

Sustainability Report



2023



enex



upa!

Road Ranger

bienvenidos



At Enex, **we work every day** to contribute to **our clients' well-being** by providing quality, innovative, and sustainable products and services and promoting a memorable experience that gives them the **energy to move wherever they want to go.**

About this report

- Enex 2023 Sustainability Report under the Global Reporting Initiative (GRI) standards, without external verification.
- Performance between January 1 and December 31, 2023 (annual periodicity).
- The scope of this Report is the British company Enex Corp Ltd., whose subsidiary companies are Empresa Nacional de Energía Enex S.A., Enex CL Ltd., Enex Investments US Inc. and Enex Investments Paraguay S.A.
- Empresa Nacional de Energía Enex S.A. corresponds to a closed corporation established in 1961 as Shell Chile Sociedad Anónima Petrolera (the activities of the Shell Group in Chile began in 1919). In 2011 Quiñenco acquired Shell's businesses in Chile and adopted its current corporate name. In 2013, Empresa Nacional de Energía Enex S.A. acquired Terpel's operations in Chile, expanding its network of service stations, convenience stores and coverage in Chile. This company operates in Chile and has the following subsidiary companies: Inversiones Enex S.A., Empresa de Soluciones Mineras ESM SpA. (ESM) and Distribuidora y Comercializadora de Accesorios y Combustibles Norte Limitada (DICOMAC). In addition, it participates in Depósito Asfálticos S.A. (DASA), Sociedad Inversiones de Aviación Limitada (SIAV) and Asfaltos Cono Sur S.A.

- Enex Investments US Inc. is a corporation incorporated under the laws of the State of Delaware, United States of America. Its subsidiaries include 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., First Ranger 291 LLC.
- Enex Investments Paraguay S.A. is a duly constituted and validly existing company under the laws of the Republic of Paraguay. It currently owns directly and indirectly 100% of Enex Paraguay S.A.E., Tulsa S.A., Gabana S.A., and Avanti Group S.A.
- When warranted, rectifications or corrections of information provided in the 2022 Report are included within the report's information.

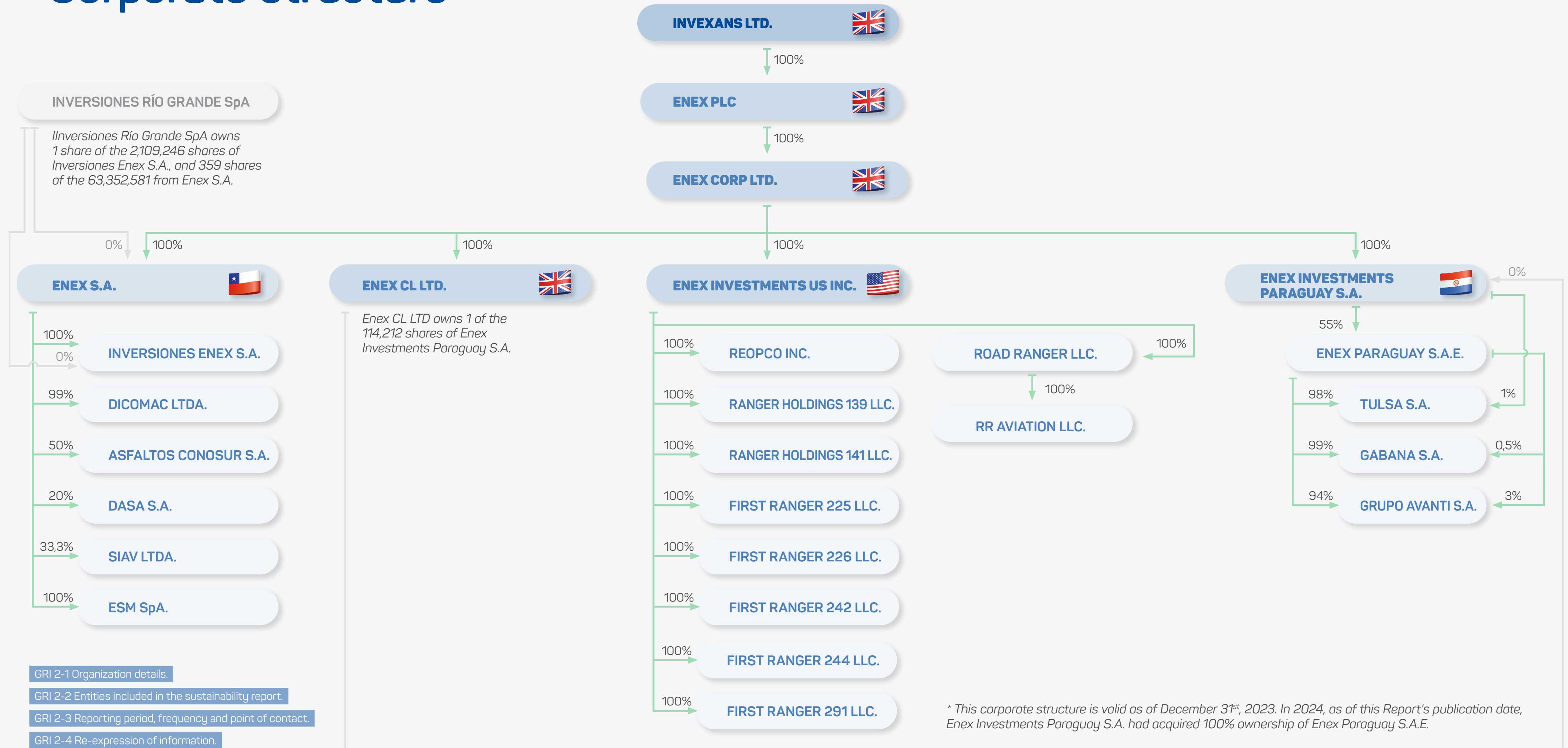


To solve questions or make comments about this Sustainability Report and the information it contains, don't hesitate to get in touch with hablemos@enex.cl

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



Corporate structure*



GRI 2-1 Organization details.

GRI 2-2 Entities included in the sustainability report.

GRI 2-3 Reporting period, frequency and point of contact.

GRI 2-4 Re-expression of information.

GRI 2-5 External verification.

* This corporate structure is valid as of December 31st, 2023. In 2024, as of this Report's publication date, **Enex Investments Paraguay S.A.** had acquired 100% ownership of **Enex Paraguay S.A.E.**

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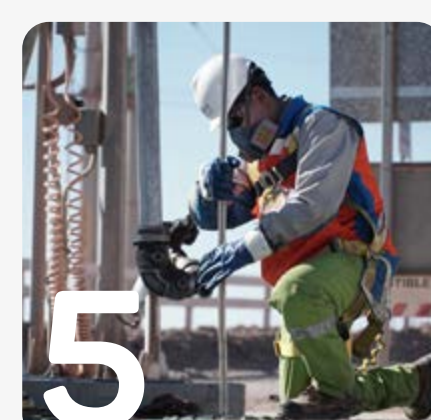
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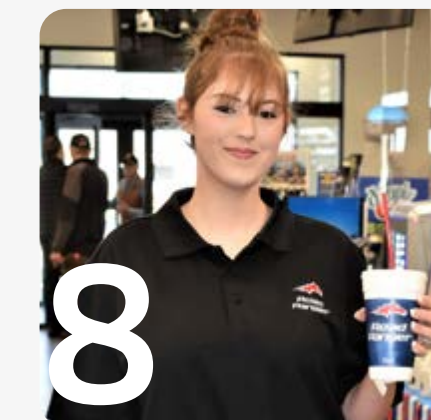
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Letter from the General Manager

GRI 2-22 Declaración sobre la estrategia de desarrollo sostenible.

Dear collaborators, clients, and partners of Enex:

Dear collaborators, clients, and partners of Enex:

With great satisfaction I present to you our seventh Sustainability Report, a declaration of our commitment and proof of our work during 2023 in economic, social, environmental and governance matters.

We proudly celebrate 104 years of contributing to Chile's economic development and well-being, consolidating ourselves as a relevant player in the energy industry through the supply of fuel and lubricants, the development of new energies such as electromobility, and the operation of convenience stores. The expansion that we began in 2018 and continued in 2019 took us to the United States and Paraguay, where we have consolidated our presence and strengthened our commitment to sustainable development. In this challenging year, marked by a complex economic environment that mainly affected mass consumption, we are proud to highlight our work in the countries where we operate.

In Chile, we strengthened our presence with the incorporation of 14 "upa! market" stores format, as well as expanding our network of service stations. We expanded our coverage to locations such as Ranco and Alto Hospicio and new openings in Linares, Curacautín and Santa Cruz and the addition of the new Licanray station. On the same year, we renewed the brand license

agreement with Shell for our service stations, which allows us to continue offering high-quality fuels, incorporate new technologies, develop better products and take advantage of this outstanding company's worldwide experience and good practices.

In Paraguay, we experienced a year with relevant events where, after two successive transactions, we came to control 100% of the property since February 2024.

We continued to grow and develop our network in the country, opening 9 service stations and 11 convenience stores, closing the year with a total of 77 locations, along with another 2 under construction and 26 upa! convenience stores. We are also proud to highlight that we launched the Enex E-Pro brand of electric charging stations with the installation of our first electric charger in that country. At the same time, we were recognized as one of the best companies to work by Great Place to Work and we launched a successful customer loyalty program through our app "Mi Enex".

The United States was also the scene of relevant milestones during 2023, in which a capital increase was carried out to accelerate our growth. We inaugurated four new Travel Centers, reaching a total of 49 points, while also advancing in energy transformation, managing to increase our electrical loading coverage with the installation of six fast-charging chargers which have integrated batteries to optimize their power.





During 2023, we reinforced our commitment to sustainability, making significant progress in our environmental and social responsibility initiatives. From installing new photovoltaic plants in Chile (7 operational and one under construction) to signing an agreement with the Ministry of Transport and Telecommunications of Chile to implement a hydrogen bus. We are moving towards our energy transition and that of our clients, adding 44 charging points for Enex E-Pro electric vehicles (Powered by Shell Recharge). Additionally, we highlight the charging infrastructure installed with our industrial clients Transportes CCU and Minera Centinela, a company of the Antofagasta Minerals group.

Our priorities have been maintaining a good work environment and a space that encourages professional development. In line with the above, we remodeled our corporate offices in Chile to promote productivity, teamwork, and innovation. We also launched the new digital performance management module in our "Connected" platform, which positions us at the forefront of people management.

This year, we faced with determination the challenges presented to us: slowing down economies, persistent inflation, and geopolitical risks. We have successfully overcome many of these challenges thanks to the effort and commitment of Enex, its people, suppliers, and business partners. As we move forward, we reaffirm our commitment to excellence, sustainability, and innovation. The awards and distinctions received during the year in Chile are a recognition of our constant commitment to quality and excellence.

We were awarded Shell Lubricants' "Sales Top Performance 2022" and received Shell International's "Best Practice Awards" in the Fleet category for innovation initiatives. The distinction for water efficiency awarded by Aguas Andinas and the one awarded by Alco Consultores to upal in the 2023 Consumer Loyalty Awards in the Convenience Store category keep us motivated to continue moving forward.

I take this opportunity to, once again, publicly recognize and thank Andrónico Luksic Craig for his dedication to Enex since its inception. After decades of significant contributions, this year, he announced his departure from the Board of Directors of Quiñenco, controller of Enex, also resigning as advisor to the Board of Directors of Enex. Undoubtedly, Andrónico Luksic Craig has been an engine of growth and development for the company and its collaborators. These years have motivated us to provide excellent service to our clients without neglecting our obligations and having Enex collaborators at the center. He was also a great driver of the internationalization of our company, expanding our passion for service to other countries.

Finally, I sincerely appreciate our collaborators' continued efforts and optimistically look forward to another year of growth and shared achievements.

Sincerely,

Nicolás Correa Ferrer

General Manager - Enex Corp Ltd.

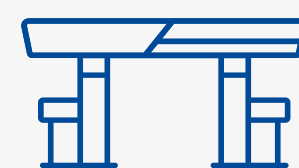
General manager - Empresa Nacional de Energía Enex S.A.

Milestones and recognitions of the year

Chile

Enex Chile Awards

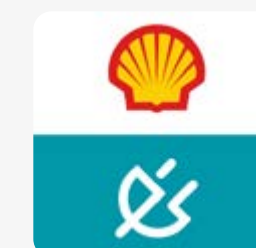
- “Best Practice Awards” in the Fleet category, in which Shell International awards the most innovative initiatives implemented by licensees worldwide. This award was presented in 2023 for the initiatives implemented in 2022.
- Recognition of Water Efficiency, delivered by Aguas Andinas within the framework of its Biocity initiative, due to our actions in water efficiency within service stations.
- Our up! stores were awarded the 2023 Consumer Loyalty Award in the Convenience Stores category by Alco Consultores, together with the ESE Business School of Universidad de Los Andes, for the companies that have generated the highest levels of loyalty and good experiences in their clients.
- “Sales Top Performance 2022” award, presented by Shell Lubricants LA, which ratifies the commitment and the Enex team's professionalism as a macro distributor of Shell lubricants. This is a recognition received during 2023 reflecting our 2022 management.



9 service stations and **7** convenience stores opening.



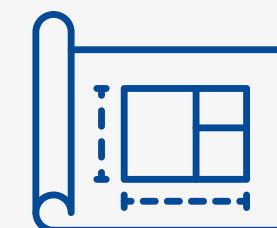
Electric vehicle charging network expansion with the installation of **22** new fast charging points.



Alliance with **Shell Recharge** for the electric vehicle charging points operation at service stations.



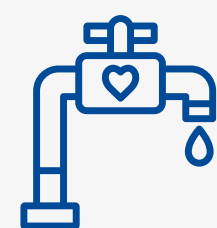
Awarded new **electromobility** contracts with **TCCU** and **Minera Centinela** industrial clients.



Headquarters offices' remodeling to enhance collaborative workspaces.



1 million customers in the Micopiloto App.



Aguas Andinas distinction for actions in **water efficiency**.



Carbon Footprint Certification under ISO 14.064/1:2018 standard for the 4th consecutive year.

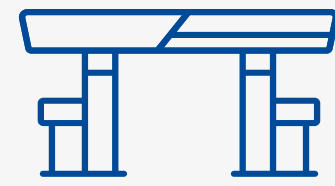


Alco Consumer Loyalty Award for our convenience stores.

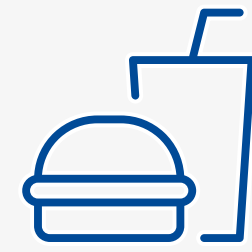


Renewal of contract license with **Shell** for **10** years.

Paraguay



9 service
stations
openings.



11 convenience
stores openings, 2 of
them in alliance with
Mc Donald's.



Opening of
4 new **Travel
Centers**.



We reached **55%**
shareholding, being
the new company
controllers.



Obtaining **LEED
certification** for the
industry's first service
station in Paraguay.



We exceed **1,000**
collaborators
throughout our
network.



Enex E-Pro brand launching
with the first fast electric
charger installation in one
of our service stations. It
has 2 charging points



Enabling payment
in **upa! stores**
through **Mi Enex**
application.



