of its employees on ethics and anti-corruption. This ongoing approach reinforces the company's commitment to transparency and integrity in all operations.

Under the Employee Concerns Procedure, employees can contact the human resources department directly to ask questions or raise concerns, without fear of retaliation. To promote transparency, the company website includes a link to a public whistleblower system where employees, customers, business partners or anyone else can report ethical irregularities or questionable business practices. This system guarantees anonymity, protecting the identity of whistleblowers.

In 2024, the channel received seven reports: one for sexual harassment and six for discrimination. There were no reports of corruption, fraud, misuse of confidential information, theft or conflicts of interest.



Additionally, hiring the loss prevention manager marked an important milestone this year. In 2024, the LPM investigated theft cases and identified opportunities for operational improvement.

### Regulatory Compliance

Enex ensures that all its operations comply with current regulations. This year, it did not receive any significant fines or sanctions relating to customers, employees, the environment or fair competition. Under local regulations, five minor sanctions resulted in three fines totaling US\$850. The largest fine, amounting to US\$500, was associated with a technical non-compliance in the volume measurement of a fuel pump.

### Free Competition

Enex operates on principles of transparency and regulatory compliance to ensure a fair and competitive business environment. This year, it did not face any legal actions for unfair competition, nor were there any changes in the management of free competition.





#### **Governance Committed** to Ethics and Excellence

- Corporate Governance Structure
- Board of Directors
- Senior Executives
- Enex Committees
- > Strategic Risk Management
- Ethics and Integrity

## 3.6 📎

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# Ethics and Integrity

## Paraguay

### Ethics Management System

Enex Paraguay maintains a clear and structured policy for managing corruption-related risks to ensure that its operations meet high standards of transparency and integrity. The Enex Code of Ethics and Conduct outlines guidelines for employees, managers, suppliers and customers. Additionally, the company has implemented complementary policies to prevent money laundering and terrorism financing while promoting fair competition. This documentation is accessible in Paraguay's Document Library, which is available to all employees. The guidelines are also communicated to employees through e-mail and training sessions.

Additionally, the Enex Paraguay Ethics Committeecomprised of the chief executive officer, the deputy human resources manager and the compliance officer-meets monthly to analyze corruption cases and evaluate potential risks. The internal audit area reinforces risk management through accounting and inventory controls. The Ethics Committee reviews all inquiries and complaints, investigates to clarify the facts and determines the appropriate actions. Once an investigation concludes, the complainant is informed of the outcome and, if warranted, actions are taken. This transparent and secure approach aligns with the principles of corporate integrity.

Meanwhile, the human resources area collects annual conflict-of-interest declarations from employees. In 2024, Enex Paraguay incorporated the "Know your Customer/Supplier" form to identify politically exposed persons and mitigate associated risks.

This year, Enex Paraguay launched a new web channel for receiving and processing inquiries, complaints and compliments related to the Code of Ethics and Conduct. The channel enhances confidence in reporting mechanisms by allowing employees and third parties to express concerns confidentially and anonymously.

The head of legal affairs oversees a training and outreach program to reinforce the company's commitment to preventing corruption. In 2024, these three training programs benefited 35 employees, 31 of whom received specific training on ethics and anti-corruption.











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### Governance Committed to Ethics and Excellence

- Corporate Governance Structure
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# Ethics and Integrity

## Paraguay

No significant risks related to corruption, harassment, misuse of resources or financial crimes were detected this year. The six reports involved verbal abuse (three cases), robbery or theft (two cases) and fraud (one case). No allegations of corruption or conflicts of interest were reported. The corrective actions included 16 sanctions: two reprimands, nine dismissals, two terminations, two trainings for individuals who had engaged in verbal abuse and one referral to the business area.

Enex Paraguay is committed to abiding by current legislation and regulations to ensure all operations are within a framework of transparency, ethics and corporate responsibility. To achieve this, several Enex Paraguay policies and procedures prevent non-compliance in key areas like customer relations, employees, the environment, free competition and financial regulations. No sanctions or fines were recorded in any of these areas during the reporting period.

In 2024, there were no outstanding or finalized legal actions related to anti-competitive practices. However, in keeping with its commitment to transparency, Enex encouraged the Chamber of Paraguayan Fuel Distributors (Cadipac) to adopt a policy on respect for free competition regulations.

### Regulatory Compliance

### Free Competition







Shell Hydrogen

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## Excellence and Innovation for Our Customers

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- 4.2 Sustainable Energy Solutions for Our Customers
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04

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# 4.0 >>

### Fuels, Lubricants and Convenience Stores Business

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## **Excellence and Innovation** for Our Customers



Liquefied Petroleum Gas (LPG) business



Empresa de Soluciones Mineras (ESM) years

**20** DICOMAC years



**Customer Loyalty Award** in the Service Station category (ALCO)



	Opened six service stations, including two along the Carretera Austral
	Opened 12 new upa! convenience stores
	Renewed Enex's exclusive macro distributor agreement for Shell Lubricants
Chile	Launched the new and improved Shell V-Power gasoline
*	Installed 16 new fast charging points and launched the Enex E-Pro app
	Began operating electric charging stations for Minera Centinela and Transportes CCU
	Secured funding from the Energy Sustainability Agency for a pilot hydrogen refueling station in La Serena in partnership with KH2, Gas Valpo y Correos Chile
L la tha d	Opened four new locations, bringing the total to 53 travel centers across seven states.
United States	11 new direct restaurant operations
	Won Wendy's Visionary Growth and Expansion Award
	<ul> <li>Added ten new electric charge points to the network</li> </ul>
	Opened four new service stations and four upa! convenience stores
Paraguay	Deployed the self-service fueling option through the Mi Enex App at 15 network stations
	Incorporated a cash top-up option for the Mi Enex App wallet to promote inclusion for unbanked individuals







# 4.0 📎

## **Products and Services** in Chile by Segment

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### Our Businesses in Chile



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#### Excellence and Innovation for Our Customers

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## Fuels, Lubricants and Convenience Stores Business

Enex commits to providing markets with the energy supply they require to develop. The business of marketing diesel and gasoline, lubricants and other energy sources is the cornerstone of the company's operations. It drives the development of innovative sustainable solutions for customers, who remain at the core of our corporate strategy.

## Chile

### **Retail: Service Stations**



Enex offers diverse, innovative solutions tailored to customer needs. As Shell licensees in Chile, it has a network of service stations offering fuel, Enex E-Pro powered by Shell Recharge electric charge points, upa! stores, Lavapro car washes, lubricants and auto parts.

Enex continued to expand its self-service fuel network, installing pay-at-thepump systems, convenience stores and payment booths to provide customers a more agile, autonomous experience.

In 2024, the company opened six new service stations for a total of 454 throughout Chile, while improving operations, pricing, marketing and loyalty strategy.

The company expanded its presence in remote areas with two new service stations along the Carretera Austral. This expansion makes it easier for isolated communities to access our fuel, supports local development and contributes to the country's decentralization.



## **Shell V-Power**

In October 2024, Enex launched Shell's most advanced fuel: the new and improved Shell V-Power, which features additives that enable it to clean 100% of the critical parts of the vehicle's engine with every fill-up, enhancing performance, efficiency and durability while preserving factory settings over time. Since its launch, Shell V-Power sales have increased by 20%, and its market penetration has grown by two percentage points compared to its 2023 version.







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## **Fuels, Lubricants** and Convenience Stores Business

### Improvements at Our Service Stations



### Micopiloto App

**micopiloto** Enex continues to enhance its mobile app, which over one million customers use to pay for fuel and in-store purchases as well as to access exclusive benefits and discounts specific to each service station. The number of users increased by 48.6% compared to 2023. New features significantly enhanced the user experience in 2024, providing access to recurring instore discounts and giving customers more chances to save. Enex also introduced codes for fuel discounts not tied to any specific card payment method. A new option to pay service station invoices directly through the app further facilitated the purchasing process.

## **Our upa! Convenience Stores**

# Upa!



### **Shell Self-Service**

To meet customer needs and promote the self-service format Enex expanded and enhanced the Shell self-service system, which offers a fast, simple and reliable process along with special fuel discounts. In 2024, the company introduced self-service systems at 17 stations throughout Chile.





In 2024, 12 new stores increased the total upa!, upita and upa! market points of service to 221. upa! market is a stand-alone format located outside our service stations.

### upa!

Most upa! stores are located in Shell service stations. Designed to provide the most complete food and coffee offerings, upa! stores combine convenience and quality in a cozy atmosphere, making them ideal for a break on the road. They offer fresh products, premium coffee and everyday essentials.

### upita!



This smaller, practical and efficient store format is designed for customers seeking a quick purchasing experience. Located in Shell service stations, upital stores offer essential products as well as pre-packaged and to-go food options with an excellent price-toquality ratio.

### upa! market



This format of proximity-based convenience stores are not in service stations. Rather, they are located in residential, corporate and urban walk-in locations. They are intended for customers seeking quick options, to meet urgent needs with reasonably priced, high-quality products.

This year, Enex opened two upa! stores, eight upita! stores and two upa! market stores, bringing the total number of stores in Chile to 221.

In relation to Chile's Single-Use Plastics Law, Enex adapted its operations to comply with the regulations, which prohibit providing plastic straws, stirrers, cutlery or chopsticks at convenience stores. Additionally, the entire network now sells and accepts returnable bottles.











#### Excellence and Innovation for Our Customers

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## Fuels, Lubricants and Convenience Stores Business

### Partnership with GoodMeal

Two years into our partnership with GoodMeal—an organization focused on reducing food waste through a sustainable food sales app—has distributed 4,512 food packs, totaling 7,550 kilograms of recovered food. The conversion rate for the bags sold through GoodMeal exceeded 60%, enhancing the visibility and recognition of our points of sale.

Regarding coverage, ten stores, primarily upa! market formats, actively participate in GoodMeal. The company plans to activate new locations in 2025.

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## **Fuels, Lubricants** and Convenience Stores Business



Lubricating Oils

Enex provides the most comprehensive selection of Shell, Pennzoil and Rhenus lubricants and Krynex refrigerant products to ensure a superior vehicle and equipment care experience.

In 2024, Enex renewed its macro distributor agreement for Shell Lubricants, reinforcing a long-standing strategic alliance. This renewal enhances the company's position in the lubricants market and allows it to plan for the long-term development of innovative, sustainable solutions for customers.

### **Industrial Customers**



Enex offers fuel, lubricants, auto parts and specialized services for industrial customers in mining, transportation, agro-industrial, forestry, aquaculture, aviation and other productive sectors.

### In 2024, Enex secured 1,368 new contracts in the industrial sector, generating nearly US\$57 million in sales revenue.

Enex consolidated its position in the industrial market this year by renewing and signing key contracts with companies such as Minera Collahuasi and Minera Glencore. From this stronger position, the company

promoted new initiatives, including the construction of three service stations associated with Collahuasi's Doña Inés mining company's C2O+ Infrastructure Development and Productive Capacity Improvement project to develop the Tarapacá Region. The company's contribution has centered on the engineering and management of storage tanks for fuel and other essential supplies in order to ensure effective operation and maintenance in a highly demanding operating environment.

At the same time, contracts with Minera Escondida and Antofagasta Minerals strengthened Enex's leadership in the mining industry. Relocating the lubricant supply from the United States to Singapore to meet Escondida's specific requirements enhanced both supply security and flexibility. The significant improvement in site management and indicator negotiations demonstrates outstanding implementation of these contracts, which optimized operating performance and customer satisfaction.

In the aviation sector, Enex won three strategic contracts and gained five new international customers. At the end of the year, the company commenced the construction of an aviation fuels plant at the Carlos Ibáñez del Campo International Airport in Punta Arenas—a vital concession project that ensures the connectivity of this southern region with the rest of the country.



### Important advances in lubricants with our industrial customers:

- Enex won the bid to supply lubricants to Minera Escondida, the world's largest copper producer. Under the contract, Enex implemented the innovative Shell LubeTruck service, an automated truck that directly supplies premium lubricants on site, optimizing the availability and productivity of critical equipment.
- Enex added 25 specialized lubricant trucks designed to meet the operational demands of mining and formed a team of 160 people, prioritizing local talent and gender equity.
- > The company renewed its contract with Codelco for another year, securing the supply for a significant portion of its lubricant needs.



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## Fuels, Lubricants and Convenience Stores Business



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#### Excellence and Innovation for Our Customers

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### Ten Years of Empresa de Soluciones Mineras (ESM)

In April 2014, Enex strategically decided to establish Empresa de Soluciones Mineras (ESM) to oversee fuel and lubricant operations along with associated services at mining sites. The new subsidiary was tasked with the safe, timely and efficient storage, custody and distribution of fuels and lubricants, as well as other services for Chile's large-scale mining industry. ESM commenced operations at the Codelco Norte sites that same year.

ESM has overcome significant challenges throughout its decade of existence, including the COVID-19 pandemic, which tested the company's ability to continue serving an industry that did not stop its production cycle. With nearly 600 employees today, ESM manages and operates various contracts nationwide. It is a strategic partner for the largest mining companies in Chile, including Codelco, BHP, Teck, Glencore and AMSA. Additionally, it has entered the railway sector, serving major customers in northern Chile. This growth would not have been possible without the commitment, ongoing effort and support of its employees.







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## **Fuels, Lubricants** and Convenience Stores Business

## **Advances for Our Industrial Customers**

### **Enex Express+**

Enex launched a new diesel fuel delivery service in Santiago and Concepción. An expansion of the traditional Enex Express, this new service delivers fuel to supply customers' tanks, onsite machinery and other fuel needs. Not limited to corporate customers, Enex Express+ focuses on smaller orders of 200 to 1,000 liters and caters to individuals without establishing financial conditions for order placement.

Shell Construction Day Shell Lubricants and Enex organized Shell Construction Day to share best practices, global trends and innovative solutions for optimizing equipment performance and enhancing productivity at customers' operations. The event featured specialized workshops and solidified Shell and Enex's position as strategic partners in their customers' operational efficiency.



includes fueling stations, convenience stores, fast food restaurants and essential travel services. In 2024, Enex opened four new Road Ranger locations in Illinois and Texas, allowing us to offer a quality experience to a greater number of customers. The company also expanded fast food restaurant operations with the addition of 11 new restaurants: one Wendy's, three Church's Chicken, three Dickey's BBQ and four Subway Express.

## **United States**

Road Ranger is one of the leading travel center chains in the United States, providing a comprehensive experience for drivers and carriers along various routes in the Midwest and Southwest. Its offering



At its national convention, Wendy's presented Road Ranger with the Visionary Growth and Expansion Award in recognition of the chain's commitment to expanding and developing the Wendy's brand at its travel centers.





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## **Fuels, Lubricants** and Convenience Stores Business

## Paraguay

Enex distributes fuels, lubricants and complementary services, providing customers with a network of Enexbrand service stations that meet high quality and efficiency standards. In 2024, the company focused its efforts on innovation and improving the customer experience. In that regard, launching pay-at-the-pump self-service made the company a pioneer for this type of solution in Paraguay.

Sixteen stations feature a hybrid system offering traditional full-service and self-service islands. Selfservice customers use an app to access per-liter discounts on fuel.

This year, the company's premium Diesel Xtreme gained recognition in the Paraguayan market, becoming the preferred choice for customers who prioritize performance and fuel efficiency. The company's commitment to excellence has allowed Enex to foster trust and loyalty among customers for whom quality is a crucial factor in their decisions.

Enex also supported the trucking segment with the Enex Card, a solution that offers advanced fuel management features, including real-time consumption control, detailed expense reports and customized restrictions to achieve greater efficiency and safety in transportation fleets.

The company upgraded dining options in convenience stores by partnering with renowned industry groups, like McDonald's. One major milestone was the Vacation Mode campaign, which involved a collaboration with a national textile brand to offer high-quality collectible





### Enex strengthened its "Energy that moves you with confidence" brand proposal, upholding high quality standards.

towels. This initiative connected the Enex brand to premium products and promoted local tourism through weekly raffles for stays at National Secretary of Tourism-certified destinations.