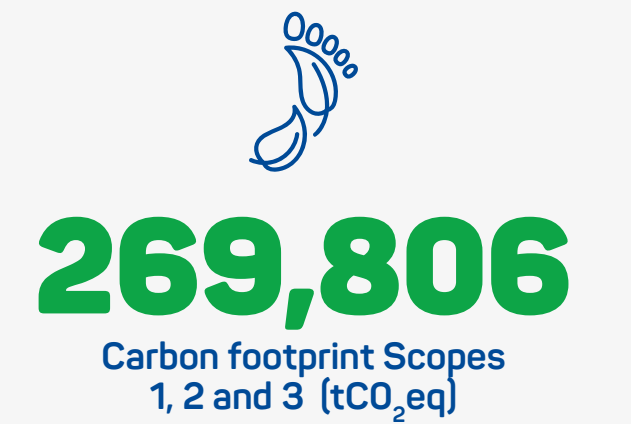
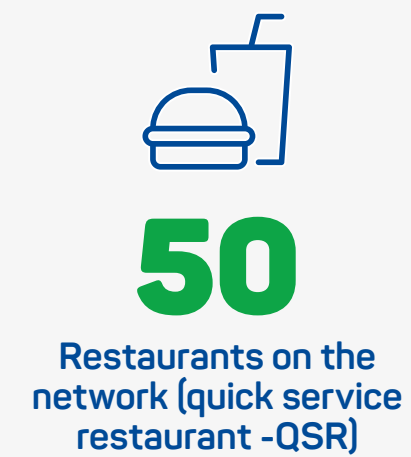
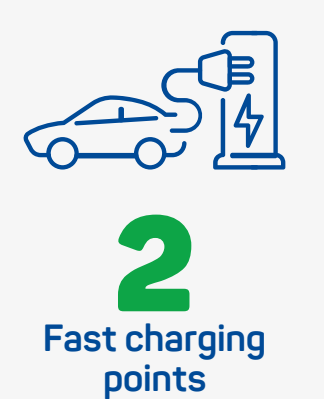
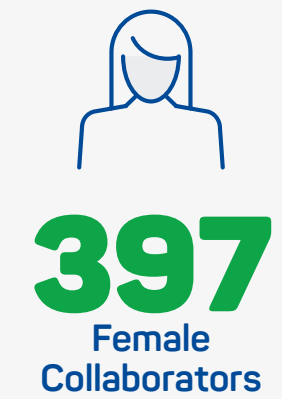
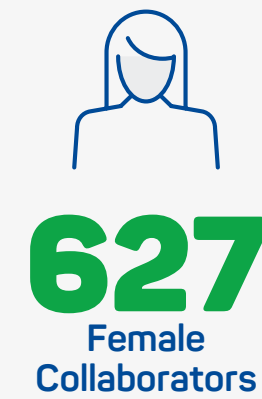
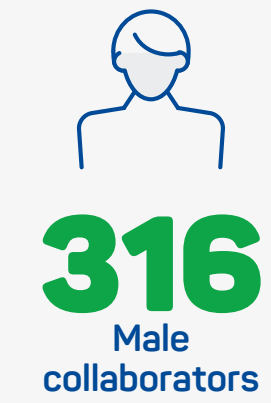
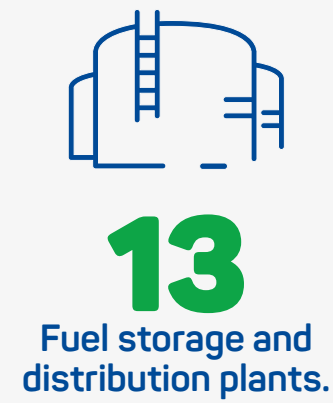
First **6 fast charging
electric chargers** with
integrated battery
installation in our
network.

Enex in numbers

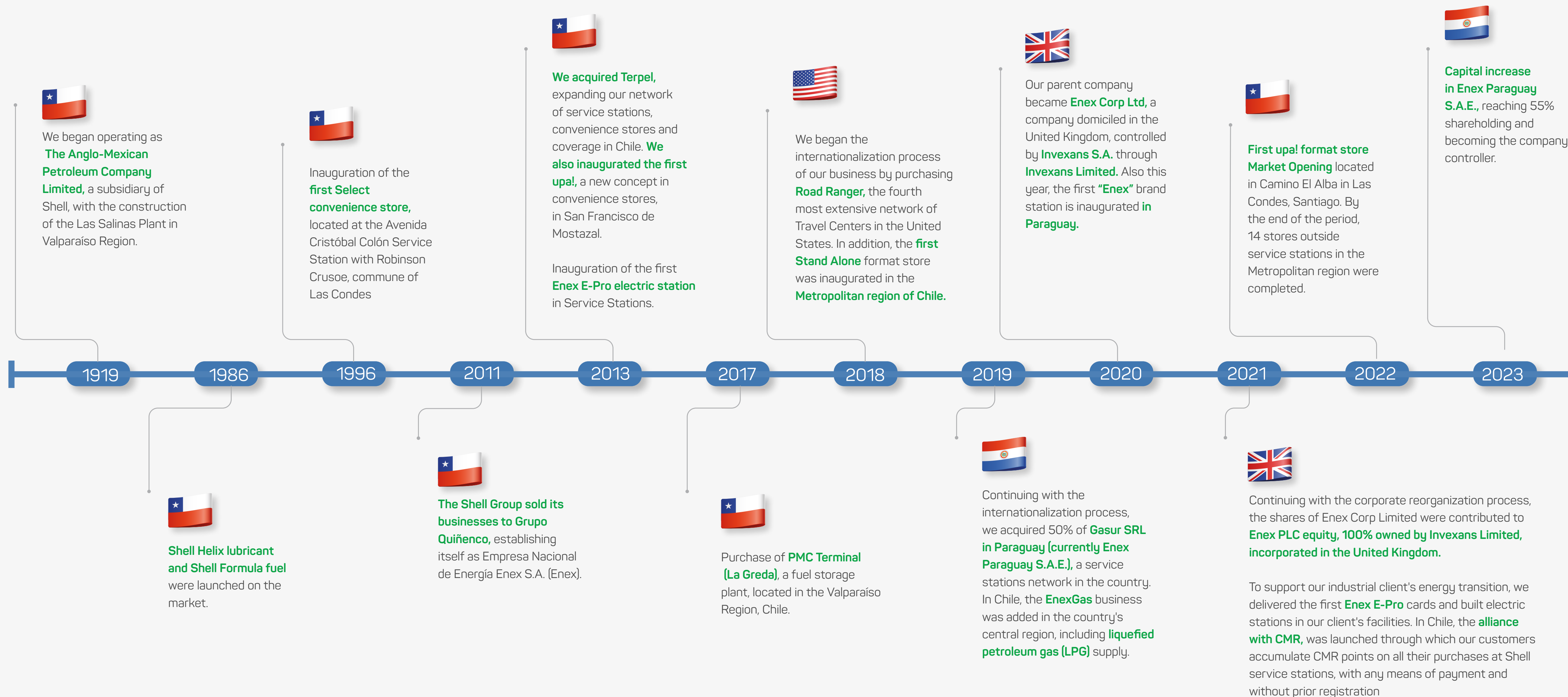
Enex Chile

USA

Paraguay



Our history





Chapter 1

We Are Enex




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Our Company profile

With over a century of experience, Enex is a company based in the United Kingdom with an operational presence in Chile, the United States and Paraguay. Its main business is the distribution of fuels and lubricants, supplying retail customers and private and commercial fleets, and serving industries such as mining, transportation, forestry, and aviation. In recent years, we have also positioned ourselves with a vast network of convenience stores and a series of services for the care and maintenance of vehicles at our service stations.

Revenue distribution by segment

Own Indicator Income Distribution by Segment.

Segment	2022		2023	
	Income [MMUS\$]	% Income	Income [MMUS\$]	% Income
 Retail Latin America*	2,733.10	53%	3,082.50	54%
 Industrial Latin America*	1,741.90	34%	1,993.90	35%
 Retail USA	650,3	13%	650.7	11%

*Latin America includes Enex Chile and Enex Paraguay.



Our brands and licenses

Own brands



micopiloto



Empresa Soluciones Mineras



Our brands and licenses

Exclusive representation



Franchises and licenses



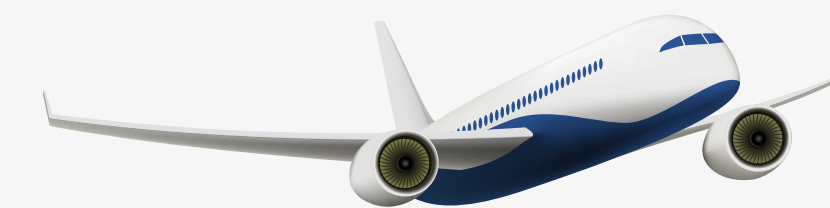
2. The Pennzoil franchise and license are part of the Shell lubricant macro-distribution agreement.

Enex Chile value chains¹

In Chile, we have service stations identified with the Shell brand, of which we are licensees. In addition, we have convenience stores, both at service stations and outside them, under the brands upa!, upita! and upa! market.

We supply industrial clients - mainly transporters, mining companies, construction companies, shipping companies, forestry and aviation - with fuels, Shell and Pennzoil lubricants, ACDelco spare parts and other brands, liquefied gas and asphalt.

To ensure the supply of our products, we have developed an extensive infrastructure consisting of ownership of 13 fuel storage plants supplied by pipelines and sea. We are also 50% owners of Asfaltos Cono Sur S.A., operator of the asphalt storage and dispatch terminal located in Puchuncaví; 20% of Depósitos Asfálticos S.A. (DASA), a company that does the same from the Aconcagua Petroleum Refinery, in Concón; and 33.3% of Sociedad de Inversiones de Aviación Limitada (SIAV), which provides aviation fuel reception, storage and distribution services Comodoro Arturo Merino Benítez Airport in Santiago.



GRI 2-6 Value chain activities and other business relationships



Supply

- ENAP is our main fuel supplier in Chile. This is complemented by direct imports for the industrial business, mainly from the Gulf of Mexico.

Storage and distribution

- We store fuel in 13 plants throughout Chile, with a total capacity of more than 200,000 m³.
- Lubricants and spare parts are stored in 10 warehouses. We store asphalt in plants in Puchuncaví and Concón
- We distribute our products in trucks, which travel an average of 3.2 million kilometers per month.

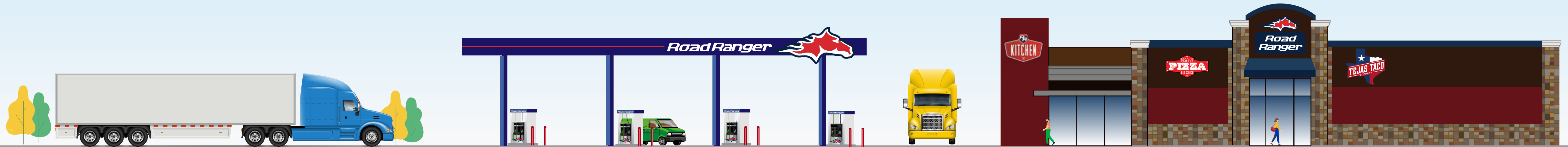
Industrial customers and Shell service stations

- 449 service stations, where 111 million fuel sales transactions are carried out per year.
- 212 stores in upa!, upita and upa! market formats, in which more than 25.5 million commercial transactions were carried out during 2023.
- 5,809 industrial customers.
- 277 million liters of JET A-1 aviation fuel are loaded at private airports and airfields per year.

¹ The value chain corresponds to the fuel business in Chile, which concentrated 94% of Enex's income in the country during 2023 and is also the company's most significant operation globally.

Road Ranger Value Chains, United States

In 2018, we acquired the Road Ranger chain in the United States, the fourth largest network of road service stations or Travel Centers in that country, which operates mainly in Central West states and Texas.



Supply

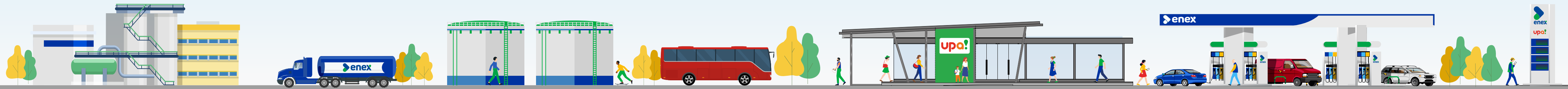
- We have multiple fuel suppliers that meet Enex quality standards and distribute the product to our Travel Centers.

Road Ranger Travel Centers

- Our network comprises 49 Travel Centers, 4 of which were inaugurated in 2023. Five million fuel sales transactions and 8 million commercial transactions are carried out annually.
- In addition to supplying fuel, our Travel Centers have a wide range of services. Among them are convenience stores and services geared toward truck drivers, such as truck weighing, showers, Amazon lockers, gaming machines, and fast-food restaurants we are licensed to operate: Subway, Wendy's, Dickey's BBQ, Church's Chicken, and Chesters.

Enex Paraguay value chains

In 2019, we entered the Paraguayan market through the purchase of fuel distributor Gasur S.R.L. From there, under the Enex Paraguay S.A.E. company name, we have carried out a successful work of introducing and developing the Enex and upa! brands in the Paraguayan market, which have been well received by customers and associated with high-quality standards and service.



Supply

- Our largest fuel supplier in Paraguay is Terminales y Logística Portuaria (TLP). In addition, we source from other local suppliers and international traders, mainly from the Gulf of Mexico. They all comply with our quality and traceability standards to give our customers confidence.
- Our alliance with Castrol gives us exclusivity in selling lubricants in the service station segment throughout the country.

Storage and distribution

- We optimize our storage capacity by leasing facilities at TLP. This allows us to receive our imports and distribute these products through a fleet of trucks that travel an average of 80 thousand kilometers per month.

Enex service stations

- We have 77 service stations and 25 convenience stores, and an alliance with the McDonald's fast-food restaurant chain.



Purpose and values

Our purpose

Be the energy that moves your world

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

Our mission

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

Our values



Service

We want to generate an optimal service that mobilizes people to meet their objectives, working every day to respond in an agile and timely manner to requirements, putting ourselves in the customers' shoes to deliver the best experience and promoting teamwork and collaboration with others.



Excellence

We make our best effort to do things right. We put the greatest determination into each task and challenge, surpassing ourselves daily to meet our goals and commitments.



Respect

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

Strategic pillars



Customer Focus

We put our clients at the center of our work. We design products and services that seek to resolve their concerns and needs, ensuring them a highest quality service experience.



Innovation

We innovate in generating new tools that help us have more efficient processes and improve the characteristics of our products and services.



Sustainable Profitability

We seek to grow in a safe, reliable, and lasting way over time. We design work policies that allow us to create social, economic, and environmental value in the areas in which we operate. Our work on this pillar focuses on people and community, profitability, and the environment.



Corporate Governance Structure

GRI 2-9 Governance structure and composition

The laws of the markets where Enex participates govern our corporate governance practices: Chile, the United States and Paraguay.

The Board of Directors is responsible for establishing the company's management models, strategies, policies, and values, focusing on generating sustainable profitability. In particular, it approves the Sustainability Strategy and monitors strategic goals.

Environmental, social, and corporate management factors comprise the analysis of each Enex investment and operation. Each board session analyses the economic aspects, the impact on health and the environment, and any people-related issues. If necessary, the manager involved in some relevant aspect of the strategy presents the situation status, progress, and challenges.

The Enex Board of Directors comprises five board members who serve three years. Until December 2023, Andrónico Luksic Craig held the position of Board of Directors Advisor; however, in September 2023, he announced the decision to move away from the front line of the businesses associated with the Quiñenco Group to make way for other leadership positions, which took place on December 29, 2023.



Francisco Pérez Mackenna
President



Andrea Tokman Ramos
Board Member



Nicolás Luksic Puga
Board Member



Pablo Granifo Lavín
Board Member



Rodrigo Hinzpeter Kirberg
Board Member



Andrónico Luksic Craig
Board Advisor

² In Chile, Law No.18,046 of Public Limited Companies, the Regulations of Public Limited Companies and the corporate bylaws. In the United States, regulations are associated with the fuel industry, convenience stores, and corporations, such as the Delaware General Corporation Law. In Paraguay, public limited companies are governed by the provisions of Law No.1,183/1985 "Civil Code", Law No.388/1994, Law No.3,228/2007 and Law No.5,895/2017.



To optimize Board members' performance, topics relevant for their excellent performance are constantly evaluated, and training to deepen their knowledge is promoted.

Regarding the Board members' remuneration, the shareholders set the allowance as agreed at the Ordinary Shareholders' Meeting in April of each year, based on Article 33 of Law No.18,046 on Public Limited Companies. Shareholders can participate in ordinary meetings on the corresponding dates when registered in the Shareholders Registry.

Management, headed by the General Manager, establishes standards, procedures and actions to implement the guidelines issued by Board members, as well as monitor and control work plans. The General Manager collects the committee's and executives' concerns to inform the Board. Likewise, with the support of the Commercial Planning and Strategy and Planning Manager, he manages strategic initiatives to ensure the company's sustainability.

The General Manager (CEO) is in charge of evaluating and approving the Sustainability Report after review and approval by the company's senior executives.

Management in Chile is comprised of 11 business and support departments. They are joined by representatives of DICOMAC and Inversiones Enex S.A., ESM SpA, Road Ranger and Enex Paraguay managers. Executive's remuneration structure comprises a fixed monthly salary and a variable annual bonus, determined by individual performance and collective goals fulfilment

Top executives



Nicolás Correa

General Manager
Enex S.A.
Chief Executive Officer
Enex Corp Ltd



Juan Enrique Cahis

General Manager
Inversiones Enex



Andrés Dinamarca

Sales Manager
Retail



Juan José Jutronich

Gerente de Ventas
Industrials



Álvaro Ruiz

Sales Manager
Lubricants



Ricardo Ferrari

Strategy and Planning Manager



Ricardo Reyes

Audit Manager



Cristián Díaz

Business Planning Manager



Javier Cavagnaro

Administration and Finance Manager
Chief Financial Officer
Enex Corp Ltd



Alan Sherwin

Operations Manager



Gerardo Acuña

Human Resources Manager



Juan Eduardo López

Corporate Affairs Manager



Marko Zaro

General Manager
Road Ranger



Leonardo Valenzuela

General Manager (Interim)
Enex Paraguay

USA

Enex Paraguay

Enex Committees

enex Chile



Executive Committee

Carries out weekly monitoring of issues related to the business, functional management, and the work of each area's specific committee.



Business Committees

Each business has a committee that meets monthly to review each area performance.



Audit Committee

Carries out quarterly monitoring of progress of the different management action plans associated with the main risks identified by the Internal Audit Management.



Safety, Health and Environment Committee (SSMA)

Ensures compliance with these matters in each business and functional area to evaluate gaps, compile lessons learned and establish improvement mechanisms.



Ethics Committee

Safeguards compliance with Enex's values and principles, the Conflict of Interest Policy, the Code of Conduct, and in general, the company's business ethics. It also knows about and resolves ethical complaints.



IT Committee

It reviews the area's service indicators and discusses main events in the technological field. In addition, it analyses the progress of ongoing projects and proposes new initiatives to be reviewed and approved.



Sustainability and Innovation Committee

Supervises project progress and indicators that allow progress in the company's Sustainability Strategy and innovation.



Business Planning Committee

It is an instance in which product development, loyalty and marketing are addressed. It meets every month, and all managers and the General Manager participate.



Operations Committee

Monitoring and follow-up of various topics that comprise the Operations area, such as Engineering, Supply, Transportation, and Supply.





Road Ranger



Executive Committee

Performs weekly monitoring of the central business themes and indicators with the CEO and main department leaders.



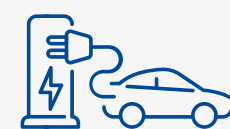
Safety Committee

Discusses and analyses safety incidents in operations to identify trends and concerns and takes actions that reduce their likelihood of occurrence.



Human Resources Committee

It is in charge of monitoring personnel indicators, especially staffing, rotation and hiring.



Electromobility Development Committee

Carry out biweekly monitoring of the development of the electromobility business.



Network Development Committee

Conduct a weekly review to evaluate the construction of new Travel Centers in the network.

enex Paraguay



Management Committee

Monitors company's business issues.



Credit Committee

Evaluates and controls the client portfolio.



Ethics Committee

Maintains respect for company's values and the guidelines established in the Code of Ethics and Conduct. Resolves internal summaries.

- GRI 2-10 Appointment and selection of the highest governance body.
- GRI 2-11 President of the highest corporate governance body.
- GRI 2-12 Function of the highest corporate governance body.
- GRI 2-13 Delegation of responsibility for impact management.
- GRI 2-14 The role of the highest governance body in the presentation of sustainability reports.
- GRI 2-15 Conflicts of interest.
- GRI 2-16 Communication and critical concerns.
- RI 2-17 Collective knowledge of the highest governing body.
- GRI 2-19 Remuneration policies.
- GRI 2-20 Process for determining remuneration (boards of directors and senior executives).

Ethics & Integrity

Enex is a responsible, upright company committed to ethics and complies with current legislation and regulations in managing our businesses.

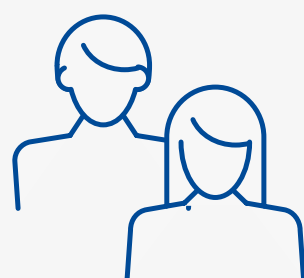
Enex conduct codes and complaint line

GRI 205-1 Operations evaluated based on risks related to corruption.

GRI 2-26 Mechanisms to request advice and raise concerns.

Chile

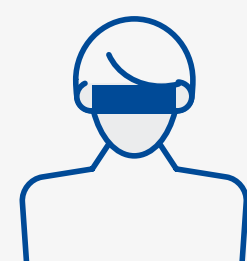
Our Enex Chile Code of Conduct contains the ethical and legal behavior rules that govern our actions. This document also includes information about mechanisms to report alleged non-compliance and prevent and detect possible transgressions.



The Code of Conduct applies to all Enex collaborators in Chile and third parties who act as principals or represent our company. To ratify their allegiance, all collaborators must read this Code of Conduct upon entering the company and then sign a "Commitment Letter."

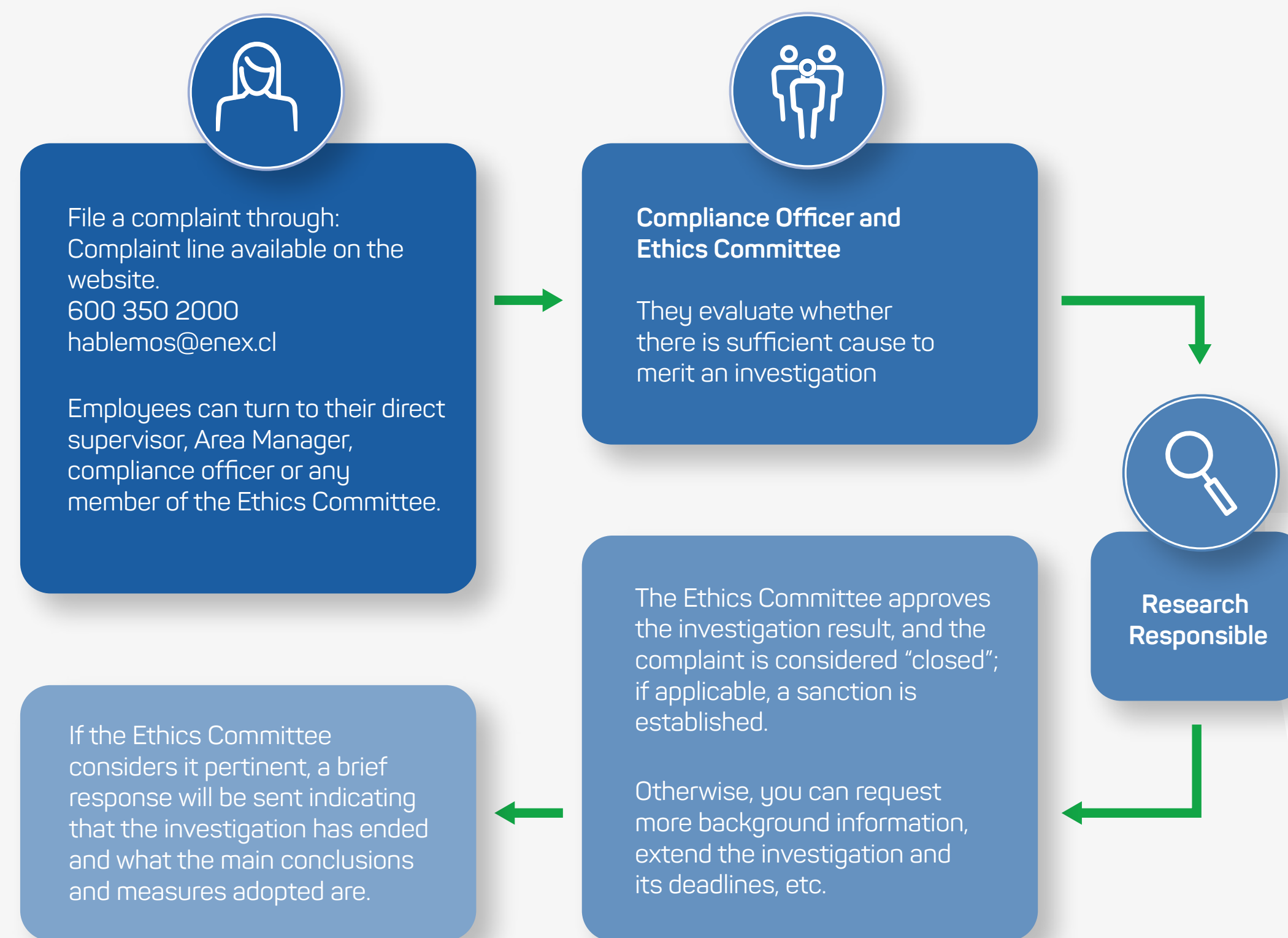


Collaborators can write to enexcumplimiento@enex.cl to receive guidance without compromise and with total confidentiality.



The Enex Complaint Line protects the anonymity of complainants and is available to anyone on the www.enex.cl website. To clarify doubts about the nature of a request, you can email hablemos@enex.cl or call the Customer Service Center: **600 350 2000**

The Code of Conduct also incorporates the obligations included in Law 20,393 on Criminal Liability of Legal Entities. To reinforce these standards, we have implemented a Crime Prevention Model composed of a Corporate Crime Prevention Policy and Procedure certified by BH Compliance.





Chile

The Ethics Committee reports to the Board of Directors, and its objective is to safeguard compliance with corporate values, the Code of Conduct, and Enex business ethics. It has competence to manage the offered channels and learn about complaints and conflicts against or among collaborators, distributors, franchisees, suppliers, contractors and clients. The body establishes sanctions against conduct that conflicts with ethics and corporate guidelines and protects the confidentiality of the people involved.

It comprises the General Manager, the Internal Audit Manager, the Human Resources Manager, and the Corporate Affairs Manager, who is also the Compliance Officer. If any of its members are absent, the Ethics Committee can be made up of the people designated by the company's Board of Directors.

In 2023, 128 complaints were registered through the different channels available in Chile. Of them, 55 were considered commercial complaints and went to Customer Service. Although the remaining ones were not classified as of significant relevance, they were investigated, and Enex took the appropriate measures according to each case.



USA

In the United States, Enex has a public complaints system on its website, www.roadrangerusa.com/feedback, that allows internal and external stakeholders to raise concerns about the company's ethics and business practices. The system allows complete anonymity, and depending on the complaint subject, the system automatically routes the claim to the corresponding area.

There were no significant claims in 2023. Most of the complaints among store workers relate to misconduct.



Paraguay

Enex Paraguay has a Code of Ethics and Conduct that establishes guidelines for all collaborators, managers, suppliers, and clients. This code is available in the Documentary Library of Paraguay and to all our collaborators in the country.

In addition, the Ethics Committee meets monthly to evaluate ongoing cases and to evaluate possible risks.

Compliance with laws and regulations

GRI 205-2 Communication and training on anti-corruption policies and procedures.

We are firmly committed to complying with applicable legislation and regulations and maintain our policies, procedures and training programs to guarantee that they are respected by all our collaborators.

Chile

Due to increased demands and regulations in recent years, we have needed to deepen our good corporate practices and establish effective legal risk management systems. Law No.20,393, enacted in 2009, established in Chile a criminal liability model for legal entities concerning crimes such as bribery, asset laundering assets and financing of terrorism. After years of modifications and additions of various crimes, on August 17, 2023, Law No.21,595, known as the "Economic Crimes Law", was published in the Diario Oficial to transform the system of legal entities' criminal liability.

In October 2023, Enex began updating its Crime Prevention Model. This process consists of 4 stages and is expected to be completed by mid-2024: (1) risk diagnosis and documentary review, (2) preparation of the new Risk Matrix, (3) documentary development and adaptation, (4) training and dissemination of the Model. For this process, Enex hired the services of the Albagli and Zaliasnik law firm.

As part of this process, we have identified and analyzed the company's principal risks, rating them according to their criticality. Ninety-seven risk situations identified in various areas of the operation could potentially imply criminal liability for Enex and its subsidiaries.

Corporate Affairs Management communicates with and trains collaborators about the Crime Prevention Model. To this end, annual training is conducted online and in person. On the other hand, the Human Resources Department guarantees that all collaborators electronically sign their commitment to comply with Law No.20,393 each year.

Following the Economic Crimes Law publication in August 2023, we are carrying out in-depth work to integrate these new requirements into our Crime Prevention Model, ensuring that our systems are genuinely adequate to respond to these requirements and further strengthening irregularity detection mechanisms.





GRI 205-3 Confirmed corruption incidents and measures taken.
 GRI 206-1 Legal actions related to unfair competition and monopolistic practices and against free competition.
 GRI 2-27 Compliance with legislation and regulations.
 GRI 419-1 Non-compliance with laws and regulations in the social and economic spheres.

In 2023, five training processes and five campaigns were carried out, covering 197 employees in Chile. 88 were trained on the Code of Conduct, 39 on Free Competition and 70 on the Crime Prevention Model.

Regarding regulations related to Free Competition, at Enex, we seek to do business by competing fairly and ethically, always within the framework of the law. We value and respect the rules that protect free competition since we are confident that by competing freely with others, we will achieve our objectives and benefit all consumers.