Fuels, Lubricants and Convenience Stores Business

## Sustainable Energy Solutions for Our Customers

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## Sustainable Energy Solutions for Our Customers

Enex offers comprehensive energy supply solutions and commits to innovation and the transition to more sustainable sources that meet customer needs. Consequently, it offers a wide range of products and services designed to facilitate the adoption of cleaner energy to address future challenges.

### The company's three-part energy diversification strategy focuses on: electromobility, energy efficiency and alternative energy sources.

### Electromobility

Solutions for retail customers at service stations and public locations as well as for industrial customers at their own sites, electrostations or terminals

### Energy Efficiency

Comprehensive energy solutions and consulting services for customers. Supporting and advising customers on energy transition.

### Alternative Energy Sources

Evaluation and development of alternative energy solutions, e.g., green hydrogen, renewable diesel, biodiesel and gas. Solar energy for customers and for the Enex network.

## Chile

Through the New E department, Enex diversified its energy offerings, supporting the transition for customers and various industries in Chile. The department prioritizes strategic businesses and operations with high quality and efficiency standards. With that purpose in mind, it continuously monitors new sustainable energy carriers for different customer segments.

### Electromobility

Electromobility is crucial to the company's strategy for a more sustainable future. Enex aims to **expand charge** point coverage in Chile, enhance the user experience and promote the use of clean energy.

### Retail: Service Stations

Enex's partnership with Shell Recharge—the world's leading brand in electromobility with over 140,000 charge points across nearly 30 countries in Asia, Europe and the Americas-enables the company to implement solutions with broad support and enhance the charging experience in Chile. Thus, Enex E-Pro powered by Shell Recharge electric charging network, provides a robust electromobility proposal featuring fast charging points for private users, corporate fleets, public transportation and others. In 2024, Enex expanded its network

between Arica and Puerto Montt to increase its electromobility presence. It added strategic locations in cities like Concepción, Coquimbo and Puerto Montt, adding a total of 16 new public fast charging points. For the first time, Enex also made fast charging points available outside its service stations, thereby expanding the urban infrastructure.

In 2024, the company launched the new and improved Enex E-Pro app, featuring significant accessibility and usability enhancements, including expanding payment options to accept debit. This innovation had a remarkable impact on the retail segment, driving sales volume up by more than 400%.

Total No. Electric of Charge Points Charging Facilities 60

### **Electric Vehicle Charge Points**



**2024 SUSTAINABILITY REPORT** 









Fuels, Lubricants and Convenience Stores Business

## Sustainable Energy Solutions for Our Customers

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## Sustainable Energy Solutions for Our Customers

### Chile Industrial Customers

Enex supports companies in their transition to electromobility, via commercial agreements that allow customers to join the Enex charging network in Chile and/or the construction and operation of electric charging stations at customer facilities.

This year, Enex completed construction on the electric charging stations for Minera Centinela and Transportes CCU, providing sustainable energy solutions that support operations and contribute to more efficient, cleaner mobility.

Minera Centinela's electric charging station includes 42 charge points and services a fleet of approximately 50 trucks, along with 50 contractor vehicles and electric buses. The charging station at Transportes CCU features six fast charging points designed for the company's distribution trucks.

In 2024, electromobility contracts with B2B customers increased by 74%, ending the year with more than 300 E-Pro cards.

### **Enex Gas: Liquefied Petroleum Gas**

Enex entered the Liquefied Petroleum Gas (LPG) market in 2019 with the aim of providing companies with cleaner, more efficient energy solutions. Since then, the company has advised customers on project design and evaluation and invested in infrastructure to ensure a stable supply of LPG for their industrial operations. Enex launched this initiative in the Metropolitan, Biobío, Ñuble and Magallanes regions to promote LPG as an effective alternative to traditional fuels.



### Five Years of LPG Operations

Enex collaborates to provide the best customer experience by promptly and flexibly meeting customer needs, dedicating the company's utmost effort to every task and challenge. Enex strives to do things correctly to improve daily, achieve its goals and fulfill its commitments. It promises to offer customers comprehensive gasbased energy solutions with attentive, differentiating and premium service through a strategic partnership. The business line's primary focus has been the B2B segment, where over 250 customers have relied on LPG services to drive their business in the past five years of operation. This success has been accompanied by satisfaction levels of over 90% and sales growth of 70% in 2024.

Enex Gas continues to support customers in transitioning to cleaner energy sources—like liquefied gas—with technical consulting services that optimize their production processes.

"The installation service was excellent and was completed on time. The gas has always been distributed according to schedule and Enex demonstrates ongoing concern for keeping the tanks at levels that ensure my operational continuity. Working with Enex Gas has been a good decision."

Julio Roldán, General Manager at Agroservicios Romeral

"The sales executive provides excellent service through multiple channels of communication. The company adheres to strict safety protocols in its distribution and is consistently attentive to our needs. It also offers good after-sales and maintenance service."

Mauricio Acevedo, Operations Manager at Efemm Fertilizantes







 Fuels, Lubricants and Convenience Stores Business

#### Sustainable Energy Solutions for Our Customers

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## **Sustainable Energy Solutions** for Our Customers

### Solar Power

In 2024, Enex expanded its capacity by installing solar projects at service stations in different regions of Chile. It also began constructing its first solar power project to meet industrial self-consumption needs at Los Hornitos restaurant in Curacaví. The project was the first initiative in a new line of services designed to reduce customers' grid electricity consumption as rates rise. This Enex service offers an option to incorporate batteries in ESCO mode.

### Los Hornitos Restaurant

"The service experience Enex has provided with the solar power plant project has been highly positive. The team demonstrated exceptional commitment at every stage of the process, ensuring quality and efficiency in the installation. Their technical support has been critical in providing clean, sustainable energy to our dining proposals—Los Hornitos de Curacaví and 68 Ribs—thereby mitigating our carbon footprint and cutting operating costs."

Felipe Bañados, General Manager at Inversiones BH Ltda.



### Green Hydrogen

This year, in partnership with KH2 and Gas Valpo, Enex took a significant step in developing infrastructure for hydrogen as a clean, renewable energy source. The Energy Sustainability Agency's Green Hydrogen Accelerator has allocated funds for the Lightweight Mobility Solutions and Hydrogen Dispensing Infrastructure project, which will install Chile's first hydrogen refueling station at a service station. The project will supply Correos de Chile's fleet of hydrogen-powered three-wheelers in the city of La Serena.









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## Sustainable Energy Solutions for Our Customers

## **United States**

In 2024, Enex expanded its electric vehicle charging infrastructure at our travel centers, adding 10 fast charging points to the existing 12 for a total of 22 charge points.





## Paraguay

Enex Paraguay continues to progress toward its goal of becoming a leader in electromobility. In 2023, the company inaugurated its first electric charging station, marking a significant milestone in electromobility for Paraguay. As electric vehicles become increasingly common in the region, Enex plans to expand its charging network in the coming years, expanding infrastructure to meet customers' sustainable mobility needs.









# 4.3

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## **Operational** Excellence

Enex operates with flexibility and professionalism to ensure a safe supply and proper product distribution for all customers. It effectively navigates unforeseen economic, social, political, geographic and regulatory conditions that affect the markets.

### Chile

Logistics and efficiency indicators form the backbone of the company's reliability. One such indicator, On-Time Arrivals (OTA), measures the percentage of deliveries that reach customers or service stations on time. Enex achieved an OTA rate of 95% in the industrial fuels market and 96% in the lubricants market and at service stations. The high OTA reflects the performance of the company's truck and carrier network, which operates under strict safety and punctuality standards while optimizing routes to provide excellent service.



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### **United States**

The main indicators Road Ranger used to measure operational excellence in 2024 were: (1) accident rate, which was 0.8%; (2) percentage of days lost due to work-related accidents, which was 2.8%; (3) project completion rate, which reached 100%; and (4) the customer satisfaction index, which came in at 3.6 out of 5.

### Paraguay

Enex Paraguay monitors operational excellence through a quarterly evaluation of its own and third-party operations. The key indicators include targets for fuel and lubricant volume, store sales, mystery shopper programs, image audits and reports from the Hablemos complaint channel. For distributors, Enex Paraguay also measures past-due debts, tracer quality and participation in special offers.









## 4.4 >> Innovation for Our

### Customers Fuels, Lubricants and Convenience Stores

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### Digital Transformation

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This year, Enex achieved significant technology and digitalization advances, focusing on process optimization, continuously improving services for customers and taking on new challenges in data protection.

## **Technological Developments**

Enex recognizes the transformative impact of artificial intelligence (AI) in optimizing operations and enhancing the customer experience. Worldwide, 2024 was a pivotal year for AI expansion. Enex has also broadened AI applications in internal processes and user interactions, placing it at the energy sector's forefront in terms of AI utilization.

Enex has integrated AI in essential areas such as data analysis and user service processes, enabling the company to better serve customers and deliver faster, more agile and more effective support. In customer experience, AI has accelerated the rate at which the company evaluates proposals in the lubricants sector, customizing product and service offerings according to customer requirements. Furthermore, Enex has introduced advanced analytics initiatives, employing machine learning techniques to develop predictive models that enhance margins through cost reductions, revenue boosts, optimized supply chains and improved productivity.

# **Digital** Transformation

Artificial intelligence enhances the company's competitiveness and internal process efficiency. It strengthens its commitment to sustainability, ensuring more agile, safer operations that are prepared to tackle future energy challenges.



### New Developments in Digital Channels for Customers Chile

This year, Enex launched a new version of the Enex E-Pro app that emphasizes user experience by introducing new features retail customers value, like the option to pay with a debit card.

Enex E-Pro App

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### Micopiloto

In 2024. Enex enhanced the usability and user experience of the *Micopiloto* app. One of the new features-automatic tip calculation-offers improved process automation, time savings and better control and experience for the retail business.





### Auto Parts and Lubricants on Mercado Libre

Enex relaunched its official store on the Mercado Libre platform, strengthening its presence in digital channels and making it easier for customers to access Enex products and services. The platform enables the company to reach a broader audience, diversify points of contact and adapt to new consumer trends, providing a more agile and convenient shopping experience.

Enex has implemented an innovative lubricant vending machine at the Cencosud Costanera, Chile's busiest shopping mall. The first of its kind in the country, the machine provides customers with a fast and convenient way to purchase highquality lubricants, thereby strengthening Enex's presence at strategic locations throughout the city.







Excellence and Innovation for Our

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# **Digital** Transformation

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### **Technological Developments for Operational Excellence**



### **ERP Upgrade**

This year, Enex upgraded and enhanced its ERP (Enterprise Resource Planning) financial accounting system, emphasizing automation, security and efficiency in information management. This successful and significant project involved over 800 people and caused only minimal disruption to the company's daily operations.



Transport Management System (TMS)

The TMS platform optimizes lubricant and fuel delivery routes.

In 2024, significant improvements led to more accurate calculations of delivery times and enhanced integration with critical systems, resulting in a savings of 1,586,948 kilometers traveled and 634,779 liters of fuel.



Shell Lube Analyst

The lubricating oil monitoring enhances motor efficiency,

service ensures that equipment and lubricants operate optimally. It detects problems early, conducts detailed diagnostics using stateof-the-art laboratory testing and provides predictive, proactive recommendations. The service minimizes unscheduled downtime and reduces environmental impact.



### Sales Force CRM Enhancements

The CRM platform centralizes the distribution process, from request to supplier assignment. It has generated a robust database for analysis and significantly optimized processes.

This year's improvements include automating service station and fleet maintenance reports, which enable more detailed reporting, improved cost control and maintenance planning, mobile claims management and automatic case assignment.



### Artificial Intelligence

This year, Enex tested a chat bot for human resources and the Customer Service Center. It also utilized artificial intelligence to compare lubricants, analyze the competition, certify mining workers and implement a platform where mining customers can track their consumption.



### Automation of Data Extraction and Data Availability

Efforts to facilitate access to decision-making data included uploading store invoices digitally and connecting to the National Energy Commission's (CNE) Bencinas en Línea (Fuel on Line) app, which provides real-time price data.





### Excellence and Innovation for Our Customers

- > Fuels, Lubricants and Convenience Stores Business
- Sustainable Energy Solutions for Our Customers
- Operational Excellence

### > Digital Transformation

- Satisfaction and Loyalty
- Sponsorship



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### **United States**

### **Profitability Tracker for Fleet Customers**

This point of sale (POS) level tool enables daily monitoring of fleet customers' activities across all payment methods, providing greater visibility and optimizing financial analysis.

# **Digital** Transformation

### Merchandise Ordering System - Phase I

This platform brings together Enex's primary suppliers to streamline inventory management and enhance in-store product replenishment, thereby improving operational efficiency.



### Paraguay



### Mi Enex

The Mi Enex app, developed by Enex Paraguay, allows retail customers to accumulate points, access benefits and locate the nearest service station. The app enables self-service fueling using a digital wallet that can be replenished with cash at over 100 cash registers and 1,200 points of sale, making Enex Paraguay the first and only market player to offer this feature. By year-end, the app had over 48,000 users and exceeded US\$2.5 million in sales.









# **Digital** Transformation

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## Cybersecurity and Personal **Data Protection**

### Chile

The rise in information and data collected and exchanged through new technology creates a need for controls to ensure security, protection and privacy. Given the level of maturity in cybersecurity and to protect the data collected in previous years, the company put together a work plan and the following key initiatives in 2024:

- > Establish roles, responsibilities and procedures in the personal data lifecycle
- > Handling data: Catalog all structured and unstructured sources of personal data at Enex
- Implement a data loss prevention (DLP) model
- Establish a model for consent management (cookies)
- Incorporate mechanisms for training and awareness regarding personal data protection

Following the enactment of Chile's new Personal Data Protection Law (No. 21,719), Enex is creating governance structures, policies and manuals and cataloging data to identify and protect sensitive information. These efforts complement its adoption of ARCO principles (access, rectification, cancellation and opposition).

In an effort to enhance transparency and trust in Enex's management of information, the company has made strides in ensuring that customers and end users explicitly authorize the use, transfer and processing of data. These actions position Enex as a responsible company aligned with the strictest data protection regulations. This year, there were no substantiated complaints from third parties or regulatory agencies regarding breaches of customer privacy, nor were there any reported leaks, thefts or losses of customer data during the year.

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### **Our Process**

In the event of a security incident affecting customers, the relevant parties must be promptly notified and internal resolution protocols activated.

Once resolved, Enex implements the necessary improvements to prevent a recurrence of similar events.

Subsequently, best practices derived from lessons learned become part of the company's continuous improvement process.







# Satisfaction and Loyalty

IP 19 20 21 22 23

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Customer satisfaction and loyalty are essential components of Enex's commercial strategy. The company provides consistent, high-quality experiences at every touchpoint, merging top-notch products and services with initiatives that enhance user relationships. Enex employs continuous monitoring and feedback mechanisms to understand and anticipate user needs, ensuring each interaction builds trust and preference for Enex's brands.

## Continuous Improvement of the **Customer Experience**

Chile

In Chile, the Customer Experience area assists businesses in identifying opportunities for improvement and designing effective action plans. The team bases its work on updated monthly indicators and work tables that address critical areas for priority segments.

Enex strengthened the area in 2024, enhancing customer experience monitoring across various segments, reinforcing governance and adjusting management practices to make improvements that align with user needs. The result was sustained

improvement in customer experience across all segments, as indicated by the 4.6% increase in Net Promoter Score (NPS), which includes service stations, convenience stores, industrial, electromobility and lubricants customers.

One of the year's major milestones was the 67% increase in the NPS for the electromobility business, largely reflecting the launch of the new Enex E-Pro app.