We place special attention on Law provisions of the Law and Public Limited Companies Regulations associated with any conflict of interest that may harm the Company. We have a Compliance with Free Competition Regulations Program. As part of this program, controls and actions were defined, including an annual declaration signed by all collaborators with greater exposure positions. Additionally, we carry out in-person training annually and have an online course that must be taken every two years.

Communication of potential conflicts of interest is managed within the scope of the highest corporate body and, if necessary, is extended to the level of shareholders. Likewise, all critical concerns related to the company are brought to the attention of the highest governing body in each session. In urgent or serious situations, the General Manager immediately communicates with the President of the Board to make quick and effective decisions.

Road Ranger

In the United States, Enex has a Business Ethics Policy and a Conflict of Interest Policy, in charge of the General Manager and disseminated to all corporate workers. The Road Ranger Business Ethics Policy is provided to each individual at the corporate level on their first day of employment as a core policy. Additionally, these documents can be consulted through a document library available on the Microsoft Sharepoint platform.

In 2023, ethics training was conducted for all new hires. By December 2023, all employees had been trained in the Business Ethics Policy.

Paraguay

During 2023, Enex carried out various regulatory compliance initiatives, such as reviewing its Code of Ethics and Conduct and training on free competition defense. Work was also done on designing a legal compliance matrix and effectively implementing audits regarding service stations and convenience stores. In addition, a particular focus has been maintained on optimizing cooperation with national authorities in information, giving due treatment to every request received.

Additionally, 94% of the staff were properly trained in three campaigns and three training processes carried out for collaborators on Anti-Corruption and Ethics.



Chapter 2

How we create shared value

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Sustainability strategy

As a company, we are committed to the UN Sustainable Development Goals (SDGs) and adhere to the principles of the ILO, the Global Compact and the Universal Declaration of Human Rights.

Guided by three management pillars, we seek Sustainable Profitability in all our operations. These pillars constitute the basis of our corporate guidelines, guiding the creation

of programs, initiatives and actions that generate value and positively impact our various stakeholders and the environment.

Our governance model, leaders' participation and monthly monitoring guarantee the effective implementation of our strategies. In addition, we promote a sustainability culture through open communication with our collaborators.



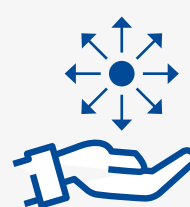
Sustainable profitability

Consolidate profitable growth for the future.



People and communities

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



Environment and climate

Promote the use of products, processes and technologies that respect the environment.



Achievements according to each pillar of our 2023 Sustainability Strategy

Sustainable profitability

- Capital contribution of US\$100 million from Invexans to towards Enex Plc to continue growing in the three countries where we operate. This reflects the confidence of Enex shareholders, especially given the current economic context.

Chile

- Adaptation work to the new Economic Crimes Law enacted in 2023 by updating the Crime Prevention Model.
- Customer growth in electromobility and support in the energy transition with electro-terminal projects in conjunction with Minera Centinela and Transportes CCU.
- New industrial clients such as Enaex, and tenders awarding.
- Shell International license renewal for ten years in Chile.
- Incorporation of Shell Recharge, a charging solution associated with electric vehicle sales.
- Increase in exports offsets lower local demand.

Estados Unidos

- Opening of our 49th Travel Center.
- Installation of our first 6 fast charging points for electric vehicles on the network.
- Incursion into new markets, such as food delivery, parking lot rental, e-commerce, and Amazon lockers.

Paraguay

- Growth of the Upa! Store and service stations network
- Strengthening our culinary offering in stores by opening 2 stores in conjunction with McDonald's and new alliances with gastronomic groups.
- Growth in fuel sales transactions through MiEnex application.
- Enabling purchase option in Upa! Store through the MiEnex application.

People and Communities

Chile

- Workplaces remodeling in Chile headquarters, integrating new aspects of technology for collaborators' well-being.
- We moved towards a digital performance evaluation that allows for establishing and cross-evaluating goals.
- We continued installing and reinforcing safety and environment culture among our collaborators.
- Renewal of the contract with Mutual Security.
- Incorporation of women transporters through skills development programs, together with our suppliers.
- Truck speed measurement, management, and greater visibility of performance metrics and goals at company and driver levels.
- Technological improvements include incorporating sensors in trucks that load fuel at our service stations to increase supply security.

- Consumer Loyalty Award 2023 in the Convenience Stores category, awarded by Alco Consultores and the Business School of Universidad de Los Andes, for our up! stores.
- Automation of claims management in Salesforce.
- Timely surveys and risk identification with neighbors for proactive problem management.

US

- Expansion of the Ready Training platform modules focuses on induction and new professionals' integration.
- Training modules update on sales, products, and workplace harassment.
- During 2023, there was a considerable expansion of health and safety training for all employees, with 11 mandatory training modules implemented on the RTO platform.
- Improvement in safety indicators, such as a decrease in the accident rate and the number of days lost due to work accidents. The latter decreased by 31.6%.
- Implementing digital "Yes/No" buttons on some of our sites to obtain direct feedback on customer experience.
- Improvement in Customer Satisfaction indicators.

Paraguay

- We developed the School of Leaders under a comprehensive development concept, with modules such as "Enex Saludable", which enhances physical and emotional health, or the "Fulfill your financial dream" personal finance program.
- Once again, we obtained the Great Place to Work certification for our work environment and organizational culture, placing us among the best companies to work for in Paraguay.
- Management of our customers' complaints through various platforms, including email (hablemos@enex.com.py), website, social networks and the Mi Enex App.

Environment and Climate

Chile

- Beginning of alliance with the ProRep and ReSimple waste management systems in the context of the REP Law.
- Installation of 22 new Enex E-Pro Powered by Shell Recharge charging points.
- Construction of 5 new photovoltaic plants in service stations and signing 3 new customer contracts of clean electricity supply for clean energy supply at our service stations and La Greda plant.
- Fourth consecutive year of carbon footprint verification according to ISO 14064-1:2018 standard.
- Implementation of actions for water efficiency. In this context, we received the Aguas Andinas Award for Water Efficiency.
- Development and implementation of a new standard for the design of our service stations, which promotes more efficient facilities in terms of architecture and construction.

Paraguay

- Launch of the E-Pro electric station brand with the inauguration of our first fast-charging electric station in the country.
- We obtained the first LEED standard certification in a service station in Paraguay.

GRI 2-23 Policy commitments.

GRI 2-24 Incorporation of commitments and policies.



Risk management

At Enex, we conduct a periodic review and strategic risk evaluation, classifying them according to their impact and occurrence probability. Based on these analyses, we implement initiatives and actions to mitigate risks to an acceptable level.

Main risks are associated with:

- Relevant changes in legislation.
- Macroeconomic and/or political context deterioration.
- Fall in demand and/or business interruption due to exogenous events (pandemic or others).
- New trends that generate changes in consumers and fuel substitution.
- Vulnerability in cybersecurity.

For each detected risk, we generated action plans and mitigation measures:

- Monitoring legislative projects to adjust policies and act proactively.
- Monitoring national and international events to guarantee operational continuity.
- Hybrid workday implementation and updated security protocols.
- Development of innovative tests and pilots for agile adaptation.
- Cybersecurity reinforcement, with continuous review and corrections.



Stakeholders

Our interest groups or stakeholders are those people, groups or entities directly and indirectly related to the company who can influence the achievement of the objectives or be affected by them.

We sought to establish alliances to strengthen our strategic initiatives and create shared value, promoting trust relationships and dialogue with our stakeholders through various instances and interaction channels.



Stakeholders and communication channels

Collaborators

- Organizational Climate Survey.
- MIDE Digital Performance Evaluation.
- Diagnosis of Innovation Capacity through the Most Innovative Companies ranking.
- Use of intranet, screens in offices and email communication.
- Specific topics surveys.
- Collective negotiations.
- Mi EDD Performance Evaluation.
- Complaint channel through Human Resources area.
- Chile complaints channel: <https://www.enex.cl/linea-de-denuncias/>
- Complaints and feedback channel in Road Ranger: <https://www.roadrangerusa.com/feedback>

Clients

- "Hablemos" complaint channels are available through Shell and Enex websites, the hablemos@enex.cl box, and social networks.
- Complaints box hablemos@enex.com.py
- Enex Directo Customer Service Center by calling 600 350 2000 and Enex Directo box enexdirecto@enex.cl
- Satisfaction Survey in stores, using tablets at checkouts.
- Satisfaction evaluation through the Snuuper app.
- Shell, Enex and upa!'s social networks.
- Micopiloto App.
- Enex E-Pro App.
- Road Ranger App.
- Mi Enex Paraguay App.
- Road Ranger social networks.
- Offers and promotions communication.
- Enex Chile website www.enex.cl
- Shell website in Chile: www.shell.cl
- Upa! website: www.upa.cl
- Road Ranger website www.roadrangerusa.com
- Enex Paraguay website www.enex.com.py
- Enex Corp website www.enexcorp.com
- Club Clase A website www.clubclasea.cl

Community

- Box hablemos@enex.cl.
- Box hablemos@enex.com.py
- Relationship with neighbors before service station building and during their operation.
- Information dissemination through social networks.
- Participation in round tables.

Service station distributors

- Manuals, protocols, Customer Service Center, Enex Directo Portal and Distributor Portal.
- Franchise satisfaction survey.
- Visits to Zone Heads.

Suppliers

- Bidding and quoting processes through Enex Purchasing Portal platform.
- Training on security linked to projects and procedures.
- Surveys.

Authorities

- Periodic reports to environmental supervisory authorities.
- Participation in joint worktables.
- Relationship with new authorities.

Media

- Relations with leading news and communication media press and editors.

Shareholders

- Sustainability Report published on the Enex website.
- Ordinary shareholder meetings.
- Extraordinary shareholder meetings.
- Sending notifications to shareholders in accordance with law provisions.

GRI 2-29 Stakeholder engagement approach.

Adherence to associations and initiatives to promote sustainability

GRI 28-Associations

At Enex, we believe in collaboration to achieve our sustainable development objectives. We participate in public-private partnerships and initiatives and adhere to voluntary agreements and certifications, strengthening our sustainability strategy.

Chile

SOFOFA

At the end of 2023, we joined SOFOFA. This union brings together 22 business associations from all regions of the country and 47 sectoral unions representing the main sectors of the Chilean economy, bringing together more than four thousand companies of different sizes and sectors.



Sustainability and Climate Change Agency

We obtained certification until 2024 to meet the Clean Used Lubricating Oils Production Agreement (CPA) goals of 2021. This achievement reflects our commitment to sustainable lubricant waste management and strengthening the traceability of used oils in line with the REP Law.



"Giro Limpio" National Voluntary Program (category: Distributors and Load Generators)

We joined the Energy Sustainability Agency initiative to integrate sustainability criteria in transportation.



Competition for the selection of cargo operators for the "+FAST CHARGING" initiative

This program, which the Energy Sustainability Agency implemented, seeks to provide co-financing to accelerate investments that promote fast charging in electromobility deployment. In this context, the "+ Fast Charging" contest calls for charging operators in the national territory to present their projects for fast-charging infrastructure installation for electric vehicles.



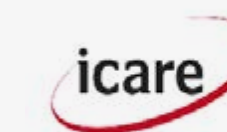
Capital Goods Corporation

A private technical organization that seeks to promote industrial development in Chile. To this end, investment projects are raised to collaborate on information asymmetries and improve competitiveness.



Eco-labelling Clean Production Agreement led by the Society for Manufacturing Development (SOFOFA), the Ministry of the Environment and the Sustainability and Climate Change Agency

We were the first company in the fuel and lubricant distribution and convenience store industry to be part of the Eco-labeling Clean Production Agreement. This agreement sought to provide true information to consumers about the feasibility of recycling containers and how they should be prepared for disposal.



Chilean Institute of Rational Business Administration (ICARE)

We are part of ICARE, which allows us to be part of reflections on business management together with 1,200 companies.

ST>RT-UPCHILE

Start-up Chile

The Chilean government created a business accelerator to attract entrepreneurship based on innovation. This allowed us to contact entrepreneurs who developed solutions related to our business, providing them feedback on their results.



Chilean-North American Chamber of Commerce (AmCham Chile)

Network of more than 440 companies that promotes ideas exchanges and best practices through spaces for linking and representation between the public, private and academic sectors.



National Association of Announcers (ANDA) Chile

Trade association around the dialogue of practices on commercial communication.



Territorial Clean Production Agreement (APL) for Water Efficiency in Lo Barnechea

Commitment was made to water efficiency in the community's service stations and the campaign dissemination was aimed at neighbors. Its objective is to educate and raise awareness, so neighbors collaborate in water resources, reducing use while encouraging businesses to adopt measures to reduce their water consumption.

USA



National Association of Convenience Stores (NACS):

Association of convenience store industry members in the United States.



Society of Independent Gasoline Marketers of America (SIGMA)

Association with other members of the retail petroleum industry.



Illinois Petroleum Marketers Association (IPMA)

Illinois Petroleum Retail Industry Members Association.



Texas Food & Fuel Association (TFFA)

Texas Retail Petroleum Industry Association



National Association of Truck Stop Operators (NATSO)

Truck Stop Industry Association in United States. The Road Ranger's CEO has been Member of the Board since 2020.



Texas Trucking Association (TXTA)

Trucking Industry Members Association.



Laredo Motor Carriers Association (LMCA)

Members of the Road Transport Industry Association.

Paraguay



Cadipac

Paraguayan Chamber of Fuel Distributors.



Cerneco

Center for Regulation, Standards and Communication Studies

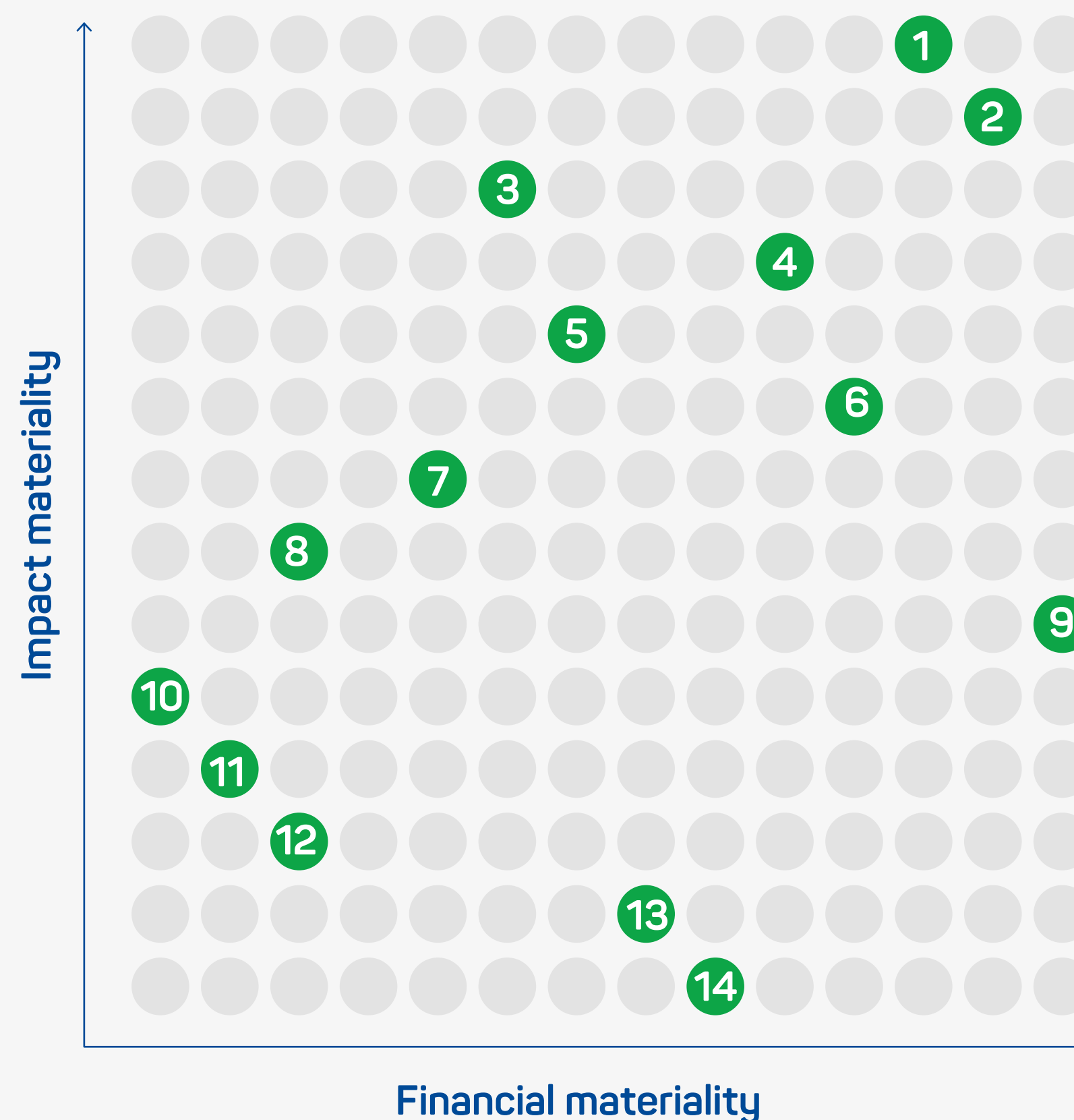
Materiality process

In line with the most updated version of the GRI Standards on materiality (GRI 3, 2021), this year, we have chosen to use a double materiality methodology to identify the topics that are relevant to the company from a bidirectional approach, which not only considers considered impact materiality, as was done previously but also considers financial materiality.

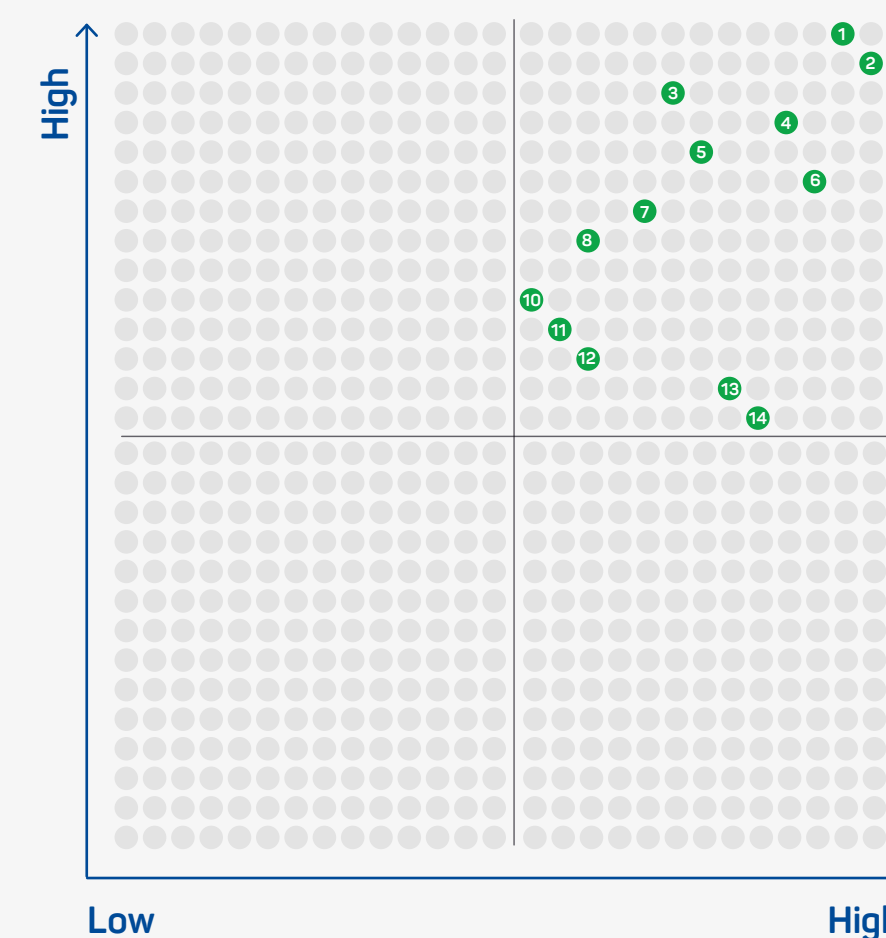
This involves identifying those themes that are relevant as they reflect the environmental and social impacts that the organization generates in society (impact materiality), in addition to external factors that affect the company's financial performance and ability to create value in the short, medium and long term (financial materiality).

The process is detailed below:

- 1 We began by understanding the organization's context and identifying the most recurrent impacts on the industry. For this, internal documents, social networks, press reports, international standards and public records from related companies were analyzed.
- 2 Additionally, Enex main executives were interviewed, and a workshop was made to prioritize impacts from a financial perspective.
- 3 To incorporate the views of our main stakeholders, a survey was applied to collaborators, suppliers, customers (retail and B2B), distributors and the community.
- 4 Based on all this information, Enex's material issues were quantitatively defined and prioritized and a matrix was generated that graphs their importance from the perspective of financial materiality and impact materiality.



- 1 Ethics and law and regulations compliance
- 2 Fuel availability, lubricants and services
- 3 People's safety and health
- 4 Customer satisfaction and loyalty
- 5 Profitability and financial sustainability
- 6 Electromobility and energy transition to new energies
- 7 Customer loyalty
- 8 Digitization
- 9 Socio-environmental incidents
- 10 Work well-being
- 11 Water efficiency
- 12 Emissions and impact on climate change
- 13 Personal data security and cybersecurity
- 14 Social networks strength and customer reactions





Subject	Impact Description
Ethics and compliance with laws, and regulations	Ensuring compliance with relevant laws and regulations and promoting high ethical standards in all operations is fundamental to our reputation and sustainability. Actions must be implemented to prevent legal risks and promote business integrity and the stakeholders' trust.
Fuel availability, lubricants, and service	Our ability to deliver a continuous and reliable supply is crucial to meeting our customers' mobility and energy needs and supporting the operation economic sectors.
People's Safety and health	Our operation has significant exposure to high-risk events/situations. For this reason, the health and safety of people must be at the centre of management, working hard to prevent workplace accidents, injuries and occupational illnesses, and promoting a safety culture.
Customer satisfaction and loyalty	Providing our customers with the highest quality service experience allows us to differentiate ourselves in a competitive market as that of fuels, lubricants and convenience stores. It makes it possible to maintain a positive long-term relationship with them.

Subject	Impact Description
Profitability and financial sustainability	It is essential to be flexible, look for new opportunities and learn to adapt to changes to generate profitability and sustainable growth in the medium and long term. This allows value generation for the different interest groups we interact with and to continue with operations.
Electromobility and energy transition to new energies	Our business sustainability must include the energy transition. Added to this is the global challenge of climate change and, therefore, the need to move towards other renewable energy sources, both in Enex's and our clients' operation.
Customer loyalty	Customer loyalty drives permanent revenue and promotes positive brand recommendations to other potential users. For this reason, we seek to increase retention and recurrence in our clients' use of services.
Digitization	Technological advancement significantly impacts how we interact with customers, manage operations and generate revenue. Additionally, it promotes operational efficiency by optimizing internal processes, reducing costs and facilitating data-driven decision-making.

Subject	Impact Description
Socio-environmental incidents	In order to manage business and operations contingencies and uncertainties, as well as to prevent emergencies that may affect the physical integrity of our collaborators, clients, suppliers and distributors and/or the environment, it is necessary to manage our strategic risks under a preventive model. and proactive Safety, Health, and Environment.
Work well-being	Our collaborators are the basis for fulfilling our strategic objectives. Therefore, we care about promoting a quality work environment, offering opportunities for professional and personal development, and promoting a culture of excellence for the deployment of talent of all those who are part of the company.
Water efficiency	La crisis hídrica es un llamado para que la gestión del agua tenga un enfoque colaborativo, relacionándonos con los distintos grupos de interés para el óptimo cuidado y disminución de su uso, sin dejar de abastecer las necesidades e intereses de la comunidad.

Subject	Impact Description
Emissions and impact on climate change	The rapid effects of climate change are putting pressure on companies to take significant action to reduce their greenhouse gas (GHG) emissions. We are committed to achieving carbon neutrality in our operations, with constant work on process optimization, using clean technologies and promoting sustainable practices throughout our value chain.
Personal data security and cybersecurity	Incorporating digital processes in organisations has raised the need for increasingly sophisticated mechanisms to protect the privacy and information confidentiality of clients, collaborators and other interested parties. We constantly identify new risks to prevent cyber-attacks and data privacy violations in all our operations, adapt our protocols, and promote good security practices.
Social networks strength and customer reactions	customers and receiving their opinions in real-time. However, they bring with them the risk that unfounded complaints or claims quickly go viral, causing damage to the company's reputation and affecting its public image and customers trust.



GRI 3-1 Process for determining material topics.

GRI 3-2 List of material topics.

GRI 3-3 Management of material issues.



Chapter 3

Sustainable profitability

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Economic Performance

GRI 201-4: Financial assistance received from the government.

Own indicator: Broken down sales income by customer type.

In 2023, total volumes sold reached 4.9 million m³, 31% higher than in 2022. This allowed an EBITDA of USD 151.4 million, based mainly on volume growth and Paraguay take over impact. This was offset by lower levels of inventory revaluation and higher operating expenses during the year, as a result of the quantity sold, inflationary pressures and logistics costs increases. Thus, by the end of the year, Enex profits amounted to USD 40.8 million.

Enex economic results: Volume, EBITDA* and Profit

Own indicator: EBITDA, Volume and Profit.

	Indicator	2021	2022	2023*
Consolidated*	Volume (MM m ³)	4,422	4,760	4,907
	EBITDA (MM US\$)	189,4	210,3	151,9
	Profit (MM US\$)	81,7	92,4	40,8

* Consolidated financial information includes operations of Chile, the United States, Paraguay and the UK in 2023. For the years 2021 and 2022, Enex Paraguay is not included.

** Values with decimals were approximated by rounding to the tenth.

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

Enex economic value generated and distributed (MM US\$)			
	2021*	2022*	2023
Total economic value generated (net sales income)	3,804.2	5,125.3	5,727.1
Workers' salaries and social benefits	92.5	99.92	113.4
Operational costs	3,590.4	4,880.50	5,519.2
Governments (taxes)	22.1	23.85	8.5
Investments and contributions to the community	0.3	0.2	0.3
Payments to Capital suppliers	17.0	28.46	45
Distributed economic value	3,722.5	5,033	5,686
Retained economic value	81.7	92.4	40.8

* For the years 2021 and 2022, Enex Paraguay is not included.

** Corresponding to income tax.



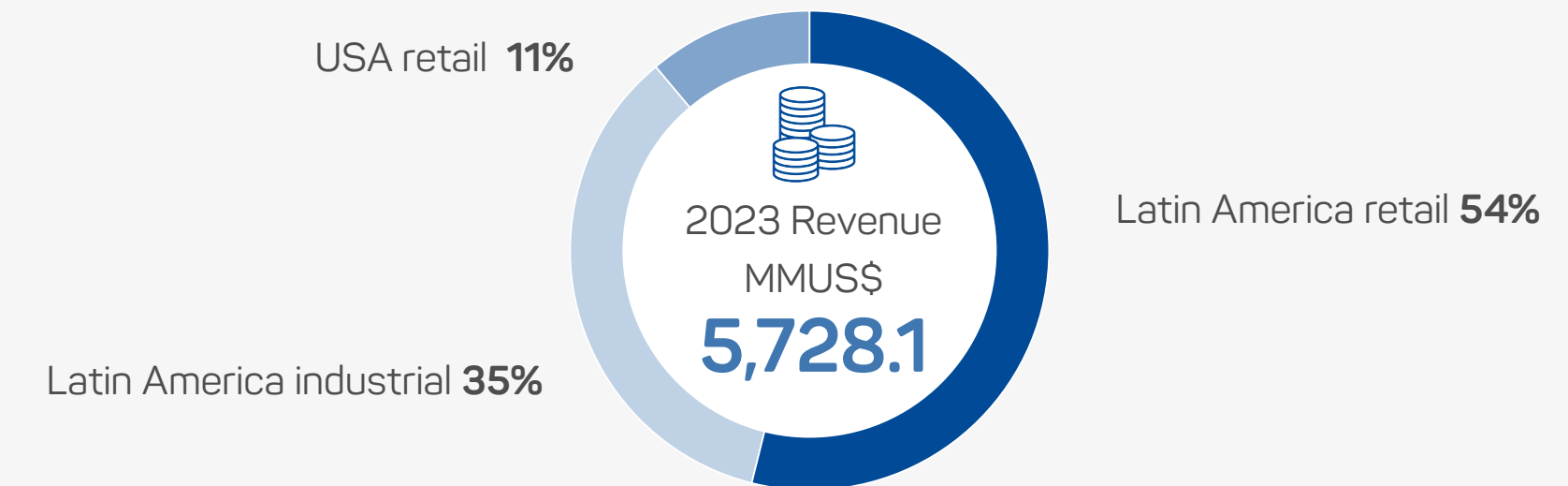


2022-2023 Income distribution

Own indicator: Revenue distribution by segments.

Segment	2022		2023	
	Revenue [MMUSÇ]	Revenue %	Revenue [MMUSÇ]	Revenue %
Latin America retail	2,733.10	53%	3,082.50	54%
Latin America industrial	1,741.90	34%	1,993.90	35%
USA Retail	650,3	13%	650,7	11%

2023 Revenue distribution



New contracts de Enex Chile (MM US\$) *

Own indicator: number and total amount of new Enex Chile contracts.

	2020	2021	2022	2023
Number of new contracts	1,739	1,602	1,515	1,460
Total amount of new contracts (MM US\$)	84,378	57,236	46,180	50,671

* New contracts are considered to be those customers who in 2023 have made their first purchase from Enex, reaching a volume greater than 1,000 liters.

During 2023, a total of 1,460 new contracts were closed, for a total amount of US\$50,671 million.



Chile

The year 2023 was complex in terms of country economic growth, with just 0.2% of GDP growth and domestic demand contraction of 4.2%. However, this was accompanied by greater inflation control with an inflation rate of 3.9%, which is significantly lower than 2022 and improves future projections for the national economy.

On the other hand, the external market was marked by volatility as a result of the Russia and Ukraine war, which began in 2022, and the Israel and Hamas war, which had an impact on products sold value and on freight costs. Added to this was the drought in the Panama Canal, which had effects on logistics and on transportation prices.