### **Customer Satisfaction at Service Stations**

Enex evaluates service station operations based on indicators such as cleanliness, wait times and service quality. The company continuously reviews this data to identify areas for improvement, resolve issues and provide an excellent experience. Likewise, it establishes communication channels and monitors them for comments, complaints or compliments. Each service station has a complaint book and most convenience stores feature touch-screen rating systems. Enex also offers the Hablemos complaint channel, which connects customers to our Customer Service Center via telephone at 600 350 2000, web <u>www.enex.cl</u> or e-mail hablemos@enex.cl

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Enex supplemented ongoing assessments with 8,377 mystery shopper evaluations throughout Chile in 2024. Mystery shoppers visited and evaluated Enex's fuel, store and car wash businesses. Aiming to expand its electromobility business, the company also conducted focus groups with service station distributors, through which it identified opportunities to improve the New-E charge points, implemented new contact center procedures and training and improved communication with area managers. Enex collaborated with distributors to review and adjust image checklists, ensuring consistency in the service quality and customer service in electromobility.

In 2024, ALCO Consultores awarded us first place in the service station category of its Consumer Loyalty Awards. The consulting firm used the Benchmark NPS study to evaluate 83 brands from 18 industries and recognized Shell stations as the most recommended in their category, reflecting customer preference and brand loyalty. Based on 16,331 surveys conducted between May and July 2024, the study revealed an overall NPS of 42% across all industries and 61% for service stations. The Consumer Loyalty Award showcases Enex's efforts to provide exceptional products and services.









# Satisfaction and Loyalty

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### Mystery Shopper Results

	2022	2023	2024
Convenience store	87.3%	89.7%	92.0%
Fuel	86.0%	89.4%	90.6%
Total	86.0%	89.5%	90.9%

To process complaints more efficiently, Enex Chile migrated the function to the Salesforce CRM, a digital platform that automates processes and features tracking panels. The CRM centralized complaints from all areas, boosting efficiency and response capacity.

Relationships with industrial customers—rooted in reliable, resilient service—have bolstered the company's status as a highly trusted strategic partner. To gain a deeper understanding of the industrial customer experience, Enex conducts a monthly survey to evaluate their satisfaction and harness opportunities for improvement. The company takes into account customers' feedback regarding their perception of the company, the Enex Directo and Shell Card Portals, as well as the service provided by executives. Furthermore, it utilizes the Index 5 survey, which includes six questions about Enex's operations: Customer Service Center (CSC) service, area manager or sales executive service, fuel and lubricant deliveries, invoicing processes, quality and lubricant packaging.

### Satisfactory Complaint Resolution

Customer Type	2022	2023	2024
Service station customers	73.0%	72.1%	76.3%
Fuel	58.8%	51.8%	59.2%
Total	72.6%	71.6%	75.9%

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### Industrial customer satisfaction

The results of the Industrial Customer Satisfaction Survey (Index 5) reflect a consistently high satisfaction rate-94% over the last three years—confirming the soundness of the company's service and customer confidence in its operations.

### Industrial Customer Satisfaction Survey Results (Index 5)









## 4.5

# Satisfaction and Loyalty

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### **United States**

Road Ranger measures customer satisfaction through Google Review ratings, which currently stand at 3.7 out of 5. Additionally, it has implemented digital Yes/No buttons at various locations to collect direct feedback on the user experience.

The travel center chain is currently implementing a mystery shopper program to objectively and anonymously assess service quality and compliance with operating standards. The company aims to identify opportunities for improvement and ensure that customers have a consistent, satisfactory experience at all its centers.

Customers can share their complaints, questions or concerns through the Talk to Us form on the website: www.roadrangerusa.com/feedback.

### Paraguay

Enex Paraguay strives to provide customers with an excellent service experience and a high-quality product on each visit. Measuring customer satisfaction is essential for evaluating its achievement of these objectives.

Every year, Enex Paraguay commissions a consumer research firm to conduct an exhaustive brand health analysis, considering several indicators, including the Net Promoter Score (NPS), which measures customers' willingness to recommend the brand to friends and family. According to the latest Brand Health Study in 2024, the company's current NPS is 78%, a significant improvement compared to the previous year, when it was 33%. This result demonstrates that the company's relentless efforts to provide exceptional service have boosted customer recommendations.

On the other hand, the mystery shopper program evaluates the service quality at upa! stores and service stations by measuring customer service, friendliness, cleanliness, speed and staff grooming standards. At upa!, the mystery shoppers also rate lighting, ambiance and product quality to optimize the customer experience.

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### Mystery Shopper Results

Туре	Result
Convenience stores (Enex)	80.3%
Convenience stores (distributors)	83.2%
Fuel (Enex)	78.4%
Fuel (distributors)	68.3%
Total	78.9%

Enex Paraguay manages customer complaints via several platforms, including e-mail (hablemos@enex.com.py), our website, social media and the Mi Enex app. In 2024, 100% of customer complaints received responses.

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## 4.5

# Satisfaction and Loyalty

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Convenience Stores

Fuels, Lubricants and

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04

## Loyalty Programs Chile

#### Partnerships

In 2024, Enex strengthened its partnership with the CMR Puntos loyalty program and achieved a high level of maturity in providing benefits to customers. Over a million monthly users earned CMR points for their purchases at Enex service stations and stores, allowing the company to better understand and personalize benefit offerings through the *Micopiloto* app.

47% of fuel retail transactions earned CMR points

Additionally, Enex strengthened partnerships with Tenpo, Banco de Chile, Banco BCI, Banco Bice, Cabify and Caja Los Héroes by offering discounts, additional points and exclusive special offers.

Enex relaunched the Shell Advantage loyalty club in 2024, offering rewards and benefits to lubricant and auto parts customers, including mechanics' shops, lube shops and auto parts stores. We aim to enroll 20% of customers in 2025.

#### Shell Advantage



Shell Advantage in-person training sessions

56.5%

of club members have redeemed points

#### Club Clase A

The Club Clase A loyalty program for truck drivers made significant strides in 2024 regarding participation and benefits offered. The number of registered drivers surged by 122.3% compared to 2023, and the program's impressive redemption rate reflects the considerable value its users place on it. The program strengthens ties with this strategic segment, offering notable benefits like discounts on fuel, complimentary products on weekends and discounts at upa! stores.

122% growth in the number of registered drivers

#### Taxi Shell Card

This loyalty card for taxi, *colectivo* and school minibus drivers offers immediate discounts of \$15 per liter. Since 2023, a partnership with Cabify has enabled the app's drivers to use *Micopiloto* to refuel at special discounts of up to \$200 per liter.









Excellence and Innovation for Our

Customers

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# Satisfaction and Loyalty

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## Sustainable Energy Solutions for Our Customers

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#### Satisfaction and Loyalty

Sponsorship

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04

#### **United States**

#### Ranger Rewards

In 2024, Road Ranger relaunched its Ranger Rewards program, featuring an app developed in 2021 to recognize and reward customers who consistently choose the brand over the competition. This recognition may include discounts, exclusive deals or points redeemable for future purchases. This year, Ranger Rewards focused on frequent visitors, inactive customers, professional drivers and traditional drivers, both local and those in transit.

#### 2024 Milestones:

- Market penetration: up 4.7 points, from 44.5% to 49.2%
- > Downloads: 66.3% increase
- Registrations: up 71.6%
- > Enhancements to the Ranger Rewards program include supplier-funded fuel discounts, targeted rewards, a new push notification feature, reward reminders, expanded tiered loyalty partnerships with suppliers, customer acquisition campaigns, ad space sold and gamification of the coupon redemption feature.

#### Paraguay

Enex Paraguay administers its **points-based loyalty program** through our Mi Enex App. For every 10,000gs spent on fuel purchased through the app, customers earn one point, which can be exchanged for products or combo meals in upa! stores, fuel vouchers, road kits, brand merchandise and other valued items, such as safety kits or vacuum cleaners.

This loyalty program is in addition to the **first fuel-category benefits program**, which is also managed through the app. It provides discounts at partner stores, including Alemania Cell, paddle tennis courts, spas, 2-for-1 on Cinemark tickets and special pricing at gym chains.









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# Sponsorship

Enex has clear brand sponsorship guidelines that adapt to each business's specific customer segments. In the industrial sector, Enex chooses sponsorships that establish a direct, strategic customer relationship. Conversely, service station and convenience store sponsorships are connected to recreational and sporting events such as concerts, cultural experiences and tournaments.

## Chile

The Shell brand has firmly established itself in major league sports as a sponsor of the 2024 Copa Chile soccer tournament and the Universidad Católica and Colo-Colo soccer stadiums. It has also sponsored paddle tennis, tennis and skiing as well as international events like the South American Rotax Karting Championship in Chile. In partnership with Ferrari, Enex launched a campaign to raffle six two-person tickets to the Formula 1 Mexican Grand Prix, along with a threeday stay.

Through Shell Gaming, Enex promotes participation in events like Festigame—Chile's largest video game festival. Such sponsorships connect with younger, more diverse audiences and strengthen recognition of Enex brands.

## **United States**

In November 2024, Ty Majeski, the driver for the ThorSport Racing team sponsored by Road Ranger, was crowned the NASCAR Craftsman Truck Series champion after a commanding performance at Phoenix Raceway, where he led 132 of 150 laps. This victory marks Majeski's first title in the series and the sixth for ThorSport Racing, reinforcing its status as one of the most successful teams in the category. The partnership between Road Ranger and ThorSport Racing reflects both brands' commitment to excellence, innovation and competitive spirit—values that are shared on the track and in our business dealings.









5.1 Our Team

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5.2 Enex Culture

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**Concluded six collective** bargaining processes



covering over 60% of the workforce

Implemented the

Training and adapting policies and protocols to comply with Chile's **"Karin" Law (No. 21,643)** 

Change Management Model

Significant improvements in the 401k Retirement Plan Beginning in January 2025, the company will match employee contributions.

## 80.4% favorable ratings

on the Employee Climate Survey, with a participation rate exceeding 93.8%



## First Leadership Summit

with Road Ranger's senior executives

## **Great Place to Work** Certification

## Recognition

for two team members at major industry conventions

## Fulfill your Financial Dream

personal financial literacy program

## 87% favorable ratings

on the Employee Climate Survey, with a participation rate exceeding 85%



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The commitment, talent and development of the Enex team are critical to success. Therefore, the company promotes a collaborative work environment with initiatives that foster employee diversity, well-being and professional growth.

Our Team

In 2024, the total workforce grew by 0.3% to 4,560 people. This figure includes employees at Enex S.A. and its three subsidiaries in Chile (Inversiones Enex, ESM and Dicomac), Road Ranger in the United States and Enex Paraguay along with its subsidiaries.

## Workforce by Company

Enex S.A (Chile)

Inversiones Enex (Chile)

ESM (Chile)

Dicomac (Chile)

Road Ranger (USA)

Enex Paraguay

Total

#### Employees by gender

Enex Chile

Road Ranger

Enex Paraguay

Total



733
1,492
559
42
1,070
664
4,560

Men	Women
1,600	1,226
444	626
265	399
2,309	2,251







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## **Enex** Culture

#### Chile

Enex fosters collaboration and teamwork, imparting organizational culture in all our activities to reinforce company identity and ensure that employees understand the significance of their work and actively participate in the organization's purpose.

Values SER

Since Enex operates in three countries and has various lines of business, the organizational culture emphasizes consistently reinforcing our identity and objectives while promoting our corporate SER Values (Service, Excellence and Respect) in all company activities.

For more information, **check here** Gm Purpose and values

### A Culture of Flexibility and Innovation

As one of Enex's three strategic pillars, innovation is intrinsically embedded in the company's management model and operations. The primary focus is on ensuring sustainability through innovation in products, services, processes, the environment and customer experience.

The Enex S.A. (Chile) sustainability and innovation committee reviews the Sustainability and Innovation Strategy, supports related projects and monitors associated indicators. It meets monthly and includes the executive committee.

#### Enex Innova Program

This internal innovation program for employees aims to implement innovative projects that align with the company's strategy. The company forms interdisciplinary teams of select interested participants, known as intra-entrepreneurs, who receive training on innovation methodologies and weekly support from external experts and Enex's innovation team. The teams present their new idea or project to management for sponsorship, and the results are then presented to the Sustainability and Innovation Committee, which the chief executive officer chairs. In August 2024, Enex launched an ongoing call for ideas that invites employees to submit ideas at any time.



# **INOVA**



One of this year's success stories was the interdisciplinary team that enhanced the value proposition for the *Club Clase A* loyalty program by broadening its visibility, communication and benefits. In just two months, the number of enrolled drivers rose by 37%. Another key initiative focused on processing in-store stock replenishment orders. The project team launched a software pilot that predicts sales behavior, stock-outs and other indicators, boosting product availability by 2%.

#### **Change Management Model**

To help teams prepare for new challenges and major projects involving sustainable and effective cultural transformation, Enex continued implementing the Change Management Model this year. The stages of the model include training, risk analysis and defining key roles as they relate to the ongoing monitoring of relevant projects. The model also organizes essential elements such as communication, training and planning to support all stages.

#### Stages of the Change Management Process



**2024 SUSTAINABILITY REPORT** 







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# Talent Management

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#### New Hires and Employee Turnover

			20	23		20	24		
		Total New Hires	New Hire Rate	Total Outgoing	% Turnover	Total New Hires	New Hire Rate	Total Outgoing	% Turnover
	Men	118	24%	104	21%	102	21%	99	20%
nex S.A. (Chile)	Women	50	21%	41	18%	45	19%	35	15%
	Total	168	23%	145	20%	147	20%	134	18%
	Men	347	61%	383	68%	320	56%	312	55%
versiones nex (Chile)	Women	564	60%	574	61%	490	53%	490	53%
юл (стшс)	Total	911	61%	957	64%	810	54%	802	54%
	Men	194	40%	173	36%	158	30%	174	33%
M (Chile)	Women	5	24%	5	24%	21	55%	8	21%
	Total	199	31%	178	35%	179	32%	182	33%
	Men	2	17%	3	25%	0	0%	0	0%
comac (Chile)	Women	6	18%	9	26%	3	10%	8	27%
	Total	8	17%	12	26%	3	7%	8	19%
	Men	927	215%	828	192%	1,004	226%	969	218%
ad Ranger	Women	1,306	208%	1,205	192%	1,303	208%	1,286	205%
	Total	2,233	211%	2,033	196%	2,307	216%	2,255	211%
	Men	188	60%	142	45%	50	19%	168	63%
ex Paraguay	Women	260	65%	163	51%	112	28%	248	62%
	Total	448	63%	305	63%	162	24%	416	63%
	Men	1,776	77%	1,633	71%	1,634	71%	1,722	75%
nsolidated	Women	2,191	98%	1,697	89%	1,974	88%	2,075	92%
	Total	2,967	87%	3,630	80%	3,608	79%	3,797	83%

Attracting top talent and promoting their growth within the company is an institutional priority. Enex aims to establish processes, evaluations, incentives and plans that support our employees' internal mobility and career advancement.









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# Talent Management

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#### **Performance Evaluation**

Enex's performance evaluation processes objectively assess each employee's contributions, encourage professional development and enhance organizational commitment. The structured, continuous system identifies improvement opportunities and acknowledges achievements to cultivate an environment of growth and excellence.

#### Chile

The MIDE performance evaluation process (Spanish acronym for My Performance at Enex) aligns employee goals with company values and objectives, providing a clear and continuous process for work teams. All employees with an open-term contract and more than three months of service undergo the MIDE evaluation. In 2024, the new MIDE Digital platform hosted the entire process for the first time, optimizing employee performance management and monitoring. Additionally, the company encouraged face-to-face meetings for goal-setting and feedback to ensure clear and constructive communication while supporting close personal relationships and process effectiveness.

#### MIDE is a three-stage process:



Conversations between the evaluator and the employee being evaluated aim to establish individual goals that align with the company's strategic challenges.



Ongoing feedback is encouraged through a formal mid-year meeting to review performance, adjust goals and reinforce opportunities for improvement.

# Self-assessment and evaluation

Analyze skills, achievements and overall performance through self-assessments, leader evaluations, multi-manager panels and final feedback









The *Conectados* human resources management platform centralizes data and optimizes the user experience. Additional complementary short videos and courses are available on Cmás Virtual, our online training platform.

#### **United States**

Road Ranger evaluates all employees annually through a structured process that measures performance and identifies opportunities for improvement. The evaluation focuses on five categories: work management, job performance, teamwork, communication and mentoring. This approach ensures that employees fulfill their responsibilities, develop professionally and contribute effectively to the organization's objectives.





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# Talent Management

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#### Enex Culture

Our Team

Commitment to Our Team

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		2	023	2024	
		No. of Employees Evaluated	% of Total Employees Evaluated	No. of Employees Evaluated	% of Total Employees Evaluated
	Men	402	82%	421	85%
Enex S.A. (Chile)	Women	205	91%	205	86%
	Total	607	85%	626	85%
	Men	362	64%	394	69%
Inversiones Enex (Chile)	Women	591	63%	643	70%
	Total	953	63%	1,037	70%
	Men	46	9%	57	11%
ESM (Chile)	Women	16	76%	17	45%
	Total	62	12%	74	13%
	Men	12	100%	12	100%
Dicomac (Chile)	Women	35	103%	30	100%
	Total	47	102%	42	100%
	Men	168	45%	229	52%
Road Ranger	Women	340	60%	310	50%
	Total	508	54%	539	50%
	Men	33	46%	35	13%
Enex Paraguay	Women	33	53%	32	8%
	Total	66	99%	67	10%
	Men	992	43%	1,148	50%
Consolidated	Women	1,226	55%	1,237	55%
	Total	2,218	49%	2,385	52%

#### Paraguay

Enex Paraguay utilizes a process it calls Mi EDD to evaluate employee performance. The annual performance management cycle reviews goal achievement and encourages continuous improvement. Mi EDD is a threestage process:



Senior management establishes annual strategic objectives and presents them to the Board of Directors for approval. Then, managers and team leaders set individual goals with their respective teams.

# Observation and feedback

Throughout the year, interim feedback sessions offer an opportunity to follow up and adjust goals to ensure alignment with organizational objectives.

#### Final evaluation

At the end of the cycle, supervisors review performance based on achievements and provide final feedback that fosters professional development and growth.







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# Talent Management

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## **Internal Mobility**

Enex reaffirms its commitment to employee growth and development, promotes opportunities for internal mobility and builds skills through structured training plans that address gaps identified in performance evaluations. The company encourages internal hiring processes that allow employees to apply for new positions and advance their careers.

#### Chile

In 2024, Enex encouraged internal mobility in strategic areas like service station sales, administration and finance. It supports promotion to leadership positions and recognizes experience at the company as a key asset in talent development. The Inversiones Enex Succession and Talent Identification Plan identifies high-potential employees and offers training programs that prepare them for greater responsibilities.

#### **United States**

Road Ranger promotes cross-training between convenience store and restaurant staff, allowing exceptional employees to showcase their skills and be eligible for internal mobility processes.

#### Paraguay

When a position becomes available, Enex initiates an internal search process by publishing the job requirements throughout the company. Any employee who has been with the company for at least six months and meets the requirements may apply and begin the selection process.

		2023				2024			
		Vacancies Filled Internally	Vacancies Filled by New Hires	Total	% IFV*	Vacancies Filled Internally	Vacancies Filled by New Hires	Total	% IFV*
	Men	33	109	142	23%	29	102	131	22%
Enex S.A. (Chile)	Women	19	51	70	27%	12	45	57	21%
	Total	52	160	212	25%	41	147	188	22%
	Men	4	319	323	1%	9	311	320	3%
nversiones Enex Chile)	Women	21	447	468	4%	13	477	490	3%
	Total	25	766	791	3%	22	788	810	3%
-	Men	12	217	229	5%	17	158	175	10%
	Women	0	6	6	0%	0	21	21	0%
	Total	12	223	235	5%	17	179	196	9%
	Men	1	2	3	33%	0	0	0	0%
Dicomac (Chile)	Women	1	6	7	14%	0	3	3	0%
	Total	2	8	10	20%	0	3	3	0%
	Men	48	927	975	5%	86	1,004	1,090	8%
Road Ranger	Women	94	1,306	1,400	7%	150	1,303	1,453	10%
	Total	142	2,233	2,375	6%	236	2,307	2,543	9%
	Men	21	129	150	14%	18	262	280	6%
Enex Paraguay	Women	23	167	190	12%	27	398	425	6%
	Total	44	296	340	13%	45	660	705	6%
	Men	119	1,703	1,822	7%	159	1,837	1,996	8%
Consolidated	Women	158	1,983	2,141	7%	202	2,247	2,449	8%
	Total	277	3,686	3,963	7%	361	4,084	4,445	8%

\*IFV: Internally filled vacancies





3%
3%
10%
0%
9%
0%
0%
0%
8%
10%
9%
6%
6%
6%
8%
8%
8%



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# Talent Management

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### **Employees Training Initiatives**

Enex continuously promotes professional development through education and training programs to ensure employees acquire the skills necessary to meet the challenges of the business. These initiatives enhance individual and collective performance while fostering a culture of continuous learning and innovation.

In addition to operations training this year, the company allocated Ch\$88 million to accredited training programs, totaling 44,561 hours, which benefited 633 employees and was funded through tax credits.

#### Course

Corporate Onboarding

Antitrust Training

Conscious Nation

Purchasing Process

Digital Transformation

#### English

Sustainability and Innovation Onboarding

Environmental, Health and Safety

Enex Innova

People Management

#### Training

#### Chile

Enex's comprehensive training program emphasizes business needs and the professional growth of teams to ensure that each employee has the necessary tools to perform efficiently and in line with corporate values. The flexible model aligns with each employee's role and includes both voluntary and mandatory training programs.

In 2024, Enex continued to implement its companywide training program focused on corporate onboarding, legal issues, health, safety, environment and innovation. Employees access courses through technological platforms like C+ Virtual and the corporate intranet.

#### Description

E-learning course designed to familiarize new hires with Enex's culture, values and organizational structure

The corporate affairs area imparts this training on Decree Law No. 211, addressing free competition regulations and their correct application in order to prevent sanctions

Courses focused on raising awareness about the environment, safety and preventing risks with the potential to impact work and daily activities

The contracts and procurement area imparts this training on the proper implementation of the purchasing flow at Enex.

Instruction on Microsoft Teams, OneDrive, JDE and Power BI tools as well as cybersecurity. These courses include tips for effectively protecting and maintaining equipment and monitoring data security. Courses are also available for those needing specific Power BI, Power Automate and/or SQL levels.

Courses for employees whose positions require a certain level of English or who have gaps in their language knowledge

This training space on Enex's innovation processes and sustainability projects features TEX talks on new technologies, trends and innovations that benefit customers and the industry.

Mandatory training for new employees that focuses on accident prevention and environmental protection

Conveys the main tools involved in the innovation and entrepreneurship projects applicable to the company's work

This course covers the processes carried out by the HR department: labor insertion, recruitment and selection, organizational development, compensation and training. It includes updates on the year's new labor legislation—the 40-hour Law, the Family and Work Life Balance Law and "Karin" Law (No. 21,643)—and promotes best practices associated with Enex values. This on-site experience at the fuel plant in Maipú enables the teams to observe operations firsthand and receive induction from the business area.









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# Talent Management

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#### **United States**

The Ready Training Online (RTO) platform focuses on training, onboarding and integrating leaders and newly hired professionals. It provides regular course updates on topics such as sales, products and workplace harassment, prioritizing content that aligns with the company's strategic plans. This year, 2,045 individuals completed a total of 83,281 hours of training.

In 2024, Road Ranger hosted the first annual Leadership Summit. This training milestone gathered all managers into focus groups to enhance their leadership skills, share best practices and outline strategies for the company.

#### Paraguay

Enex Paraguay's Healthy Enex (*Enex Saludable*) program includes training designed to enhance employee quality of life through physical and emotional health initiatives, social skills and the Fulfill Your Financial Dream (Cumplí tu sueño financiero) program for personal finances. The company's leaders also participated in the first step of the 5S Program, which aims to improve organization and operational efficiency. The plan is to extend the program to headquarters in 2025.

#### Average Annual Hours of Training per Employee



lo. of Training Hours	No. of Employees Trained	Average Training Hours
2,475	194	12.8
1,179	101	11.7
3,654	295	12.4
22,908	567	40.4
37,376	922	40.5
60,284	1,489	40.5
20,342	521	39.0
589	38	15.5
20,931	559	37.4
138	13	10.6
1,036	36 32 32.4	
1,174	45	26.1
34,306	840	40.8
48,975	1205	40.6
83,281	2,045	40.7
950	520	1.8
856	513	1.7
1,806	1,033	1.7
81,119	2,655	31
90,011	2,811	32
171,130	5,466	31

#### Shared Financing Scholarships

#### Chile

Enex offers shared-financing scholarships to support employees in pursuing higher education. It provides professional development opportunities and enables employees to refine their skills and take on new challenges within the organization.

Demonstrating its support and commitment to developing people, Enex awarded 26 undergraduate and graduate scholarships; another 11 employees continued their studies on scholarships awarded in previous periods.

#### **Employee Scholarships for Undergraduate** and Postgraduate Studies in 2024



#### Paraguay

As part of its commitment to employee professional development, Enex Paraguay supports the shared financing of specialized studies in strategic areas. This year, it funded the accounting team's participation in an international certificate course on International Financial Reporting Standards and provided negotiation training for the commercial team.









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# Talent Management

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#### **Fair Compensation Policy**

Enex promotes a fair and equitable compensation policy that aligns pay with employee performance, responsibilities and market conditions. This approach helps the company attract and retain talent while strengthening an organizational culture grounded in transparency, fairness and the value of a job well done.

#### Chile

The Enex Chile Compensation Policy establishes that entry-level salaries must exceed the monthly minimum wage, a basic compensation guideline that lends a competitive edge to the company's ability to attract and retain talent. In 2020, Enex took another step in its commitment to fair compensation by ensuring that all employees received total compensation of at least Ch\$500,000.

In 2024, the company remained committed to offering salaries above the monthly minium wage. In fact, starting salaries at Chilean subsidiaries were 28% to 54% higher than the country's legal minimum wage.

	2023					
	Starting Salary at the Company (\$)	Country's Minimum Wage (\$)	Starting Salary at the Company / Country's Minimum Wage (%)			
Enex S.A	658,373	460,000	143%			
Inversiones Enex	598,000	460,000	130%			
ESM SpA	736,804	460,000	160%			
Dicomac	625,000	460,000	136%			



2024	
ountry's inimum 'age (\$)	Starting Salary at the Company / Country's Minimum Wage (%)
00,000	135%
00,000	128%
00,000	154%
00,000	135%

#### **United States**

At Road Ranger, starting wages either meet or exceed the legal minimum wage in every location. This approach guarantees that all employees are compensated fairly and in accordance with local regulations.

#### Paraguay

Demonstrating its commitment to competitive working conditions, the Enex Paraguay subsidiary offered a starting salary that was 7% higher than the country's legal minimum in 2024.









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## **Diverse** Team

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Enex recognizes that diverse perspectives strengthen organizational culture and foster innovation. Therefore, it strives to create a diverse, equitable and inclusive work environment and actively works to provide spaces where employees can fully develop, without distinctions based on gender, age, origin or other conditions.

Enex has a Diversity and Inclusion Policy along with a Diversity and Gender Identity Protocol, both of which are included in the bylaws of all our companies.

#### **Inclusion of Persons with Disabilities** Chile

This year, Enex Chile achieved significant milestones in labor inclusion: People with disabilities now make up 1% of the workforce across all our companies. Enex aims to go further, raising this figure to 2%, which is not yet mandated by Chile's Workplace Inclusion Law (No. 21,015).

Enex Chile participated in the Workplace Inclusion Fair, which promotes the employability of people with disabilities. The company showcased its inclusive job opportunities and presented initiatives designed to foster an equitable and accessible workplace.

Throughout the year, Enex collaborated with The Enex Recruitment Policy ensures equal opportunity Sostenibilidad Relacional, a consulting firm, to offer for both men and women in the selection process. The personalized support to employees with disabilities, company promotes gender equity through initiatives guiding them through the accreditation process, such as equitable salaries and the advancement of fostering trust and creating opportunities. Enex also women at all levels, including positions traditionally promotes inclusion through awareness sessions held by men, to attract the best candidates and create and targeted training for employees and managers, balanced opportunities. Consequently, in 2024, the developing an inclusive culture that encourages company's workforce was 43.4% female. participation from people with disabilities. These initiatives comprehensively address workplace inclusion To bridge gender gaps in the traditionally maleby equipping participants with tools and insights about dominated mining industry, there are work plans disability while also covering topics such as appropriate featuring noteworthy initiatives, like Minera Centinela's language, legal frameworks, biases and prejudices. on-site training program, which aims to prepare future female hires and achieve gender equity goals.



43.4% female participation

#### **Gender Equity** Chile

#### **Diversity by Nationality** Chile

Enex values the contributions of all employees and the diverse cultures they bring from their places of origin. Foreign employees make up 8.3% of the Enex workforce in Chile, reflecting the company's commitment to diversity and the globalized context in which it operates.

Enex understands that employee well-being is essential to the organization's success. Therefore, it offers various programs and benefits designed to create a healthy, motivating work environment that meets employee needs.

#### Nationalities at Enex Chile

10.1% 124 women

6.9% **111 men**  of female employees are foreigners\*

of male employees are foreigners\*\*

\*Based on the total number of women \*\*Based on the total number of men









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#### Organizational Climate Chile

Enex defines the work climate as employees' perception of the working environment and conditions within the organization. To manage it effectively, the company conducts an annual assessment to identify strengths and opportunities for improvement that affect team well-being and performance.

Anyone working at Enex for at least three months can participate in the voluntary Employee Climate Survey. The customized instrument uses a five-point Likert scale. It assesses 13 dimensions through 33 questions, measuring the frequency and perception of various aspects of the working environment.

Enex utilizes the results to develop action plans at both the division and company levels, ensuring consistent monitoring of the established initiatives. Additionally, the company conducts follow-up meetings to assess the status of these actions and promote sustainable improvements over time.

Enex reaffirmed its commitment to employee wellbeing and satisfaction through the Employee Climate Survey, with 85% of employees participating. The results show an 87% satisfaction rate, reflecting a strong commitment and a positive perception of the work environment. This encouraging outcome led to the renewal of the Great Place to Work certification.

## Workplace Wellness

#### Benefits that Unleash Talent Chile

The Enex Nation (*Nación Enex Bienestar*) program promotes wellness and professional development by offering benefits such as afternoons off on birthdays, additional leave days for marriage, the birth of a child or the passing of a family member. Moreover, some positions provide the option for remote work, allowing flexibility during crucial times in employees' lives.

#### Employee Climate Survey results

% favorable ratings % participation % favorable	80.3% 89.9%
participation % favorable	89.9%
ratings	78.2%
% participation	93.0%
% favorable ratings	82.2%
% participation	92.2%
% favorable ratings	87.1%
% participation	80.9%
% favorable ratings	91.0%
% participation	95.0%
	% participation % favorable ratings % participation % favorable ratings % participation % favorable ratings %

2023	2024
80.0%	80.4%
92.6%	93.4%
78.6%	81.2%
91.5%	98.7%
81.1%	76.6%
91.9%	92.3%
87.0%	73.6%
97.4%	97.2%
85.0%	85.0%
78.0%	87.0%

To cultivate a positive working environment, the company aims to strengthen interpersonal relationships through activities outside of work. In 2024, these activities included family events, anniversary celebrations, company tournaments and Chilean Culture Week.

#### Paraguay

The Healthy Enex (*Enex Saludable*) program raises employee awareness of emotional well-being and quality of life issues. It addresses physical, emotional, financial and social health and offers training on physical and mental wellness, managing emotions, vaccination campaigns, healthy eating and disease prevention. Additionally, the company offers extra time off for birthdays, weddings and preventive medical check-ups.







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# Workplace Wellness

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### **Parental Leave**

Enex recognizes the importance of family and work-life balance. The company adheres to local parental leave regulations in each country, ensuring that all employees can access these benefits.