Various weather events throughout the year generated a significant amount of sea surges, which made it difficult to unload ships in ports. Despite this logistical challenge, our team managed to successfully overcome difficulties and fulfill the commitments made to our clients.

Contrary to what happened in 2022, this year there was a devaluation of our inventories, as a result of the global drop in the price of oil. This impacted economic results negatively. Inventory stocks are a risk factor for the business, due to the high cost of the product and the nature of our business.

During 2023 we continue to expand our network of service stations and convenience stores upa!, upita, and upa! market. Digitalization aspects were more strongly integrated which led us, among other achievements, to reach one million users in the Micopiloto App.

The projections for 2024 are positive for our market. The Central Bank of Chile expects inflation to continue its deceleration, to remain within the inflation target range, while GDP would have positive growth. Due to this relative normalization of economic activity, a reduction in the Monetary Policy Rate is expected, which would encourage economic activity and investment in the country. These factors have potential to positively impact national demand for our products and services, both at retail and industrial levels.



USA

As of 2023, the US fuel market had not yet recovered the demand levels prior to the Covid-19 pandemic, with gasoline demand volumes around 20% lower than those expected at the time.

However, we have faced this scenario with determination, which allowed our network to continue growing with the opening of 4 new Travel Centers. It was a challenging year, in which our efforts to improve day by day did not cease striving to fulfill our continuous commitment to customers.

Company management was characterized by organizational changes, the consolidation of processes, new services, the incorporation of tools to implement improvements, the signing of agreements that allow us to expand the offering in our convenience stores, among others.



Paraguay

This was a strongly competitive year in the Paraguayan fuel market because the state fuel imports and distribution company, one of the main competitors in the market, exerted great pressure on gasoline and diesel prices, generating a deterioration in industry margins in which 100% of the product is imported.

Faced with this scenario, at Enex Paraguay we choose to further reinforce our value proposition towards customers, strengthening and promoting an image in which quality is at the center of all the products and services we deliver. Proof of this was the bet we made when launching the Diesel product.

3 According to data published by the Central Bank of Chile in the Quarterly National Accounts for the fourth quarter of 2023

4 According to IPoM published by the Central Bank of Chile in march of 2024.

Sustainable energy solutions for our clients

At Enex Chile we are committed to the sustainability and energy independence of the country. Our energy diversification strategy focuses on three pillars: Electromobility, Energy Efficiency and New Energies.

Since 2019 we have promoted the national development of Electromobility and new energies. With this objective, we created the New-E Assistance Management in charge of developing these projects and promoting new energy businesses, to accompany our clients in their transition to low-emission energy while our own transition is under way.

We firmly believe that we have an important role in the national development of the energy solutions of the future. For this reason, in 2023 we actively participated in various fairs and events, in order to show the market our proposals for different industries. One of them was Expomin, where we presented solutions for mining with emphasis on electric chargers. We also attended Experience E, one of the most important electromobility fairs, where we exhibited our Enex E-Pro Powered by Shell electric vehicle chargers.

Major projects to offer sustainable solutions to customers and mitigate our emissions

Electromobility

- Electromobility solutions offer for retail clients in service stations and for industrial clients in their own electro stations or terminals.

Energetic efficiency

- omprehensive energy solutions and advice to clients.
- Support and advice to clients in energy transition.
- Solar energy for clients and for our own network.

New energies

- Evaluation and development of green hydrogen solutions.



Electromobility

Electromobility at our service stations

Chile

At Enex Chile we have consolidated our electromobility proposal through the Enex E-Pro Powered by Shell network, which offers fast electric chargers for private cars, business fleets and taxis.

In 2023 we installed 22 new charging points from Arica to Valdivia, reaching a total of 44 points throughout the country. In addition, we have another 6 points that are currently under construction and 20 projected to be developed in 2024.

A relevant milestone this year was the entry into force of the contract with Shell Recharge, a worldwide leading brand in electromobility and operator of more than 140,000 charging points in 28 countries in Asia, Europe, and America. This alliance will allow us to bring to Chile the experience of one of the most advanced companies in electromobility, which implies support in safety and confidence for current and future users of electric cars, improving their experience during recharging.

With Enex E-Pro Powered by Shell Recharge we seek to enhance the local electromobility market, promoting the growth of charging infrastructure in our country.

USA

In the United States, we continued to grow with the construction of an electric charging network for vehicles throughout our Travel Centers. This year we installed the first six 150 kW fast chargers, which integrate a battery to optimize their power.

Paraguay

At Enex Paraguay we marked a milestone by placing the first fast electric charger in a service station, under the Enex E-Pro brand. We accompanied this achievement with a campaign called "Eléctrica Mente", where we raffled off five non-plug-in Hybrid Hyundai SUV cars. This effort positions us as a reference in electromobility in Paraguay, where the electric charging infrastructure is still beginning its development.

Residential Charger

During 2023 Enex E-Pro launched its new residential charger for electric vehicles on the market, complementing this with installation, after-sales, and support services. The charger has a simple design and easy operation.

Electromobility for industrial clients

At Enex we are committed to accompanying companies in their transition towards cleaner energies, offering solutions based on electrical energy to reduce CO2 emissions. We actively participate in public and private tenders, establishing commercial agreements that allow to use our electric stations network deployed in various regions of the country and access charging points.

In 2023 we were awarded the development of electro-terminals with Minera Centinela and Transportes CCU, being the first facilities for industrial clients of this type in the country.

For Minera Centinela we deployed 42 charging points to supply its electric trucks and buses fleet, ending the year with 95% progress level in the project. On the other hand, the agreement with Transportes CCU contemplates 6 loading points at their Distribution Center in Renca, intended to supply zero-emission trucks; This project was completed in December, so its start-up is expected at the beginning of 2024.



We renewed our adherence to the Public Private Electromobility Agreement for the period 2023-2024, with the aim of collaboratively contributing to decarbonization and the promotion of electric mobility. This commitment, which dates back to its first version in 2017, is promoted by the Ministry of Energy and the Commission Nacional de Energía, y The National Energy Commission, and this year's edition has 157 companies signed up.

Energy efficiency and NCRE

At Enex we constantly strive to reduce GHG emissions in our operation, focusing our management on the use of renewable energy throughout our processes. We have incorporated new certifications and standards to have greater control of our energy consumption and more efficient practices.

Chile

This year we increased energy consumption from renewable sources, which came to 76% of total consumption. An important part of this high percentage comes from the change in Chile's energy matrix composition where 63% of energy generation was renewable.

In addition, we have strengthened the signing of agreements to increase the supply of clean energy for our facilities throughout the country. In 2022, thanks to a supply contract with Grupo Cerro, our La Greda Alta Plant began to be supplied by renewable concentrated solar energy from Cerro Dominador facilities, in the Atacama Desert. Subsequently, in April 2023, we closed a tender with Enel Generación as free client for the supply of renewable energy for La Greda plant and the Placilla and San Carlos service stations, located in Valparaíso and Chillán region, respectively. These contracts allowed us to supply these three sites with 4,604 MWh of renewable energy during 2023. In 2022 we installed the first photovoltaic energy generation units at the Maipo Poniente and San Francisco de Mostazal service stations.



New energies

At Enex we want to be leaders in the search for new supply options for our customers.

In this context, during 2023 we carried out a novel operation to transport 2,600 liters of synthetic fuel based on green hydrogen and CO2 from Punta Arenas to Santiago, being the first in the world to carry out a feat of this type.

In addition, we work with the Hydrogen Technologies Unit of Pontificia Universidad Católica de Chile (PUC) to identify viable green hydrogen projects for our industrial clients, advancing in design and valorization of said projects during the year. We also signed an agreement with the Ministry of Transportation and Telecommunications, to work on a green hydrogen mobility initiative to provide the charging infrastructure necessary for the project's operation.

This initiative continued in 2023 with the installation of new solar panel systems, reaching 7 stations equipped with this infrastructure generating 307.4 MWh during the year. Of that total, 284MWh were generated by the 5 service stations that are operated by Enex investments. We are currently building another project that will begin operating in early 2024 and it is planned to continue the expansion of these energy systems in our network.

Total annual energy consumption (MWh)

GRI 302-1 Energy consumption within the organization.

	2023
Non-renewable (fossil fuels, reservoir hydroelectric)	3,202
Renewable (solar, wind, biofuel, run-of-the-river hydroelectric)	10,081
Total consumption	13,283



Operational Excellency

The economic, political, geographical, regulatory and social conditions posed a complex scenario for raw materials imports and distribution during 2023. Despite this, at Enex we showed capacity for adaptation and flexibility to supply our clients in a timely and correct manner..

Chile

Our level of compliance is based on logistics and efficiency indicators. At industrial level, we achieved an OTA (On Time Arrival) rate of 92%, while at service stations it was 97%. Meanwhile, in lubricants we achieved 92% compliance with the SLA (Service Level Agreement) index, which determines the percentage of lubricant shipments that arrive on time to customers and service stations, according to the scheduled date and time.

Indicator	2019	2020	2021	2022	2023
OTA Service station	96.0%	96.3%	94.3%	92.2%	96.6%
OTA Industrials	93.8%	93.6%	93.2%	92.5%	91.9%
SLA Lubricants	94.4%	91.1%	97.1%	96.9%	91.7%

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

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

Estados Unidos

At Road Ranger, the main indicators used to measure operational excellence are: (1) accident rate, which in 2023 was 1.2%; (2) percentage of days lost due to work-related accidents, with a value of 2.4%; (3) project completion rate, 33% in 2023 and (4) customer satisfaction index, which had a score of 3.82 out of 5.

Own Indicator: Road Ranger Operational Excellence Indicator.

Digital transformation for operational excellence



At Enex we prioritize innovation and digital transformation to improve customer experience. During the year, with the support of our IT team, we carried out more than 120 initiatives to digitize processes, increase efficiency and reduce costs. The following projects stand out:

- Continuation of a new Transport Management System (TMS) implementation, started in 2022. This platform automates fuels and lubricants scheduling and dispatch with more efficient routes, reducing carbon emissions and improving customer service and financial results.

- Migration of work methodologies to the cloud, ensuring secure and prompt information availability for our collaborators.
- New SAP SuccessFactors Performance Evaluation module.
- Implementation of 53 Starlink connections to improve connectivity at remote points and mining sites, benefiting collaborators and clients.

- Additional initiatives to improve customer experience, including a new digital signage platform in convenience stores, improved functionalities in the Micopiloto app and a platform to optimize shifts in stores.
- Field Service Project, corresponding to a new Salesforce module that allows greater visibility of maintenance incidents at service stations, timely assignment of technicians in the field to improve resolution times and visualizing the service level of maintenance providers.
- Automation of claims management through Salesforce.

For the year 2024 we have two strategic digitalization projects that began to be executed in 2023: systems associated with the points of sale modernization and ERP system update.

Cybersecurity and personal data protection.

Technological advances have exponentially increased the amount of collected and shared information, posing increasing challenges for personal data security, privacy and protection.

For this reason, during the year we carried out in-depth work to evaluate our level of maturity in cybersecurity and data protection, developing a three-year plan to meet the highest standards in these matters.

In addition, we care about raising awareness among our collaborators about the topic's importance for Enex, providing tools through talks, courses and user tests, to avoid incidents. We also implement new management processes indicators to keep systems updated and automatically and efficiently detect possible threats.

When security incidents occur that affect our clients, they are notified as soon as possible and internal resolution protocols are activated. Once the incident is resolved, the necessary improvements are implemented to prevent similar events from occurring. Finally, good practices are incorporated from the learning acquired, as part of the continuous improvement process.

GRI 418-1 Substantiated complaints regarding privacy violations of customers and loss of customer data.



Our contractors: partners in operational excellence

We seek to establish a long-term relationship with our contractor companies to provide stability and quality of service to our clients. To this end, we have developed work opportunities with transport and construction teams, addressing topics of their interest and safety aspects.

A female driver testimony

We present the testimony of Paola Rojas, a dangerous substances cargo driver who participated in the program we carried out with Transportes Jorquera and Volvo, in order to open new female workspaces in the transportation industry. During 2023, 14 women participated in this program.

Paola Rojas

Working with Enex for 1 year.

Women transporters program beneficiary.

"I have been in the trade for 25 years. I started in collective transportation, then I drove buses and there I applied for this Volvo program for professional drivers, in which Jorquera Transporte companies qualified us and trained us in dangerous substances. This is the most I could hope for in professional terms.

I saw a lot of support from the program since the first year. They treated us with a lot of respect and equality and made us feel that we are important. It has been a wonderful experience, in which they gave us a real opportunity with the necessary support and tools.

It was a social impact for the people in the environment and for us women, since we broke schemes and entered a very masculine world. Integration is a little difficult for women, but you start somewhere. But it's not been easy, we have to open doors and change mentalities. You have to do it, dare, knock on doors and never give up."



Chapter 4

People and community

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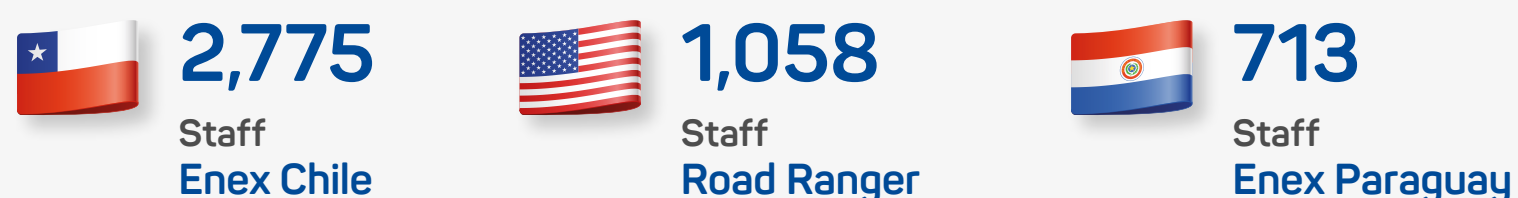
Team engaged

Our collaborators are essential for Enex' long-term sustainability and productivity. In each country in which we operate, we form teams committed to our values of Service, Excellence and Respect. This is why we care about offering fair remunerations and creating a positive work environment, where infrastructure plays a relevant role. In this context, this year we made important changes to the workspaces at Enex Chile headquarters to adapt to a new, more flexible way of working, incorporating new technologies that improve people's well-being, boost productivity and encourage collaboration.