No. of employees entitled to parental leav

Total number of employees who have take

Total number of employees who have return reporting period after parental leave ended

111

#### Total number of employees who have taken parental leave (in all

three countries)





	Ene	Enex Chile		Ranger	Enex Paraguay	
	Men	Women	Men	Women	Men	Women
ve	25	31	6	17	6	30
en parental leave	21	31	6	17	6	30
urned to work in the ed	6	6	6	17	6	30

#### Transition Assistance Programs Chile

Enex provides a support program for employees nearing retirement. Designed for those who have been with the company for at least five years, the program recognizes their contributions with an agreement that offers additional financial stability during their transition to retirement.

The program includes:

- > Optional retirement for those of retirement age with more than five years of service
- > Payment of legal severance upon retirement
- Outplacement services for senior positions
- Assistance or counseling on transitioning to a life without work

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# Labor Rights and Employee Participation

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#### Chile

Enex is committed to respecting labor rights and aims to build relationships based on trust and mutual respect. It encourages worker participation in dialogue, consultation and the exercise of their rights to unionization and collective representation.

In 2024, Enex successfully concluded six collective bargaining negotiations, covering over 60% of the company's workforce. The early talks quickly reached mutually satisfactory agreements, reflecting the company's commitment to collaboration and open dialogue with employees.



\* The data presented is from Chile. There are no unions at operations in the United States or Paraguay.



nionized Men	Unionized Women	Unionized Employees	Total Employees	% Unionized Employees	% Employees Covered by Collective Bargaining Agreements
301	145	446	733	60.85%	61.26%
36	103	139	1,492	9.32%	5.43%
336	10	346	559	61.90%	42.93%
8	25	33	42	78.57%	100%

In December 2024, 34% of employees in Chile were union members.

In April 2024, Chile's 40-hour Law (No. 21,561) came into effect and gradually began reducing the workweek. Enex collaborated with the unions on the law's implementation, ensuring legal compliance while adapting to the specific needs of both employees and the company.





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# **Our Broader Team:** Partners in Operational Excellence

#### Contractors

Enex collaborates with a network of strategic contractors in areas such as transportation, construction and engineering to ensure supply for service stations and industrial customers nationwide. Enex fosters long-term relationships with these companies, promoting stability and service quality. To ensure compliance with safety protocols and enhance risk management—two crucial aspects of contractor management— the company has adopted an auditing standard in key sectors like transportation and engineering. These audits serve as the foundation for continuous improvement plans that empower contractors to elevate their operating standards and meet the expectations set by Enex and its customers.

### **Distributors**

Enex offers franchise opportunities in Chile through a network of 454 service stations and 221 convenience stores. Franchising is available to entrepreneurs with commercial management and team leadership experience, who are dedicated to operational excellence and customer service and wish to join a wellestablished, high-demand business. Distributors gain access to training, operational support and marketing strategies to enhance their businesses. Enex provides a structured application process to ensure that each strategic franchising partner receives the necessary tools for efficient and profitable performance.

In 2024, Enex established a new commission model. The cumulative structure is denominated in Chile's inflation-indexed currency (UF) and is paid at the end of the business relationship, providing greater security and stability to distributors when they exit the business. The company has expanded distributor opportunities by incorporating convenience stores, car washes and kerosene sales. This comprehensive offering enhances the value proposition to maximize the profitability of each station.

As part of its commitment to expanding its distributor network, Enex held the Distributors' Convention in Santiago. At the October gathering, the company shared its business results and future vision, including the new Shell V-Power gasoline additive.







# 06 Health and Safety for Everyone

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Health and Safety for

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## ISO 45001 Certification





**APRIMIN** recognition for safety practices in mining



**RAEV** Award for the safest non-mining fleet

# **29,252 Training Hours** on health and safety issues for Enex employees and

1,104 training hours for contractors



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## New Risk Identification

All **53 managers** participated in the periodic assessments.

## **100% of Direct** Employees are Covered under the health and safety management system

## 1,070 Employees Trained on health and safety

# **Pink October and Blue November campaigns** offer 100% coverage for breast and prostate cancer screenings



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## Health and Safety for Our Teams

Enex is dedicated to the health and safety of its employees and everyone who works for or interacts with the company. It safeguards work environments and reduces operational risks by fostering a preventive culture, adhering to strict standards and providing ongoing training programs.

The approach includes internal teams, contractors and suppliers to ensure that everyone involved in the company's operations adheres to the same principles of safety and well-being.

### Health and Safety Management

Enex adheres to standards and robust processes to prevent incidents, promote safe work environments and protect the well-being of our employees and contractors. The company supports a preventive culture at all levels of the organization through training, audits, best practices and continuous monitoring of operations.

Enex commits to continually enhancing health and safety management systems to maintain a safe work environment that aligns with industry standards and customer best practices.

#### Chile

The environmental, health and safety (EHS) department implements and oversees the Occupational Health and Safety Policy to ensure compliance for employees, contractors and the community. Its duties include risk and crime prevention, monitoring working conditions and taking preventive actions to minimize incidents and safeguard company assets.

Enex has reinforced its safety culture by implementing a structured management system that promotes best practices across all areas of the company.

The company's annual campaigns raise awareness and motivate all employees to actively promote occupational health and safety. The main tools include:

- > Visible leadership: Company leaders perform inspections and safety walks to improve team communication and reinforce best practices.
- > Digital safety controls: In 2024, the company expanded its use of a mobile app developed in collaboration with Mutual de Seguridad in 2023. The app aids in managing findings and verifies the controls necessary to operate with controlled risks. The tool replaced traditional security control formats, creating a real-time digital record that optimizes on-site safety management and KPIs, providing greater visibility.

In 2024, ISO 45001:2018 certification validated the efficiency of the Occupational Health and Safety Management System in storing, supplying, dispatching and selling liquid fuels, asphalt and lubricants as well as in office operations. Enex has applied the system across all its warehouses in Chile and at headquarters to ensure safe and healthy work environments.

Enex fosters a culture of preventive care at every level of the organization by using tools and processes that identify and eliminate occupational hazards and risks. Additionally, it offers employee benefits such as free supplementary health insurance, which includes medical, dental and catastrophic coverage as well as no-cost telemedicine services and influenza vaccinations in April.

To ensure the quality of its health and safety management system, Enex applies the EHS standard to its primary contractors. Internal audits optimize control of critical risks and safety protocols while the system promotes employee training and awareness to create a safe and secure work environment.

#### Health and Safety Management System Coverage at Enex Chile

Year	Direct Employees	% Direct Employees Covered	Contractor Employees	% Contractor Employees Covered
2022	2,796	100%	1,581	100%
2023	2,854	100%	1,566	100%
2024	2,858	100%	1,329	100%





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## Health and Safety for Our Teams

#### **Strengthening Preventive Culture**

Training is a critical component of Enex's occupational health and safety strategy. It ensures that employees and contractors have the tools to mitigate risks and perform their duties safely. The structured program provides targeted training on a range of topics, promoting regulatory compliance and fostering a culture of prevention and self-care across the organization.

#### **Employee Training on Occupational** Health and Safety

2023	2024
54	73
22,732	29,252
4,642	7,730
27	26
1,116	1,104
_	54 22,732 4,642 27

In 2024, the company conducted 29,252 hours of training on 73 topics. Key courses focused on ultraviolet radiation risk control, accident investigation and safetycritical risk management culture.

#### Team Safety Committees

Identifying occupational health and safety risks is essential to our management system. To ensure ongoing assessment and implement preventive improvements, the company conducts the identification process annually, periodically, whenever an incident involving injury or occupational illness occurs and whenever the change management process is activated.

#### Environmental, Health and Safety Committee:

The committee assesses risk prevention as well as health and safety issues during a monthly meeting that involves the general manager and representatives from each business area: distribution and logistics, engineering, transportation, service stations and stores. The group coordinates efforts to prevent accidents and occupational illnesses, ensure environmental compliance, undertake sustainability projects and promote a culture of safety.

#### **Psychosocial Risk** Surveillance Committees:

Each facility has a team responsible for ensuring a suitable work environment and identifying factors that could lead to mental illnesses in employees. The committee, consisting of two employee representatives and two company representatives, meets monthly.

In 2024, Enex updated its occupational health and safety processes to standardize them and earn ISO 45001:2018 certification. The process involved consultations with management, supervisors and employee representatives, who shared their field experience and expertise. Worker participation was crucial, particularly in identifying and assessing hazards and risks, which enabled the establishment of more effective control measures to prevent serious accidents and occupational illnesses. This collaborative approach strengthens Enex's safety culture. It aligns improvements in the health and safety system with the actual needs of those at the organization.

#### **Joint Committees** on Hygiene and Safety:

Enex's thirty-four joint committees meet monthly to identify occupational health and safety issues and propose suitable solutions. They conduct training and awareness campaigns and participate in investigations of workplace accidents and occupational illnesses.







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# Health and Safety for Our Teams

	Committee Name	No. of Employees Represented	Main Activities	Meeting Frequency
	Psychosocial Risk Application Committee	729	Implement the work plan that emerged from the 2023 Psychosocial Risks Survey	Annually
	Environmental, Health and Safety Committee	341	Develop and supervise occupational health and safety plans in the different business areas to promptly identify working conditions that could pose risks to employee health and safety	Monthly
Enex S.A.	Executive Environmental, Health and Safety Committee	4,159	Assess the effectiveness of the ISO 45001 Occupational Health and Safety Management System on a monthly basis	Monthly
	Joint Health and Safety Committee	729	<ul> <li>Implement the annual work program, which emphasizes visible leadership, inspections and employee training</li> <li>Actively engage in operational risk control to improve workplace safety</li> <li>Contribute to the ISO 45001:2018 certification process</li> </ul>	Monthly
	Environmental, Health and Safety Committee	1,364	Develop and supervise occupational health and safety plans in the different business areas to promptly identify working conditions that could pose risks to employee health and safety	Monthly
Inversiones Enex S.A.	Joint Health and Safety Committee	1,364	<ul> <li>Implement the annual work program, which emphasizes visible leadership, inspections and employee training</li> <li>Actively engage in operational risk control to improve workplace safety</li> <li>Contribute to the ISO 45001:2018 certification process</li> </ul>	Monthly
	Psychosocial Risk Application Committee	1,364	<ul> <li>Take steps to increase awareness of psychosocial risk factors in the workplace</li> <li>Oversee adherence to the Psychosocial Protocol Implementation Program</li> <li>Coordinate meetings with the oversight agency for initiative follow-up and management</li> </ul>	Quarterly
ESM SpA	Psychosocial Risk Application Committee	573	<ul> <li>Take steps to increase awareness of psychosocial risk factors in the workplace</li> <li>Oversee adherence to the Psychosocial Protocol Implementation Program</li> <li>Coordinate meetings with the oversight agency for initiative follow-up and management</li> </ul>	Quarterly
Lorropic	Joint Committee on Hygiene and Safety - Mining Contracts	335	<ul> <li>Implement the Annual Work Program, ensuring compliance in all areas</li> <li>Collaborate on the AChS certification process</li> </ul>	Monthly







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## Health and Safety for Our Teams

#### Chile Health and Safety Results

Enex's health and safety management has lowered the overall accident rate to 1.23 per 100 workers, with zero deaths resulting from workplace accidents and occupational illnesses over the past eight years. These results underscore the success of preventive measures and motivate the company to continue optimizing strategies to reduce incidents and improve safety across all operations.

The leading causes of workplace accidents and occupational illnesses are related to crimes, such as aggravated robbery, occurring in stores and service stations. These incidents accounted for 43% of leave days and accidents in 2024. The two operational causes with the highest accident rates were cuts and falls in stores and service stations, each representing 8%.

<sup>r</sup> Workplace accident: Injury or harm an employee suffers as a direct consequence of their work or workplace

\*\*Workplace incident: An event occurring during or as a result of work that leads to, or could lead to, injury or health impairment

\*\*\* Occupational injury and/or illness: A health condition directly caused by exposure to risk factors in the work environment or the nature of the work

#### Occupational Health and Safety Indicators at Enex Chile

## Category No. of employees included in the health an indicators Hours worked Workplace Accidents\* Accident rate per 100 employees Lost-time workplace accidents Fatalities due to workplace accidents No. of days lost due to workplace accider Workplace Incidents\*\* No. of total/reportable incidents (with or w lost time) No. of workplace incidents with major consequences No. of lost-time workplace incidents Occupational Injury and/or Illnesses\*\*\*

Occupational illness rate per 100 employ

No. of reportable occupational iniuries and, llnesses

Occupational illnesses

Death due to occupational illness

Days lost to occupational illness

	Employees	Contractors	Total
nd safety	2,855	1,304	4,159
	6,719,833	2,523,864	9,243,697
	1.61	0.38	1.23
	46	5	51
	0	0	0
ts	859	114	973
vithout	93	17	110
	1	0	1
	49	5	54
*			
es	0.10	0	0.07
/or	3	0	3
	3	0	3
	0	0	0
	121	0	121









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## Health and Safety for Our Teams

#### Asset Security Model at Service Stations

The Enex asset security model takes a preventive approach to minimize risks, incidents and crime through automated reporting, weekly monitoring, field visits, report generation and standardization of knowledge. These measures empower the company to conduct thorough follow-ups on these variables, allowing for early risk detection and the swift implementation of corrective actions. As a result, in 2024, the company reduced crime-related losses by 46%, even though the number of crimes committed remained comparable to the previous year.

With rising crime and an increase in robbery-related medical leave, Enex trained supervisors to support those affected by risky situations. This year, the company enhanced the asset security model at service stations and made 380 visits to service stations and stores to verify compliance with safety standards and implement necessary corrective measures.



preventive culture.







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## **United States**

Road Ranger consistently reinforces health and safety in accordance with the US Department of Labor's Occupational Safety and Health Administration (OSHA) regulations and has communicated its Workplace Safety Policy throughout the organization. Operations, human resources, legal and general management all participate in the environmental, health and safety committee, which monitors safety indicators. There is also a system in place for employees to report workplace accidents and any risks they identify.

In 2024, primarily in the last quarter, Road Ranger implemented a standardized quarterly risk assessment process across all locations. Led by the environmental, health and safety (EHS) specialist, the initiative proactively identifies and mitigates risks to further reduce the accident rate. At the same time, 53 managers and the EHS specialist participated in a periodic assessment that improved risk identification and reinforced a preventive, proactive approach to occupational safety. These advances complement existing training and safety indicator monitoring efforts, supporting the preventive approach that ensures safer work environments for all employees.

## Health and Safety for Our Teams

Road Ranger provides health benefits to employees who work at least 16 hours a week. Additionally, the Employee Assistance Program is a complimentary benefit that offers access to resources and counseling in areas such as mental health, domestic violence, substance abuse and financial and legal advice.

The Interdepartmental Operations-Human Resources Committee—an avenue for collaboration on decisionmaking and continuous improvement—involves employees in safety management. Road Ranger provides employees options for reporting health and safety concerns through direct communication with human resources and/or the anonymous whistleblower channel.

#### **Strengthening Preventive Culture**

Road Ranger distributes its General Workplace Safety Policy throughout the organization to prevent occupational hazards and promote safe work environments. As of the end of 2024, all store associates had received online safety training covering topics such as ladder safety, spill cleanup, theft prevention, first aid and emergency preparedness.

To prepare employees for any workplace eventuality, the program also includes training on fuel spill response, food safety and managing difficult situations. These initiatives strengthen our safety culture and enhance our teams' preparedness to ensure safe, efficient operations.

#### Employee Training on Occupational Health and Safety

No. of health and safety courses offered to employees	10
Employees trained on health and safety	1,070

#### Health and Safety Results

In 2024, Road Ranger recorded an accident rate of 0.82 per 100 workers and reported zero fatalities related to occupational accidents or illnesses. There were no serious accidents or occupational illnesses, underscoring the effectiveness of preventive measures.

\* Workplace accident: Injury or harm an employee suffers as a direct consequence of their work or workplace

\*\*Workplace incident: An event occurring during or as a result of work that leads to, or could lead to, injury or health impairment

\*\*\* Occupational injury and/or illness: A health condition directly caused by exposure to risk factors in the work environment or the nature of the work
\*\*\*\*Lost-time accidents at Road Ranger involving less than three days of medical leave are excluded.

## Occupational Health and Safety Indicators at Road Ranger

Category	Er
No. of employees included in the health and safety indicators	
Hours worked	
Workplace Accidents*	
Accident rate per 100 employees****	
Lost-time workplace accidents	
Fatalities due to workplace accidents	
No. of days lost due to workplace accidents	
Workplace Incidents**	
No. of total/reportable incidents (with or without lost time)	
No. of workplace incidents with major consequences	
No. of lost-time workplace incidents	
Occupational Injury and/or Illnesses***	
Occupational illness rate per 100 employees	
No. of reportable occupational injuries and/or illnesses	
Death due to occupational illness	
Occupational illnesses	

Days lost to occupational illness

nployees	
1,070	
1,873,191	_
0.82	
5	
0	_
34	
10	
0	_
5	
0	_
0	_
0	_
0	_
0	_





#### Health and Safety for Everyone

- Health and Safety for Our Teams
- Health and Safety for our Strategic Partners
- > Safety in Our Products and

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6.1 >>

GRI | 403-1 | 403-2 403-3 403-4 403-5 403-6403-8

### Paraguay

Enex Paraguay commits to the health and safety of our employees, customers and suppliers, fostering a culture focused on health and safety and encouraging a participatory environment. Our operations team processes and identifies risks, has an ongoing safety training program for carriers and trains employees to protect everyone's well-being. To ensure that workplace safety issues are addressed promptly and effectively, employees can report concerns and suggestions directly to their supervisors or through the whistleblower channel.

Employees in managerial positions receive health insurance that includes coverage for their families. To help prevent breast and prostate cancer, the company covered 100% of the cost of mammograms, breast ultrasounds and Total PSA screenings for uninsured employees during its Pink October and Blue November campaigns.

#### **Strengthening Preventive Culture**

In 2024, Enex Paraguay launched Safe Enex (Enex Seguro), a comprehensive occupational health and safety training program that trained employees in first aid and fire extinguisher handling while also providing a road safety program for carriers. In 2025, the road safety program will expand to include employees who use company vehicles.

## Health and Safety for Our Teams

During the last four months of 2024, Enex Paraguay finalized a contract with a firm specializing in safety consulting for service stations. The services began with training and safety certification for administrators and will extend to approximately 500 employees in the first quarter of 2025. The consultants will conduct bimonthly visits to the entire network, implement a security checklist and take immediate corrective actions as needed.

#### Health and Safety Results

Enex Paraguay excels in occupational health and safety, as demonstrated by the absence of occupational illnesses or fatalities due to workplace accidents in 2024. The accident rate stood at 2.7 per 100 workers, and there were no reported occupational illnesses or lost days due to such illnesses.

#### Employee Training on Occupational Health and Safety

- No. of health and safety courses offered to a
- Hours of training on health and safety offer
- No. of employees trained on health and safe

employees	2
ed to employees	352
ety	93

## Health and Safety Management System Coverage at Enex Paraguay

	Direct Employees	% Direct Employees
Covered under the occupational health and safety system	664	100%
Covered under the internally audited occupational health and safety system	0	0
Covered under the externally audited occupational health and safety system	563	85%

#### Occupational Health and Safety Indicators at Enex Paraguay

CategoryEmployNo. of employees included in the health and safety indicatorsImployeesHours workedImployeesWorkplace Accidents*ImployeesAccident rate per 100 employeesImployeesLost-time workplace accidentsImployeesFatalities due to workplace accidentsImployeesNo. of days lost due to workplace accidentsImployeesWorkplace Incidents**ImployeesNo. of total/reportable incidents (with or without lost time)ImployeesNo. of lost-time workplace incidentsImployeesOccupational Injury and/or Illnesses***ImployeesOccupational illness rate per 100 employeesImployeesNo. of reportable occupational injuries and/or illnessesImployeesDeaths due to occupational illnessImployeesDays lost to occupational illnessImployeesDays lost to occupational illnessImployees	
Hours worked         Workplace Accidents*         Accident rate per 100 employees         Lost-time workplace accidents         Fatalities due to workplace accidents         No. of days lost due to workplace accidents         Workplace Incidents**         No. of total/reportable incidents (with or without lost time)         No. of workplace incidents with major consequences         No. of lost-time workplace incidents         Occupational Injury and/or Illnesses***         Occupational illness rate per 100 employees         No. of reportable occupational injuries and/or illnesses         Occupational illnesses         Deaths due to occupational illness	yees
Workplace Accidents*         Accident rate per 100 employees         Lost-time workplace accidents         Fatalities due to workplace accidents         No. of days lost due to workplace accidents         Workplace Incidents**         No. of total/reportable incidents (with or without lost time)         No. of workplace incidents with major consequences         No. of lost-time workplace incidents         Occupational Injury and/or Illnesses***         Occupational illness rate per 100 employees         No. of reportable occupational injuries and/or illnesses         Occupational illnesses         Deaths due to occupational illness	664
Accident rate per 100 employees         Lost-time workplace accidents         Fatalities due to workplace accidents         No. of days lost due to workplace accidents         Workplace Incidents**         No. of total/reportable incidents (with or without lost time)         No. of workplace incidents with major consequences         No. of lost-time workplace incidents         Occupational Injury and/or Illnesses***         Occupational illness rate per 100 employees         No. of reportable occupational injuries and/or illnesses         Occupational illnesses         Deaths due to occupational illness	2,496
Lost-time workplace accidents         Fatalities due to workplace accidents         No. of days lost due to workplace accidents         Workplace Incidents**         No. of total/reportable incidents (with or without lost time)         No. of workplace incidents with major consequences         No. of lost-time workplace incidents         Occupational Injury and/or Illnesses***         Occupational illness rate per 100 employees         No. of reportable occupational injuries and/or illnesses         Occupational illnesses         Deaths due to occupational illness	
Fatalities due to workplace accidentsNo. of days lost due to workplace accidentsWorkplace Incidents**No. of total/reportable incidents (with or without lost time)No. of workplace incidents with major consequencesNo. of lost-time workplace incidentsOccupational Injury and/or Illnesses***Occupational illness rate per 100 employeesNo. of reportable occupational injuries and/or illnessesOccupational illnessesDeaths due to occupational illness	2.7
No. of days lost due to workplace accidentsWorkplace Incidents**No. of total/reportable incidents (with or without lost time)No. of workplace incidents with major consequencesNo. of lost-time workplace incidentsOccupational Injury and/or Illnesses***Occupational illness rate per 100 employeesNo. of reportable occupational injuries and/or illnessesOccupational illnessesDeaths due to occupational illness	18
Workplace Incidents**         No. of total/reportable incidents (with or without lost time)         No. of workplace incidents with major consequences         No. of lost-time workplace incidents         Occupational Injury and/or Illnesses***         Occupational illness rate per 100 employees         No. of reportable occupational injuries and/or illnesses         Occupational illnesses         Deaths due to occupational illness	0
No. of total/reportable incidents (with or without lost time)No. of workplace incidents with major consequencesNo. of lost-time workplace incidentsOccupational Injury and/or Illnesses***Occupational illness rate per 100 employeesNo. of reportable occupational injuries and/or illnessesOccupational illnessesDeaths due to occupational illness	241
No. of workplace incidents with major consequences         No. of lost-time workplace incidents         Occupational Injury and/or Illnesses***         Occupational illness rate per 100 employees         No. of reportable occupational injuries and/or illnesses         Occupational illnesses         Deaths due to occupational illness	
No. of lost-time workplace incidents         Occupational Injury and/or Illnesses***         Occupational illness rate per 100 employees         No. of reportable occupational injuries and/or illnesses         Occupational illnesses         Deaths due to occupational illness	18
Occupational Injury and/or Illnesses***         Occupational illness rate per 100 employees         No. of reportable occupational injuries and/or illnesses         Occupational illnesses         Deaths due to occupational illness	0
Occupational illness rate per 100 employees No. of reportable occupational injuries and/or illnesses Occupational illnesses Deaths due to occupational illness	18
No. of reportable occupational injuries and/or illnesses Occupational illnesses Deaths due to occupational illness	
Occupational illnesses Deaths due to occupational illness	0
Deaths due to occupational illness	0
	0
Days lost to occupational illness	0
	0

\* Workplace accident: Injury or harm an employee suffers as a direct consequence of their work or workplace

\*\*Workplace incident: An event occurring during or as a result of work that leads to, or could lead to, injury or health impairment

\*\*\* Occupational injury and/or illness: A health condition directly caused by exposure to risk factors in the work environment or the nature of the work





6.2 >>

## Health and Safety for Our Strategic Partners

#### Chile **Carriers and Distributors**

As part of its firm commitment to preventing road accidents, Enex pays special attention to the Risk of Accident Due to Excessive Speed (RAEV in Spanish) indicator. This indicator and other factors assess risk by calculating the difference between the speed limit and the actual speed monitored by GPS. Consequently, the accident rate has remained low at 0.35 (per 100 workers) in 2024, with no speeding incidents, reflecting the implementation of technology and training to reduce the risk of accidents on the road.

The dual GPS systems in our fleet allow for continuous monitoring, ensuring stability and reliability in daily speed measurements. The operating committee reviews the status of these systems each month to maintain their operational capabilities. The two accidents recorded this year did not cause serious injuries to the drivers.

#### Road Accidents per Million Kilometers Traveled





#### 06

#### Health and Safety for Everyone

- Health and Safety for Our Teams
- Health and Safety for our Strategic Partners
- Safety in Our Products and

2023	2024
0	2
38,322,410	36,295,050
0	0.0551

For the second consecutive year, the RAEV Awards recognized Enex and its carriers as the safest fleet in Chile's non-mining transport category, achieving a risk level of 1.5 RAEV units per 100 kilometers traveled. The award, granted by the National Traffic Safety Commission (CONASET) and MIGTRA, reflects the company's commitment to our customers and employees.

The RAEV (Risk of Accident Due to Excessive Speed) index measures 12 variables, including the distance traveled in risky conditions, the difference between the speed limit and the speed driven and the peak speed on each segment. This year's version evaluated the risk of accidents due to speeding in more than 4,600 vehicles from various companies, grouped into 173 fleets and sub-fleets across sectors like mining, fuel, retail, passenger transport, ports, food and timber. Enex's evaluation for this period reflected the records of over 500 trucks that traveled more than 30 million kilometers last year.

## Recognized as the Safest fleet in Chile

by RAEV Awards

Despite the company's already excellent RAEV score, it continues to focus on transportation safety, consistently improving systems and control measures while consolidating its industry leadership.







#### 06 Health and Safety for Everyone

- Health and Safety for Our Teams
- > Health and Safety for our Strategic Partners
- Safety in our Products and Services

6.3 >>

GRI | 416-1 | 416-2 | 417-1 | 417-2 | 417-3

## Safety in Our Products and Services

The company strives to offer solutions, products and services that are safe, reliable and aligned with current regulations. To that end, it maintains high standards throughout the value chain, strict controls, certifications and continuous improvement processes.

## Chile

Enex evaluates 100% of its product and service categories for health and safety impacts. It continuously assesses quality, safety and security throughout the value chain while adhering to current legislation regarding the production and supply of its products and services.

To protect customer health, the Food Safety Program implements rigorous processes for handling, preparing and storing food at upa! convenience stores, along with laboratory controls to ensure their effectiveness. The company also trains distributors and implements practices to meet quality standards.

Enex ensures that product labels provide clear and accurate information about their content and safe use. External audits at upa! stores as well as for lubricants and oils, verify that labels include details on the origin of ingredients, their proper disposal and the associated environmental impact. The requirement to list the origins of the ingredients primarily applies to food, coffee and tea products, which account for a quarter of sales.

During the period, **Enex did not** report any instances of noncompliance with regulations or voluntary codes concerning the impact of its products and services on customer health and safety.

## Paraguay

The Food Safety Program ensures adherence to food handling safety standards. As part of the program, food technologists conduct monthly inspections at each store, using a checklist to assess conditions and issue comprehensive reports.

The process required by food handling regulations in Paraguay involves implementing action plans and corrective measures based on findings, thereby ensuring compliance with sanitary requirements and continuous operational improvement.









## Approach to Environmental Management and Social Impact

7.1 Protecting the Environment

07

- 7.1.1 Environmental Management
- 7.1.2 Enex Climate Governance
- 7.1.3 Climate Risk Assessment
- 7.1.4 Measurement and Reduction of Our Carbon Footprint
- 7.1.5 Energy Efficiency and Clean Energy
- 7.1.6 Water Efficiency
- 7.1.7 Circular Economy and the REP Law
- 7.1.8 Biodiversity and Local Ecosystems
- 7.2 Care for Communities





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Enex strives to positively impact our surroundings, reduce the environmental consequences of its operations and promote the growth of both the company and the communities in which it operates.

Fifth verification of our emissions under ISO 14064:2018-1 standards for Chile, the United States and Paraguay

## **Environmental Management** System Certification under ISO 14001

for the entire lubricant life cycle

Participated in the Quintero-Puchuncaví Mesa del Aire

**Over 99%** of cargo is Giro Limpio-certified

## **Climate commitment**

to carbon-neutral operations (scope 1 and 2)

## Earned the HuellaChile **Reduction Seal**

for solar panels at service stations

The **Empresas Abiertas** campaign, a SOFOFA initiative involving visits to our plants to strengthen community ties

## First in Chile to earn HuellaChile product footprint verification



## Support for St. Jude Children's Research Hospital





#### Approach to Environmental Management and Social Impact

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7.1 >>

GRI | 307-1

## **Protecting the** Environment

Commitment to the environment is a cornerstone of the Enex Sustainability Strategy. Consequently, the company seeks to minimize the environmental impact of its operations through responsible practices that promote energy efficiency, emissions reduction and sustainable resource use. By implementing innovativeinitiatives and embracing new technology, Enex contributes to the transition to a cleaner energy matrix, ensuring that growth aligns with environmental protection and the well-being of the communities where the company operates.

#### 7.1.1 **Environmental Management** Chile

Our environmental policy sets forth guidelines for operational management that prioritize safety, quality and sustainability. Enex promotes a culture of respect for the environment that involves employees, contractors, distributors and suppliers in its commitment.

As part of its strategy, the company has implemented an ISO 14001:2015-certified environmental management system to monitor, optimize and continuously improve its environmental practices. The principles listed below form the foundation of the system:

#### Principles of the Environmental Management System

- > Efficiently Manage Environmental Risks and impact to minimize the effects of operations
- > Optimize Material Resources and energy to ensure operational efficiency
- Identify, Assess and Control environmental risks with targeted mitigation measures
- Measure and Reduce the carbon footprint with a structured mitigation plan
- Implement Best Practices in sustainability, focusing on waste management as well as energy and water efficiency
- > Adopt Voluntary Commitments to environmental protection, taking a preventive and continuous improvement approach

The environmental management system mandates a strategic risk and opportunity assessment every three years to ensure its ongoing relevance and effectiveness. The analysis comprises:

- > Data from local authorities, like the Ministry of the Environment and the Ministry of Energy
- > The annual calculation of the carbon footprint, verified under ISO 14064:2018

These tools enhance the company's ability to address environmental challenges, ensuring a management model that aligns with sustainability and continuous improvement.

#### **Environmental Monitoring**

The robust Environmental Monitoring Program includes periodic controls for several relevant indicators, including air quality, atmospheric emissions, sewage, groundwater and noise level. In 2024, Enex installed four emissions-measuring devices—including a public sensor operated by a laboratory chosen in collaboration with the community—at the La Greda plant. Additionally, three initiatives to enhance groundwater monitoring standards are underway at service stations in the Los Ríos Region.

Enex actively participates in the Mesa del Aire, a working group coordinated by the Valparaíso Region Business Association (ASIVA) and the Environmental and Social Restoration Committee (CRAS) of Quintero, Puchuncaví and Concón. Companies, technicians and community leaders collaborate to run a preventive network that monitors parameters such as volatile organic compounds (VOCs) and hydrogen sulfide (H2S) at the boundary of the Quintero Bay industrial area.