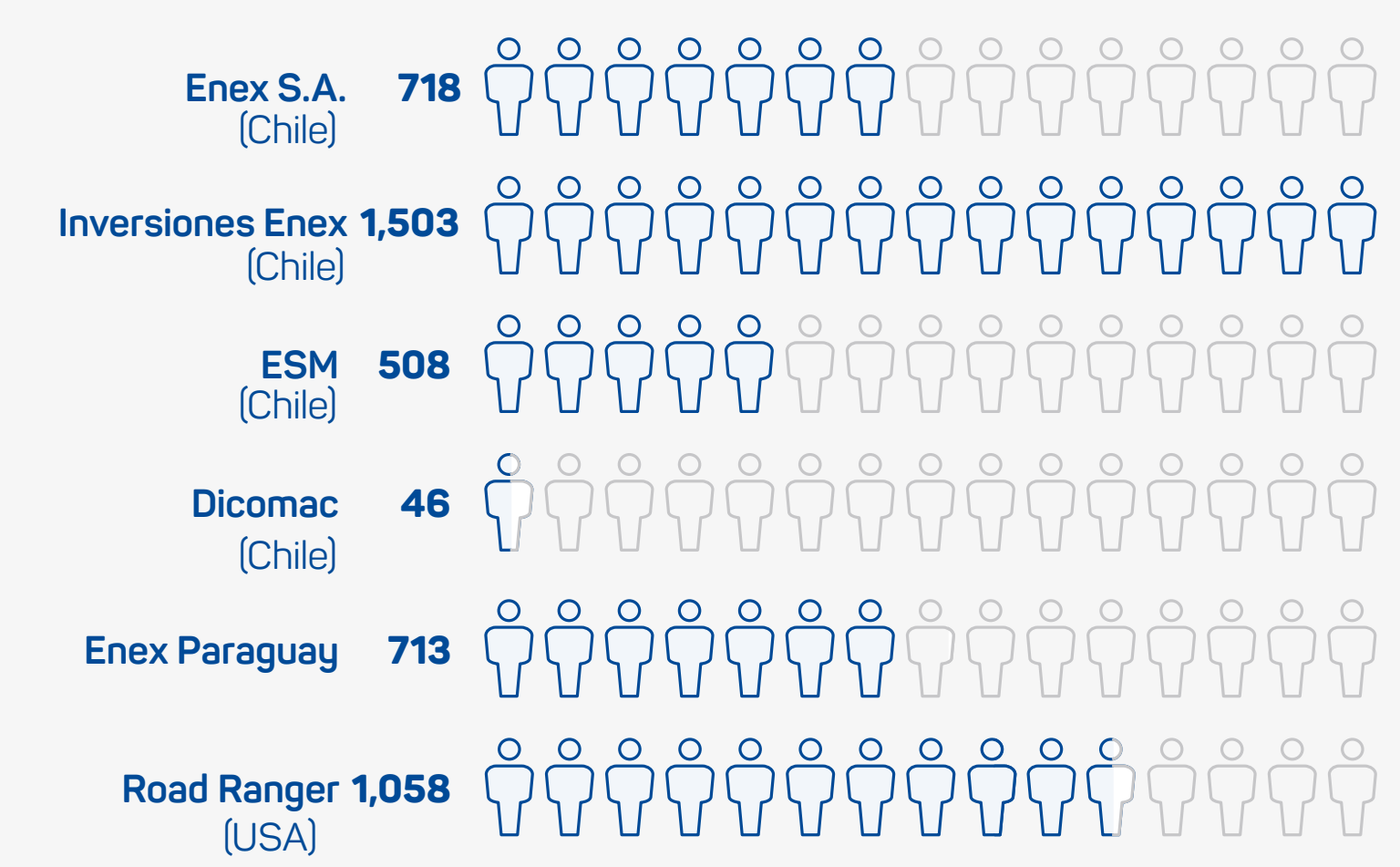
In 2023 our total workforce grew by 4.8%, consolidating our team to 4,546 persons. This number includes those who work at Enex S.A. and its three subsidiaries in Chile (Inversiones Enex, ESM and DICOMAC), and Road Ranger in the United States and Enex Paraguay. A 28% increase in Road Ranger staff stands

out, where it reached a thousand collaborators, while in Paraguay there was a 9% decrease. Chile, meanwhile, did not present significant variations.

Regarding the type of contract, considering Chile, the United States and Paraguay, there was an increase of 40% in permanent part-time contracts and a 27% increase in full-time contracts.

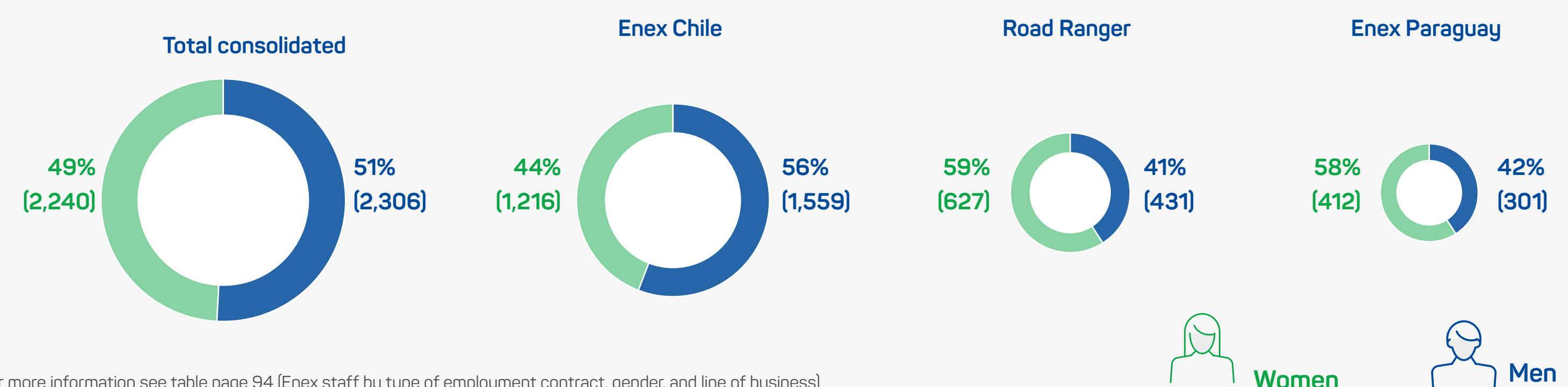


Staff by entity



Dotation percentage from gender

GRI 405-1 Diversity in governing bodies and collaborators.



GRI 2-7 Collaborators.

5 For more information see table page 94 (Enex staff by type of employment contract, gender, and line of business)



Enex culture

At Enex we recognize and value our collaborators who are committed to excellence in their work. We strive to be agile and innovative, encourage teamwork and celebrate the diversity of skills that contribute to achieving our common goals.

We seek to instill the true spirit of Enex in all our activities, events, and training, reinforcing our identity and creating opportunities for our collaborators to integrate the purpose behind their work, get to know each other and understand the importance of their work within the company organization.

To do this, we promote our SER values in everything we do:



Service: We want to generate an optimal service that mobilizes people to meet their objectives. We work every day to respond in agile and timely manner to our client's requirements, putting ourselves in their place to provide them with the best experience, favoring teamwork and collaboration.



Excellence: We do our best to do things well, putting maximum effort into each task and challenge, surpassing ourselves every day to meet our goals and commitments.



Respect: We value people and our environment, through compliance with the Code of Conduct, ethical and free competition rules, and current laws. We take responsibility for our safety and that of others, and we seek to comply with established schedules to respect the time of those who interact with us.

Because we operate in three countries and have different lines of business within them, we consider it essential to our organizational culture to constantly reinforce our identity and the purpose behind our work, remembering that we serve the business as a whole.

2023 Key milestones:

Chile

- **Workspaces and infrastructure remodeling:** Remodeling of our corporate offices at headquarters in Chile.
- **Change management:** We launched a new change management model, which included the implementation of subject-specific training modules.
- **Internal sports championships:** We organize sporting and recreational events to promote interaction between collaborators (football, paddle, karting, tennis, board games, among others).
- **Safety and environment culture:** We reinforced our commitment to safety and the environment through visible leadership and awareness campaigns.

USA

- The new operations vice presidency focused its efforts on cross-training (store and restaurant), in order to create transversal skills and allow collaborators to develop knowledge to assume more responsibilities.

Paraguay

- We developed the Healthy Enex Program, which seeks to raise awareness among employees about the importance of emotional well-being and quality of life, promoting guidance in physical, emotional, and financial health and social sensitivity. To achieve this, we developed training in physical and mental well-being, self-esteem and personal development, emotional self-management techniques, breastfeeding, and complementary nutrition, among other things.



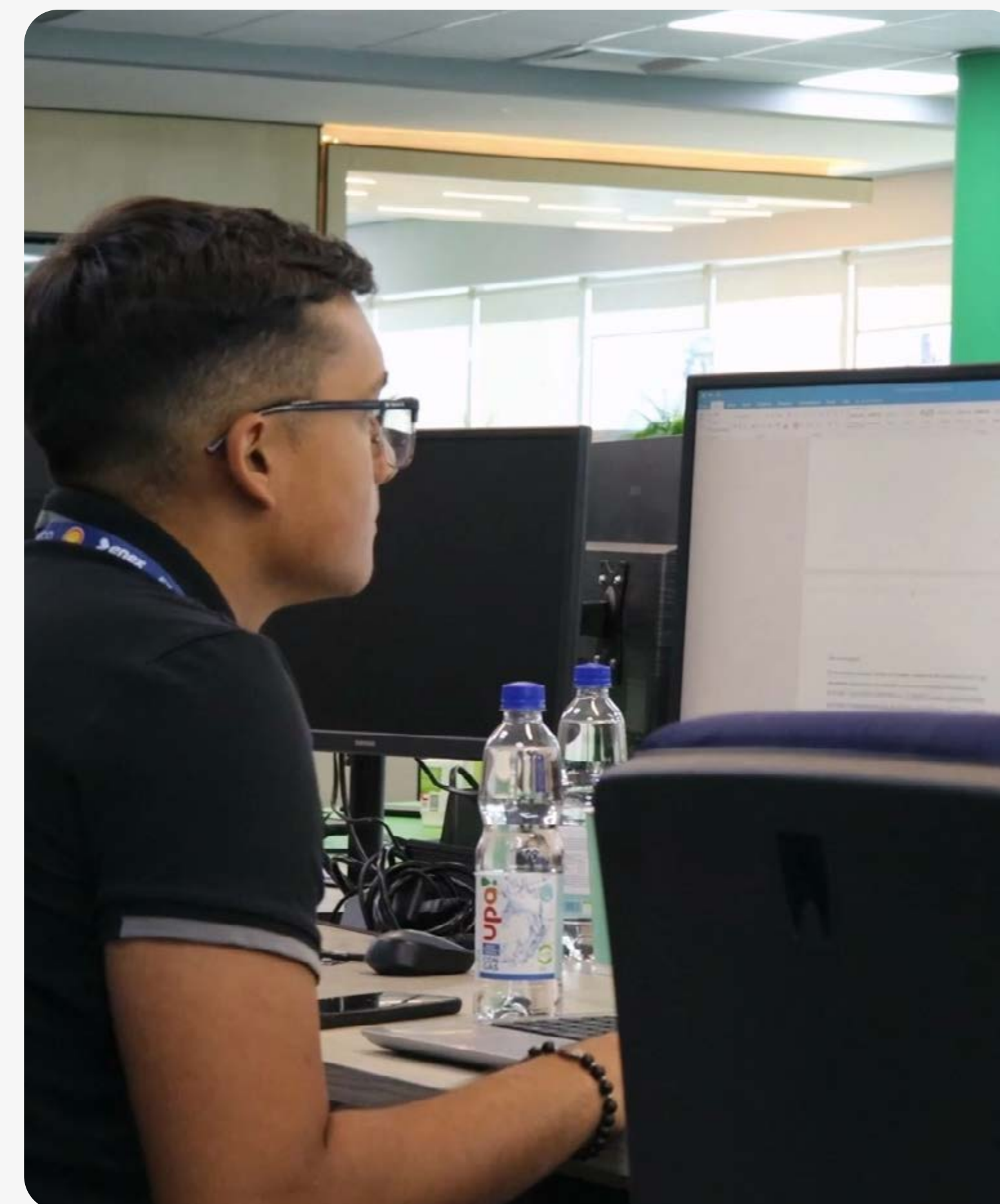
Talent attraction and retention

During the period, the rate of new hires at corporate level increased by 12 percentage points (pp) compared to 2022. A 30pp increase in the same rate in the case of women stands out, explained mainly by the staff increase in the United States.

New employee hires and staff rotation

GRI 401- 1 New employee hires and staff rotation.

		2022				2023			
		Total N°. of new hires	New hires rate	Total N°. of exits	% Rotation	Total N°. of new hires	New hires rate	Total N°. of exits	% Rotation
ENEX S.A. (Chile)	Man	80	17%	92	19%	118	24%	104	21%
	Woman	45	21%	39	18%	50	21%	41	18%
	Total	125	18%	131	19%	168	23%	145	20%
Inversiones Enex S.A (Chile)	Man	434	71%	397	65%	347	61%	383	68%
	Woman	683	71%	620	65%	564	60%	574	61%
	Total	1,117	71%	1,017	65%	911	61%	957	64%
ESM (Chile)	Man	243	55%	241	55%	194	40%	173	36%
	Woman	2	11%	6	32%	5	24%	5	24%
	Total	245	53%	247	54%	199	31%	178	35%
Dicomac (Chile)	Man	2	15%	1	8%	2	17%	3	25%
	Woman	11	30%	7	19%	6	18%	9	26%
	Total	13	26%	8	16%	8	17%	12	26%
Enex Paraguay	Man	325	45%	206	10%	188	60%	142	45%
	Woman	294	55%	140	11%	260	65%	163	51%
	Total	619	100%	346	21%	448	63%	305	63%
USA	Man	647	206%	634	202%	927	215%	828	192%
	Woman	1,050	206%	981	192%	1,306	208%	1,205	192%
	Total	1,697	206%	1,615	196%	2,233	211%	2,033	196%
Consolidated	Man	1,406	73%	1,365	70%	1,776	77%	1,633	71%
	Woman	1,791	68%	1,653	65%	2,191	98%	1,697	89%
	Total	3,197	75%	3,018	70%	3,967	87%	3,630	80%



Performance evaluation

Chile

The *MIDE* Performance Evaluation Process (Mi desempeño en Enex) aims to align collaborator's goals with company values and objectives. This includes all collaborators with indefinite contract and with over three months of service.

The MIDE process has three stages:



Stage 1: It consists of generating spaces for conversation between the evaluated and the evaluator, to learn about the company's strategic objectives and projects and thus align individual goals with corporate challenges.

Stage 2: A talk between collaborator and his/her management that aims to discuss the performance achieved in the first half of the year, review individual goals agreed upon in Stage 1 and redefine them if necessary.

Stage 3: We tried to identify competencies development, evaluate goals achievement, discuss, and provide feedback about performance in a comprehensive manner. This stage consists of 4 steps: self-assessment, evaluation, calibration panels and feedback..

As part of our efforts to modernize and optimize internal processes, we implemented the MIDE Digital module on our Conectados platform. We trained 736 Enex collaborators, who actively participated in the evaluation panels along with heads, assistant managers and managers. To promote interaction between people, the importance of maintaining goal setting dynamics and in-person feedback was emphasized, instructing leaders to provide effective feedback.