Enex uses the legal reporting index (IRL) to gauge and ensure compliance with relevant environmental regulations. The IRL working group—composed of the environmental, health and safety (EHS) department and other key areas of the company-monitors the indicator by periodically reviewing regulatory compliance to ensure operations meet environmental standards and implement corrective measures as needed.





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GRI | 307-1 | 201-2

## **Protecting the** Environment

New measures strengthened the company's environmental and regulatory management in 2024:

- > Hired a specialized service to provide daily notifications about changes and reviews related to industry regulations, enabling the company to stay updated and actively participate in the analysis of and adaptation to new regulations
- > Approved two 13-month compliance programs to address discrepancies related to the Environmental Qualification Resolutions (RCA) for our service stations
- Installed four emissions-measuring devices including a public sensor operated by a laboratory chosen in collaboration with the community-at the La Greda plant
- Conducted three monitoring initiatives at service stations in the Los Ríos Region to enhance groundwater monitoring standards

Enex did not incur any fines or penalties for failing to comply with environmental regulations during this reporting period. Chile's Environmental Superintendency issued resolutions on two previously committed compliance programs, reaffirming the effectiveness of the company's environmental compliance strategies. The newly implemented self-reporting and continuous improvement processes also enhanced environmental performance.

#### Enex Climate Governance 7.1.2

The Enex Board of Directors supervises the management of climate risks and opportunities, consistently reviewing these topics with updates on performance, projects and key indicators.

The climate governance structure allows the company to incorporate climate change risks and opportunities into its strategic decision-making processes.

The specialized structure consists of:

- The sustainability and innovation department, supported by a senior analyst for sustainability and innovation
- The environmental, health and safety (EHS) department, which includes an environmental management leader and an environmental advisor
- Specialized consultants, who provide technical advice on climate change

#### Committees

- > New E Committee: Oversees the development of the New E business line, evaluating new opportunities to diversify the company's energy offer, e.g., hydrogen, electromobility and energy efficiency. This committee also monitors the area's performance monthly to ensure the fulfillment of strategic objectives.
- Environmental, Health and Safety **Committee:** Oversees compliance with EHS issues in each division and business area to assess gaps, compile lessons learned and establish monthly improvement systems. An expert consulting firm advises this committee on climate change matters, and an external assurance firm ensures correct implementation of compliance processes.
- Sustainability and Innovation Committee: Under the guidance of expert consultants, this committee monitors the monthly progress of projects and key indicators related to the Sustainability Strategy, innovation and customer experience.

#### **Climate Risk Assessment** 7.1.3

In accordance with the Task Force on Climate-related Financial Disclosure (TCFD) requirements and the 2022 regulations on climate-related financial disclosures, Enex has evaluated the impact of climate risks and opportunities on its operations and determined that they involve both transition risks and opportunities. The company did not identify any significant physical risks associated with climate change.

The identified risks have been evaluated over two time horizons:

- > Short to medium term (present 2030): Taking steps to achieve our carbon reduction and transition risk mitigation targets
- > Long term (2030-2080): Considering that Enex's assets have an average useful life of 40 years, identifying climate risks through 2080 is crucial for making informed investment and development decisions while ensuring that the company's portfolio maintains long-term resilience.





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#### Climate Change Risks

# **Protecting the** Environment

Environmental Management Areas	Associated Risks	
	Current	Potential
Circular economy and the REP Law	Noncompliance with environmental regulations may lead to sanctions or fines. Insufficient adaptation to regulatory changes could impact the achievement of environmental targets. Chile's Extended Producer Responsibility Law (REP) will apply to used oil starting in 2027, with progressive targets extending through 2038.	Insufficient infrastructure for effective waste recover and management; inadequate adaptation to regulatory changes could also affect compliance with environmental objective
Energy efficiency and clean energy	Increased social and regulatory expectations concerning carbon footprint reduction and clean energy usage offer a strategic opportunity for Enex to reinforce its commitment to sustainability. Energy inefficiency can drive up operating costs, impacting the business's profitability and sustainability.	Failure to comply with Chile's Energy Efficiency Law which mandates that industrial-sized companies enhance their energy efficiency performance, could result in legal penalties and diminished competitiveness. This law is already in force but does not apply to Ene
Water efficiency	Chile has been experiencing a prolonged drought since 2010. As part of the company's efforts to adapt to climate realities, sustainable and responsible water management practices optimize water consumption at Enex operations and make the company an active contributor to a climate-change solution.	Water-related risks potentially involve a physical impact due to reduced water availability as well as a regulatory impact stemming from the likelihood of stricter water-use regulations.

#### Potential

	makes it possible to establish clear, specific goals to reduce waste generation and improve waste recovery
rastructure for effective waste recovery ent; laptation to regulatory changes could npliance with environmental objectives.	Implement or join management systems: Implement or join waste management systems that comply current regulations and align with the market share of priority waste to ensure the proper disposal and recover of waste and the disposal and recovery of used oil and lubricants. Enex has partnered with ProRep and ReSir collective management systems since 2023.
npliance with environmental objectives.	Circular economy roadmap: Established in 2021, this roadmap outlines specific initiatives and targets relate the circular economy. It involves continuously monitoring results, identifying opportunities for improvement promoting sustainable practices throughout the value chain.
bly with Chile's Energy Efficiency Law, es that industrial-sized companies	Energy efficiency plan: This comprehensive plan to optimize energy use at all our operations aligns with strategic objective of decarbonization by 2030. It identifies energy-saving opportunities and aims to rea carbon emissions beginning in 2025. In 2023, the company revised the construction models for service stat to include energy efficiency criteria.
energy efficiency performance, legal penalties and diminished ss. ady in force but does not apply to Enex.	Installation of solar plants: Eight solar plants were established at various service stations in 2023 and 2 with eight more planned for 2025. These initiatives lower energy consumption from the power grid and record operations' carbon footprint.
aug in force out does not apply to Enex.	Gap analysis audit: In 2024, the company performed a gap analysis audit in Chile to assess the current state energy management and identify areas for improvement.
risks potentially involve a physical	Freshwater consumption baseline survey: Starting in 2025, online monitoring will identify optimize opportunities in real-time.
reduced water availability as well as a	> Alternatives for reducing consumption: Options include low-water use gardens and, since 2021, system

reusing water in car washes. > Public-Private CPAs: These agreements encourage the use of water-efficient technologies and practices that benefit both operations and the environment in the municipality of Lo Barnechea.

Action and/or Mitigation Plans



#### ustems for

#### otimization

## ent state of

#### and 2024, and reduce

#### ns with the to reduce ce stations

#### s related to ement and

#### d recycling l ReSimple

## covery

## omply with

> Baseline survey: A comprehensive, ongoing diagnosis that identifies the sources and types of waste generated



#### Approach to Environmental Management and Social Impact

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GRI | 201-2

#### **Climate Change Risks**

## **Associated Risks** Environmental Management Areas Current Chile published new biodiversity legislation in 2024. Biodiversity important.

Protecting the

Environment

Operational continuity

The increased variability in weather events, such as floods, storms or storm surges, could affect the operational continuity and safety of employees and customers.

#### Potential

Although Enex operations do not directly impact biodiversity according to the criteria outlined by the environmental authority, the absence of proactive biodiversity management may pose a reputation risk. Without initiatives to protect biodiversity in the areas where the company operates, its reputation among local communities, authorities and other stakeholders could suffer, especially in a context where environmental awareness is becoming increasingly

- Action and/or Mitigation Plans
- > Survey of areas of high biodiversity value: Identifying and mapping areas with high ecological value near operations
- > Environmental monitoring and surveillance: The surveillance program at Quintero Bay began this year, supplementing the monitoring of biodiversity variables that has been in place since 2018.

- **Reinforcing critical infrastructure:** Adapt infrastructure to ensure operational continuity for customers. Since 2023, power plant expansion projects have been submitted to environmental authorities in order to increase capacity for the territories at greatest risk.
- > Operational continuity plans: Reduce supply interruptions and allow for flexibility in operations and logistics to better adapt to events.

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GRI | 305-1| 305-2| 305-3 305-4 305-5

# **Protecting the** Environment

#### 7.1.4 Carbon Footprint Measurement and Reduction

Enex is dedicated to minimizing its carbon footprint and aims to achieve carbon-neutral operations (scopes 1 and 2) by 2030.

The Enex Climate Change Policy promotes high environmental, safety and quality standards in operations management, fostering a culture of respect for the environment and engaging employees, contractors, distributors and suppliers in the transition to a more sustainable future.

The company strives to implement meaningful, financially viable measures that are sustainable over time. Therefore, reliable information on the origin and magnitude of emissions is crucial. Enex has measured and certified all three scopes of the corporate carbon footprint under ISO 14064:2018 in the three countries where it operates since 2020. This data serves as the foundation for action plans involving specific initiatives tailored to the realities of each greenhouse gas (GHG) emissions component.

Enex's greenhouse gas inventory encompasses scopes 1, 2 and 3. It covers the entire operations life cycle, from the production of fuels and lubricants to the indirect emissions our customers generate when they consume them. The company's measurements also include biogenic emissions associated with the U.S. sale and use of biodiesel sourced from recycled cooking oil and soybeans.



purchases



This year, the company has intensified efforts to optimize emissions management, by enhancing indicators and refining data collection. Each area of the company now provides data monthly, which has improved report quality and earned positive recognition from the auditors. This approach enables the company to contribute effectively to the fight against climate change and to build a more sustainable future.

For the fourth consecutive year, Enex certified its carbon footprint through the Chilean Ministry of the Environment's HuellaChile program, which acknowledged the company's ISO 14064:2018 certification. The latter-granted by LRQA for the fifth straight year—reflects the corporate footprint of Enex and its subsidiaries in Chile. In addition, the installation of solar plants at service stations earned Enex the *HuellaChile* **Reduction Seal** 





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GRI | 305-5

# **Protecting the** Environment

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In 2024, the company advanced its strategy for reducing greenhouse gas emissions by implementing initiatives that address scopes 1, 2 and 3. The initiatives aimed at neutralizing emissions from operations included:

- Incorporating energy efficiency and circular economy initiatives into our processes
- Setting a goal of using 100% renewable energy at our plants and service stations
- Participating in the green hydrogen industry
- > Undertaking projects for renewable electricity supply and generation
- Transitioning the lightweight fleet to clean energy
- Integrating sustainable technology at service stations

The climate change strategy focuses on reducing scope 1 and 2 GHG emissions, particularly in the areas of highest impact within the operation. To reduce scope 3 emissions, the company actively collaborates with industrial customers on their transition to lower-impact energy sources-such as renewable or low-emission fuels-electromobility, energy efficiency, self-generation and alternative energy sources, including LPG. Enex also offers retail customers charging solutions for zero-emission vehicles at Enex E-Pro powered by Shell Recharge electric charge points.

Our approach to environmental management involves both mitigating and adapting to climate change. It takes into account phenomena such as storm surges, extreme weather events, floods and the potential tax impacts that fuel use may have on customers.

#### **Enex's Carbon Footprint Management** History



Baseline Greenhouse Gas (GHG) emissions



Became the first Latin American fuel distribution company to earn verification from Lloyd's Register Quality Assurance (LRQA) under the NCh-ISO 14064-1:2018 standard. The firm awarded verification for Enex's 2020 GHG inventory.



- Established a corporate climate change policy and strategy that includes GHG emissions measurement, reporting and a reduction plan with a published target for 2030
- Quantified the product carbon footprint for major customers
- Implemented GHG emissions reduction projects
- Transported 98% of our cargo with Giro *Limpio*-certified companies, exceeding the program's minimum requirement (50%)

### 2023

- Enhanced the structure and flow of the carbon footprint measurement process
- Collaborated with customers to reduce scope 3 emissions by identifying more sustainable fuel options like biofuels and renewable energy
- Launched electricity self-generation projects with solar panels at service stations
- Installed the company's first battery system to store the energy generated by the solar panels at the San Francisco de Mostazal station
- > Entered into electricity supply agreements as an unregulated customer for renewable energy to power two service stations and the La Greda Plant

- 2024 Established a working group to track
- progress on Scope 1 and 2 climate commitments while identifying and implementing key initiatives
- Started using solar panels at the Chena service station
- Earned the HuellaChile Reduction seal for solar panel projects at service stations
- Became the first company in Chile to earn product footprint verification for the entire life cycle of lubricants used by mining customers. This achievement earned Enex the HuellaChile Product Footprint seal, awarded for the first time in 2024 as part of an initiative led by Codelco and its service companies.

- Earned verification for the fifth time under ISO 14064:2018-1 for Chile, the United States and Paraguay
- Incorporated the GHG protocol into emissions calculations in advance of market requirements
- Certified over 99% of cargo with the Giro Limpio seal
- Implemented the Transportation Management System (TMS) project to optimize transportation routes, thereby reducing logistics emissions from product distribution



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## **Protecting the** Environment

#### 2024 Emissions Breakdown Summary by Type of Greenhouse Gas (tons) Verified under ISO 14064-1

Type of GHG Emissions*	Category	CO <sub>2</sub> eq	Biogenic Emissions	CO <sub>2</sub>	CH₄
Direct emissions	Combustion sources	4,661.8	3.3	4,494.2	124
	Energy purchases	12,429.6	0.0	12,429.6	(
	Carriers	161,981.1	0.0	159,914.9	9
Indirect emissions	Purchase of goods and services	5,050,586.1	0.0	5,050,586.1	(
	Commercial product use	11,899,909.3	69,354.1	11,629,189.8	45,842
Total		17,129,567.8	69,357.4	16,856,614.5	46,059

\*(305-4) Enex's Greenhouse Gas (GHG) emissions intensity calculations include CO<sub>2</sub>, N<sub>2</sub>O and CH<sub>4</sub> gases, expressed in CO<sub>2</sub> equivalents (CO<sub>2</sub>eq). This ratio evaluates operational efficiency in relation to the emissions produced, helping identify opportunities to reduce environmental impact and optimize resource use throughout the value chain.

For the fifth consecutive year, LRQA verified the company's carbon footprint measurement under ISO 14064-1:2018. This year, Enex started using the GHG Protocol to improve the accuracy and reliability of the reported data, ensuring more rigorous control of emissions and promoting environmental transparency.







In 2024, corporate scope 3 greenhouse gas (GHG) emissions remained stable compared to the previous year. The company utilizes standardized and calculated emission factors from verified sources with minimal uncertainty. It employs the PEF (Product Environmental Footprints) emission factor for diesel, a factor from Shell for gasoline and a factor from DEFRA (Department for Environment, Food and Rural Affairs) for other fuels sold in Chile, such as fuel oil, kerosene and LPG.

GHG Emissions by Country, Scopes 1 and 2 Tons CO<sub>2</sub> eq



Corporate scope 1 and 2 emissions increased by 4.8%, totaling 779 tons of  $CO_2$ eq. This reflects a rise of 513 tons of  $CO_2$ eq in Chile and 334 tons in the United States, while these emissions decreased by 69 tons in Paraguay.

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## Protecting the Environment

#### **Energy Efficiency and Clean Energy** 7.1.5

Enex has made significant progress in reducing energy consumption and integrating non-conventional renewable energy (NCRE) into its operations. In 2024, a new solar plant began operating at the Shell service station in Chena, bringing the total number of existing plants to eight. These self-generation systems have directly reduced electricity consumption by 460 MWh.

The La Greda Plant in Chile has maintained renewable electricity supply agreements since 2022. Following a tendering process in 2023, Enex became an unregulated Enel Generación customer for NCRE to power the Placilla and San Carlos service stations in the Valparaíso and Ñuble regions, respectively.

Since Paraguay's primary energy matrix is entirely renewable, the electricity used in Enex operations within the country does not produce greenhouse gas emissions.

In 2024, 12.9% of the company's electricity supply, or 11,416 MWh, was from renewable sources thanks to solar panels at our facilities and the signing of NCRE supply agreements.

On December 19, Transportes Enex, the industrial sales area and Transportes Casablanca successfully completed **the** first transfer of 35,000 liters of diesel for our customer, Ferrocarril de Antofagasta a Bolivia (FCAB) using an LNG-powered tractor-trailer. This milestone emphasizes the commitment to explore alternative energies for integration into the company's logistics operations. After loading at the Mejillones Plant, the vehicle traveled a round trip of 460 kilometers on Rt. B400 and the Pan-American Highway (Rt. 5 North) without any truck performance setbacks.

#### Annual Energy Consumption (MWh)

	2023**	2024
Non-renewable (fossil fuels, hydroelectric dams )	52,017	76,686
Renewable (solar, wind, biofuel, run-of-river hydroelectric)*	8,855	11,416
Total consumption	60,872	88,102

\*Includes Enex Paraguay's total electricity consumption since the primary energy matrix in the country is 100%

Sustainability Report.





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# **Protecting the** Environment

#### Water Efficiency 7.1.6 Chile

Enex Chile has several water efficiency initiatives in place:

- > Water Savings at Lavapro Car Washes: Over 90 Shell service stations in Chile feature Lavapro car washes with machines designed to reduce water consumption. Sixteen water treatment plants—and two more currently under construction—recycle 70% of the water used in each wash, achieving up to 94% savings compared to a traditional car wash.
- Consumption Monitoring: The company monitors water usage at some stations to detect inefficiencies and leaks. Eleven flow meters in wells where the company holds water rights supply crucial data for establishing goals and improving water use efficiency.
- Replacing Ornamental Grasses with Native Plants: Enex replaced ornamental grasses at five service stations in central and northern Chile with native plants that require less water, reducing consumption by 30% to 60%. The company is also gradually improving new stations, focusing on construction and energy efficiency. New project standards mandate drip irrigation and low-water-use vegetation.
- > Wastewater Treatment Plants: At roadside service stations not connected to the public water supply, the company installs wastewater treatment plants that prepare the effluent for reuse in watering green areas and gardens. Currently, five stations have wastewater treatment plants.

Territorial Clean Production Agreement (CPA) with

the Municipality of Lo Barnechea: In 2024, Enex committed to joining a Clean Production Agreement (CPA) on Water Efficiency. As part of this effort, the company is working on its service stations in the municipality of Lo Barnechea to implement best practices, including continuous improvement and the reuse of water from car washes. A publicity campaign for customers and neighbors complements these efforts by raising awareness and encouraging water conservation. In 2025, the company will assess the ISO standards related to water consumption to determine the feasibility of expanding these practices to other water-stressed regions and municipalities.

At service stations with limited space, the wastewater treatment solution differs from traditional plants. Successfully implemented in Calera de Tango and Cabrero, the new compact, container-housed solution optimizes the process, incorporates remote monitoring and controls odors with a worm system.

#### Total Water Recycled at Operations

	2022	2023	2024
m <sup>3</sup> recycled	11,571	17,543	13,715
Monthly average (m³)	1,118	1,462	1,143





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## Protecting the Environment

#### 7.1.7 Circular Economy and the REP Law

Enex promotes a circular economy throughout its operations and actively addresses the challenges posed by Chile's REP Law. The company has a waste management traceability system, declares hazardous waste via the Ministry of Health's Hazardous Waste Declaration System and reports non-hazardous waste through the National Waste Declaration System.

The volume of waste generated during normal operations is relatively insignificant. It includes household waste, sludge from water treatment and car washing, used lubricating oil, oil from convenience stores and empty containers from industrial facilities. Most hazardous waste arises from plant maintenance and consists of water containing hydrocarbons, contaminated materials, containers with residual hydrocarbons and unused tanks.

#### Enex's Circular Economy Roadmap

Transformation

to Circular

Models

Circular

Services









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## Protecting the Environment

#### Waste Generated (metric tons)

	Cl	hile		Unite		
Type of Waste	Tons of Hazardous Waste	Tons of Non- Hazardous Waste	Type of Waste	Tons Haz W		
Plastic	66		Cardboard			
Cardboard	1.3	6.3	Household waste	E		
Wooden pallets		142.6	Total	6		
Household waste		16.2				
Paper		6.7				
Used lubricating oil	12					
Empty additive drums	50.7					
Emulsion (water and hydrocarbons)	98.5					
Batteries	0.02					
Solids contaminated with hydrocarbons	85.6					
Sludge pits (WWTP)		640.6				
Fluorescent tubes	0.07					
Used cooking oil		48.6				
Metals		10.4				
Total	314.3	871.4				

#### Waste Sent for Reuse, Recycling or to a Landfill\*

United States		С	hile		United Sta	
Tons of Non- Hazardous Waste	Type of Waste	Tons of Hazardous Waste	Tons of Non- Hazardous Waste	Type of Waste	Tons of No Hazardous V	
219.8	Reused	50.7	142.6	Disposed of in landfills	6,231.1	
6,011.3	Recycled	12	72.0	Total waste	6,231.1	
6,231.1	Incinerated (with energy recovery)	66.0				
	Disposed of in landfills	185.5	16.2			
	Other disposal methods		640.6			
	Total waste	314.3	871.4			

\*Waste generated by Enex operations. The figure excludes waste generated by customers, e.g., lubricating oil recycling at mining companies.







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# Protecting the Environment

#### Managing Significant Waste Impacts

Initiatives to prevent waste generation and manage impacts

- > Used Lubricating Oil: Implement and operate a manageme to collect, process and recycle used lubricating oil in accor the forthcoming regulatory collection and recovery targets
- Long-Life Lubricants: Develop formulas that extend the us oils, reducing waste generation
- > **Purchase Planning:** A waste-minimizing strategy for input procurement
- Comprehensive Waste Management Plan: General guidelir proper waste management at all Enex facilities
- > Vegetable Oil Disposal: Since 2011, Enex has recycled ove of used vegetable oil from stores through an agreement wi authorized firm.
- > Container Recycling: The company participates in SOFOFA Ecolabeling Clean Production Agreement (CPA), which prov customers with information about container recyclability a disposal.
- Contractor Waste Management: Encourage carriers to mo management indicators for priority waste such as tires, use lubricating oil, batteries, filters and contaminated solids, in with the REP Law

ent system ordance with ts useful life of	Processes to ensure proper third-party waste management	<ul> <li>and ProREP collectiv</li> <li>waste such as conta</li> <li>2024 Results: The waste such as conta</li> </ul>	P Law (Chile): Enex partners with the ReSimple e management systems to manage priority iners and batteries. vaste management report via ProREP aided in nately 70 tons of metal and 13 tons of cardboard.
t			
lines for ver 30 tons	Waste monitoring and data collection		andatory declaration in the Hazardous ystem (SIDREP) managed by the Ministries of alth
with an FA's ovides and proper		through the National	<b>te:</b> Monthly reporting for industrial waste Waste Declaration System (SINADER). The ed on estimates for household waste, serve as a
	Circular Economy Challeng	-	or the PED Law
nonitor sed n accordance	The REP Law mandates that waste at the end of its useful regulations; this includes use	Enex manages priority I life according to specific	The company innovated by adjusting formats, s seven-liter containers for trucks, to optimize res and align with market demands. It has also upda

compliance, Enex joined the ReSimple and ProREP

collective management systems. Aiming to reduce

aluminum containers in the near future.

waste, it started using 20-liter containers made of 70%

recycled plastic for lubricants and plans to begin using

wash utensils in stores for reuse.

such as its esources dated the containers, packaging and batteries. Aiming to ensure composition of some cups in convenience stores to proactively comply with future regulatory requirements and is analyzing the necessary infrastructure changes to

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## **Protecting the** Environment

#### 7.1.8 **Biodiversity and Local** Ecosystems

Enex recognizes the importance of protecting biodiversity and preserving local ecosystems. Although its activities primarily involve the distribution of fuels and lubricants, the company understands that its presence may have environmental impacts that must be managed responsibly. Therefore, it commits to identifying, preventing and mitigating any impact on the surrounding flora, fauna and natural resources. To that end, it conducts studies of habitats, flora and fauna, especially in areas near wetlands.

#### Chile

When applicable, Enex submits projects to the Environmental Impact Assessment (EIA) system. The company has not detected significant impacts on biodiversity due to operations.

Enex takes a preventive approach and conducts a thorough environmental assessment before starting any project.



**Ramsar Site** 

Las Salinas de





Distance between the service station and the protected area



# Los Maitenes,



Urban

Wetland

Tres Puentes,









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# Care for Communities

The company recognizes the importance of creating value in the communities where it operates. Consequently, the Community Relationship Policy in Chile categorizes operations according to risk level: maintenance, intermediate and active. Since its implementation in 2022, Enex has applied the policy through assessments at plants and service stations to identify environmental risks and variables.

#### Chile

In 2024, Enex approved the Social Investment Strategy, which employs diagnostics and participatory processes to evaluate investments and prioritize those with the greatest potential impact on our neighbors' quality of life. In 2025, the company conducted community diagnostics at all newly inaugurated plants and service stations to identify and mitigate impacts by collaborating with local authorities and communities as well as implementing social investment projects to meet the identified needs.

#### Social Investment in Our Communities at Enex Chile (in millions of CLP)

	2022	2023	2024
Total social investment	\$70.3	\$99.8	\$62.0
No. of beneficiary institutions	4	7	3

#### **Noteworthy Initiatives**

**Empresas Abiertas Campaign:** This year, Enex participated in the Empresas Abiertas campaign, organized by SOFOFA and its member companies. The initiative aims to educate neighboring communities about the facilities and operations of various

companies, promoting transparency and community engagement.

- > Visit to the San Vicente Plant: Representatives from the neighborhood councils of San Vicente Sur, San Vicente Norte, Parral and the Cervantes Pomerí Housing Committee participated in a visit. They learned about the warehouse, its operations and its safety systems, concluding with a tour of the facilities.
- > Visit to the La Greda Alta Plant: Social and environmental representatives from the municipalities of Puchuncaví and Quintero, members of the Mesa del Aire and the Ouintero-Puchuncaví Environmental and Social Restoration Committee visited the La Greda Alta Plant. Participants learned extensively about the plant's operations, emissions reduction systems and Enex's environmental protection efforts.

Continued support for the Guayacán community, in conjunction with other fuel distributors and the Municipality of Coquimbo.

Agreement with Banco de Chile ensures the presence of ATMs in our stores for the next six years. An agreement with Banco de Chile ensures ATMs will be available in our stores for the next six years. This partnership enables Enex to bring ATMs to remote areas of the country, such as Chile Chico and La Junta, reaffirming its commitment to deliver essential services to remote communities.

Support for Fundación para la Infancia Ronald McDonald: Enex supplies the fuel and pays for tolls to keep the foundation's Mobile Pediatric Unit running year-round, providing preventive primary health and dental care in remote rural communities.

Partnered with Fundación Las Rosas through in-store customer donations at convenience stores and the corporate 1+1 campaign, in which it matches every peso employees donate. These contributions support at-risk elderly individuals residing in the foundation's homes. Additionally, the company makes a substantial donation at the foundation's Fraternal Breakfast—a charity event for all its corporate partners.

Improvements to our Shell Mostazal operation:

Enex has maintained a relationship with the San Francisco de Mostazal community since the construction of its service station in 2013. This year, the company conducted noise and odor studies in the surrounding area, which served as the basis for improvements such as silencers, enhancements to extractors and compressor shielding, the installation of a grease treatment system and refurbishment of the drainage system. The company communicated these actions to the community, which appreciated the investment and environmental improvements.







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# Care for Communities

#### **United States**

Road Ranger reaffirms its commitment to the 53 communities where it operates through donations that positively impact local organizations. Each new store opens with an immediate donation, facilitated through the Chamber of Commerce or the City Council, which connects the company with relevant nonprofit organizations. These donations support a wide range of causes; the company aims to distribute them equitably and tailor them to the needs of each community.

#### 2024 Social Investment at Road Ranger

Organizations	Amount (US\$)
St. Jude Children's Research Hospital	125,041*
Other organizations**	9,800

\*The company raised an additional US\$77,840 (net) through several supplier charity events for St. Jude Children's Hospital.

\*\* Beneficiaries include Marion Softball Team, TOW-R, Ray Crowe Elementary PTO, Ridgely Elementary School, Bourbonnais Local Food Pantry, Squirrel Trail Commissioning Artist Donation, Princeton Park District, football teams and soccer teams.

Road Ranger's initiatives to support St. Jude Children's Research Hospital include donating a percentage of sales from the opening of each new travel center and a penny per gallon sold on the first Wednesday of every month.

In 2024, Road Ranger carried out several local community initiatives, including:

- > Donations to elementary schools to support the education and development of young children
- > Sponsoring a marathon to support cancer survivors, promoting health and unity
- > Donations to several local organizations, ranging from US\$500 to US\$2,000

#### Paraguay

In 2024, Enex Paraguay sponsored the *Ponéte el Cinto* initiative, a series of road safety talks for students at various schools in the Greater Asunción area. The campaign promoted early awareness of road safety rules, responsible seat belt use and respect for traffic

laws. The initiative's impact was so significant that it was declared of national interest, underscoring Enex's commitment to the education and safety of future generations.





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		reporting initiat					
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403-1	Occupational health and safety system	Health and Safety for Everyone	103 107"	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Excellence and Innovation for Our Customers	73
403-2	Hazard identification, risk assessment and incident investigation	Health and Safety for Everyone	"103 107"	419-1	Noncompliance with laws and regulations in the social and economic area	Governance Committed to Ethics and Excellence	48
403-3	Occupational health services	Health and Safety for Everyone	103				

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#### Approach to Environmental Management and Social Impact

- Protecting the Environment
- Environmental Management
- Enex Climate
   Governance
- Climate Risk Assessment
- Measurement and Reduction of Our Carbon Footprint
- Energy Efficiency and Clean Energy
- Water Efficiency
- Circular Economy and the REP Law
- Biodiversity and Local Ecosystems
- Care for Communities

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# **Enex** Indicators

Code	Requirement	Chapter
Enex Indicator IP1	EBITDA, volume and profit	Welcome
Enex Indicator IP2	Revenue distribution by segment	Welcome
Enex Indicator IP4	Total number and amount of new Enex Chile contracts	Welcome Excellence and innovation for our customers
Enex Indicator IP6	Operational excellence indicator results: OTA (On Time Arrival)	Excellence and Innovation for Our Customers
Enex Indicator IP7	Operational excellence indicator results: SLA (Service Level Agreement)	Excellence and Innovation for Our Customers
Enex Indicator IP8	Operational excellence indicator results: Road Ranger	Excellence and Innovation for Our Customers
Enex Indicator IP12	Employee Climate Survey results and measures taken	Commitment to Our Team
Enex Indicator IP17	Social investment and beneficiary organizations	Approach to Environmental Management and Social Impa
Enex Indicator IP18	Community initiatives	Approach to Environmental Management and Social Impa
Enex Indicator IP19	Mystery shopper results at service stations	Excellence and Innovation for Our Customers
Enex Indicator IP20	Customer satisfaction survey results: Index 5	Excellence and Innovation for Our Customers
Enex Indicator IP21	Customer satisfaction survey results: NPS	Excellence and Innovation for Our Customers
Enex Indicator IP22	Complaint processing indicators	Excellence and Innovation for Our Customers
Enex Indicator IP23	Customer experience awards	Excellence and Innovation for Our Customers
Enex Indicator IP24	Enex loyalty program indicators (Advantage Loyalty Club)	Excellence and Innovation for Our Customers
Enex Indicator IP25	<i>Club Clase A</i> program indicators (for industrial customers)	Excellence and Innovation for Our Customers

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Code	Requirement	Chapter	F
Enex Indicator IP27	CMR loyalty program	Excellence and Innovation for Our Customers	
Enex Indicator IP28	No. of electric charging facilities	Excellence and Innovation for Our Customers	
Enex Indicator IP29	Total number of industrial contracts (electromobility)	Excellence and Innovation for Our Customers	
Enex Indicator IP 30	Total liters of water recycled at operations	Governance Committed to Ethics and Excellence	

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# Senex 2024 Sustainability Report



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