Performance evaluation

		2022		2023	
		N° Evaluated collaborators	% evaluated out of total of employees	N° Evaluated collaborators	% evaluated out of total of employees
ENEX S.A. (Chile)	Man	389	87%	402	82%
	Woman	194	98%	205	91%
	Total	583	90%	607	85%
Inversiones Enex S.A. (Chile)	Man	446	76%	362	64%
	Woman	656	70%	591	63%
	Total	1,102	72%	953	63%
ESM (Chile)	Man	354	80%	46	9%
	Woman	19	100%	16	76%
	Total	373	81%	62	12%
DICOMAC (Chile)	Man	13	100%	12	100%
	Woman	32	86%	35	100%*
	Total	45	90%	47	100%
Enex (Paraguay)	Man	26	57%	33	46%
	Woman	20	43%	33	53%
	Total	46	100%	66	99%
Road Ranger (USA)	Man	298	97%	168	39%
	Woman	442	87%	340	54%
	Total	740	91%	508	48%
Consolidated	Man	1,194	74%	992	43%
	Woman	1,341	86%	1,226	55%
	Total	2,535	71%	2,218	49%

*Due to staff rotation during the year, the number of people trained may be greater than final staffing reported as of December 2023..

GRI 404-3 Percentage of employees receiving regular performance and professional development evaluations.

USA

At Road Ranger, all store and corporate office employees are formally evaluated annually by their direct supervisor.

Paraguay

Performance evaluation is carried out through the Mi EDD process, an annual Performance Management cycle that consists of three stages: (1) objectives definition, (2) observation and feedback, (3) final evaluation. Senior Management defines the annual strategic objectives, which are presented to the Board of Directors for approval. Line managers then meet with their direct reports to set individual goals. Subsequently, line heads do the same with their direct reports.

Training, scholarships and learning opportunities

Chile

To achieve our learning and development goals, we have the Cmás training program, updated annually to meet our business needs. This year we reorganized the transversal grid and moved some courses to more specific categories for better accessibility and clarity.

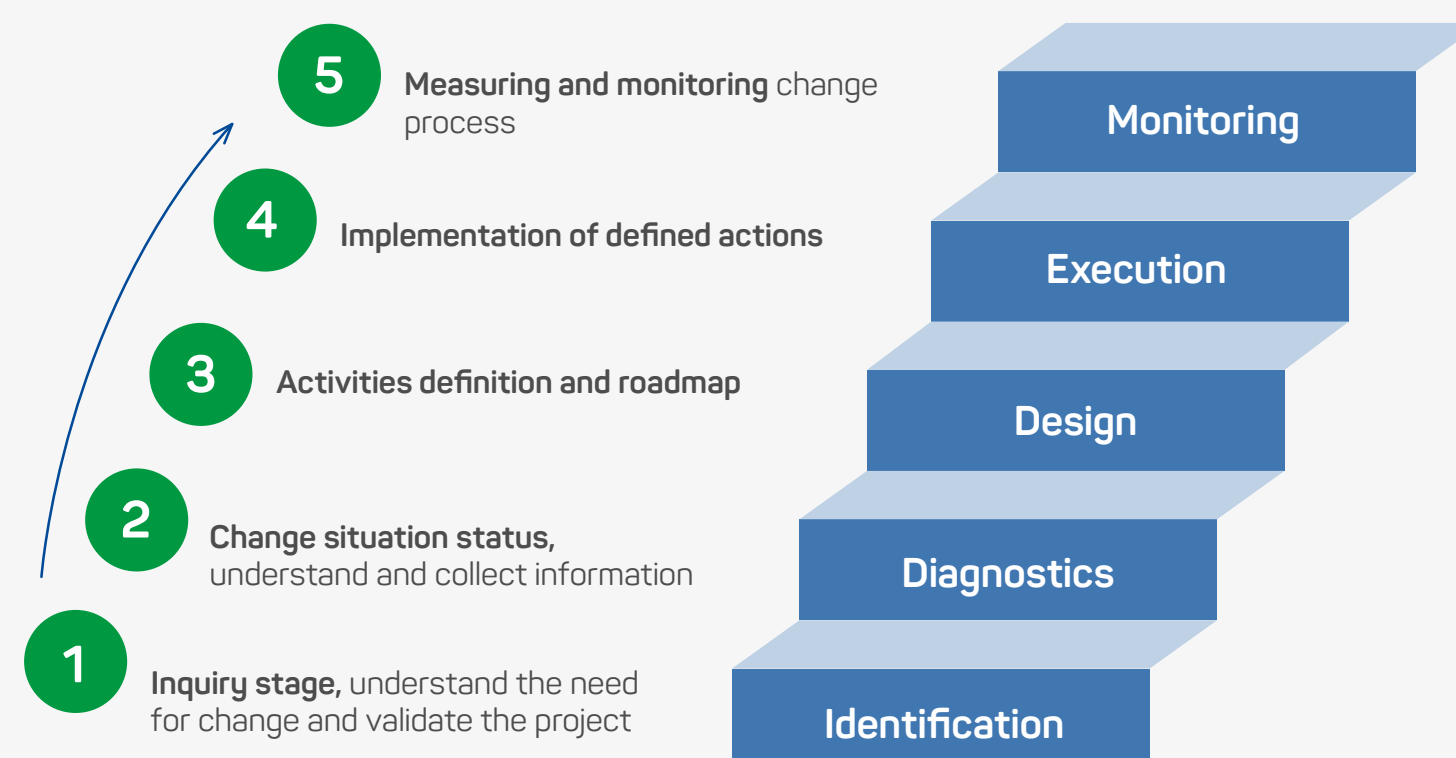
2023 highlights:

- Standardization of Enex's transversal grid, including mandatory courses such as Cybersecurity, Code of Conduct, Crime Prevention Model, Free Competition and Technological Tools. Likewise, the annual training plan was executed, which includes specific topics to attain ethical and legal compliance, such as Code of Conduct, Free Competition, Crime Prevention Model, Emergency Brigade, OS-10, among others.
- Consolidation of the DNC procedure (Detection of Training Needs), to build personalized training plans for collaborators according to their needs and gaps
- Strengthening the training plan in leadership tools, training all new Managers and plant and office leaders. 100% leader training achieved.

- Establishment of a leveling plan in Excel tools, to cover gaps in commercial and support areas.
- Renewal of our Cmás E-learning platform with new design, improved user experience and more efficient approval process.

Process stages

Change Management model.



During 2023 we implemented a Change Management Model in Chile, which seeks to facilitate and guarantee the implementation of organizational transformation processes and projects. We held informative talks and courses, including one with Universidad de los Andes called "Leadership for Change." The approach is theoretical-practical, using work matrices to guarantee successful implementation. The focus remains on three teams that lead large change projects, ensuring that methodology is correctly implemented.

The Human Resources Team provides support to projects and collaborates closely with relevant areas from the initial stages. This approach was integrated into our training grid, since it is fundamental part of our operation.

Initiatives for collaborators training

GRI 404-1 Average training hours per year per employee

Enex transversal training mesh in 2023

Course	Description
Corporate Induction	Internal knowledge of the Company program, an e-learning course that explores Enex values and culture.
Free Competition Talk	Training carried out by Corporate Affairs area to explain main concepts of Decree Law No.211 on free competition and inform how to comply with these regulations, in order to avoid improper actions and possible sanctions.
Sustainability and Innovation Induction	Talk about innovation processes and sustainability projects at Enex.
Health, Safety and Environment Induction	Induction process for all new personnel in accident prevention and environmental care.
Visit to Maipú Plant	In-person visit to the fuel plant in Maipú, to learn more about business operations.

In the specific case of Inversiones Enex S.A. the training program adapts to each job profile's challenges and needs, offering self-instruction courses on e-learning platforms which are complemented with a practical program taught at points of sale. Each year a training grid is established based on business needs. The focus in 2023 was on social and emotional intelligence development, including skills such as effective communication, interpersonal relationships, and management of conflictive and ambiguous situations. After months of work and several training sessions, points of sales leaders certified 218 employees in "Psychological First Aid" technique, which includes development of containment skills for high-stress situations. During the year, \$58,088,000 was invested in 28,012 hours of training for 324 employees, through accredited training institutions and financed with tax exemptions.

Estados Unidos

At **Road Ranger**, we expanded the modules of the Ready Training Online (RTO) platform with a focus on induction and integration of new professionals. Additionally, the training modules on sales, products and workplace harassment were updated. With the training carried out during 2021, 2022 and 2023, progress was made in the structuring of training plans aimed at prioritizing those topics that strengthen the strategic plans and training was carried out mainly for those who have leadership roles.⁶

Paraguay

In the case of **Enex Paraguay** we developed the School of Leaders under the concept of comprehensive development, with modules such as "Healthy Enex" that enhances physical and emotional health, or the "Fulfill your financial dream" personal finance program. There was a decrease in training hours per employee compared to 2022, however, by 2024 we expect to resume the number of trained collaborators with the implementation of the second level of training in the School of Leaders.

*Details of training hours per employee are found in Annexes, page 96.

Co-financing of scholarships

11 collaborators renewed their co-financed scholarships this year, while 15 obtained new scholarships, including 4 for diploma courses, 1 for MBA and 10 for undergraduate programs. The scholarships seek to support our collaborators in obtaining a professional degree, deepening their training, promoting their development and the acquisition of new tools that allow them to grow at Enex and subsidiaries.

⁶ For more information, see table on page 96 (average training hours per year per employee)



Collaborators with scholarships to continue undergraduate and graduate studies

Own indicator: Number of collaborators awarded scholarships to continue undergraduate and postgraduate studies.

Total number of applicants	26
Selected for Undergraduate studies	10
Selected for Graduate studies	5
Total selected	15

During 2023, all the applications for scholarships to continue undergraduate and postgraduate studies that met required standards were accepted and co-financed.

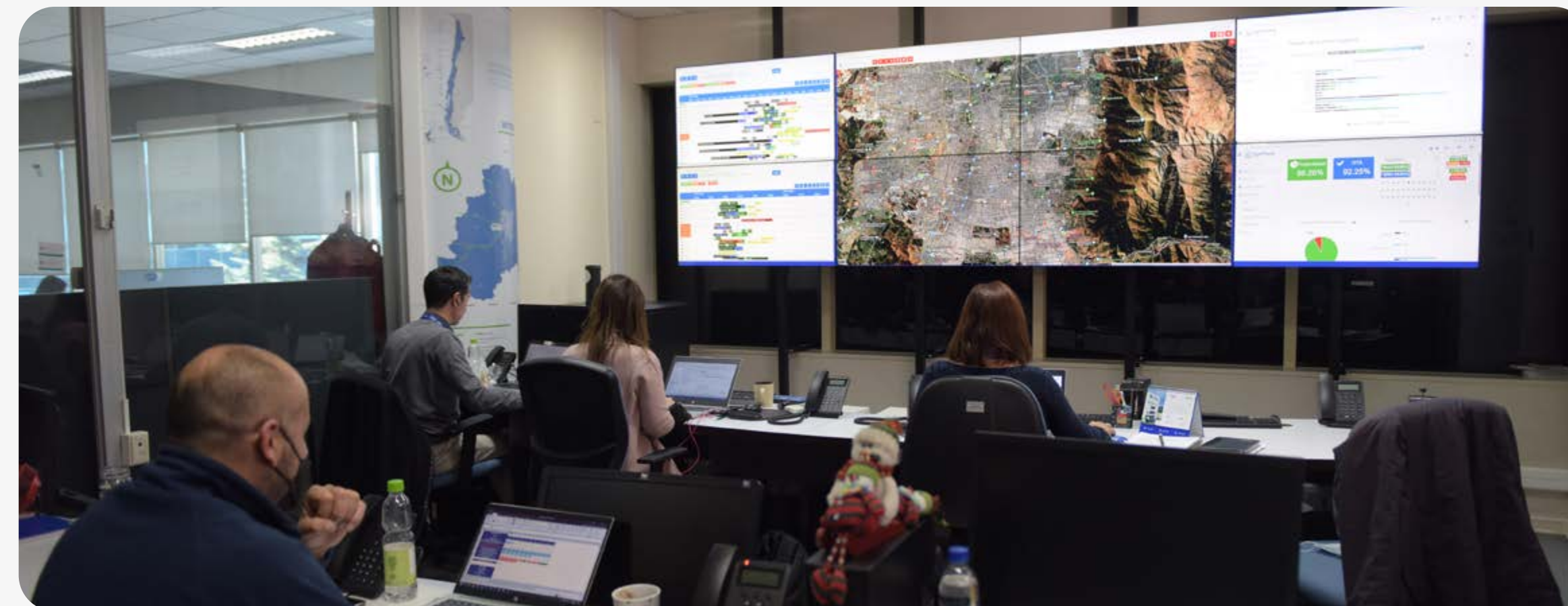
Internal mobility

Chile

At Enex Chile we have a firm commitment to the professional development of our collaborators, promoting their growth and career development within the organization. This action plan integrates the results of the MIDE Performance Evaluation, training employees according to their gaps and company needs.

		2022				2023			
		Internally filled vacancies	Total vacancies filled by new hires	Total	% VOI (Internally filled vacancies)	Internally filled vacancies	Total vacancies filled by new hires	Total	% VOI (Internally filled vacancies)
ENEX S.A. (Chile)	Man	20	80	100	20%	33	109	142	23%
	Woman	24	45	69	35%	19	51	70	27%
	Total	44	125	169	26%	52	160	212	25%
Inversiones Enex (Chile)	Man	20	171	191	10%	4	319	323	1%
	Woman	22	284	306	7%	21	447	468	4%
	Total	42	455	497	8%	25	766	791	3%
ESM SpA (Chile)	Man	18	225	243	7%	12	217	229	5%
	Woman	1	2	3	33%	0	6	6	0%
	Total	19	227	246	8%	12	223	235	5%
DICOMAC (Chile)	Man	1	2	3	33%	1	2	3	33%
	Woman	5	11	16	31%	1	6	7	14%
	Total	6	13	19	32%	2	8	10	20%
Enex Paraguay	Man	19	457	476	4%	21	129	150	14%
	Woman	26	318	344	8%	23	167	190	12%
	Total	45	775	820	5%	44	296	340	13%
USA	Man	47	647	694	7%	48	927	975	5%
	Woman	145	1,050	1,195	12%	94	1,306	1,400	7%
	Total	192	1,697	1,889	10%	142	2,233	2,375	6%
Consolidated	Man	106	1,125	1,231	16%	119	1,703	1,822	7%
	Woman	197	1,392	1,589	24%	158	1,983	2,141	7%
	Total	303	2,517	2,820	17%	277	3,686	3,963	7%

Own KPI: % of internal mobility and promotions.



At **Inversiones Enex** we have a Succession Plan that has enabled the promotion of many people within the company. During the year, four cycles of the Talent Detection Plan and Succession Plan were carried out, highlighting collaborators who are projected as potential talents to assume positions of greater responsibility, and also indicating competency and learning gaps in order to conduct successful training. On the other hand, for vacant positions within the head office, the internal competition process is open, and collaborators can apply, depending on the specified requirements.

USA

At **Road Ranger** we emphasize the importance of cross-training between store and restaurant staff, to create skills that allow outstanding collaborators to demonstrate their ability to assume more responsibilities and be considered for internal mobility processes.

Paraguay

At **Enex Paraguay**, when positions need to be filled, we carry out internal search processes, socializing them with the entire company so that all collaborators with more than six months seniority and who respond to the required profiles can apply for the vacancies and enter the selection process.

Diversity and inclusion

At Enex we value respect for cultural and personal differences. This is how we have a Diversity and Inclusion Policy that applies to all collaborators. We have added to this document a Diversity and Gender Identity Protocol, contained in the Internal Regulations of all our companies. Among other aspects, this protocol seeks to support and provide help and opportunities to our collaborators who are beginning a gender transition process in our company.

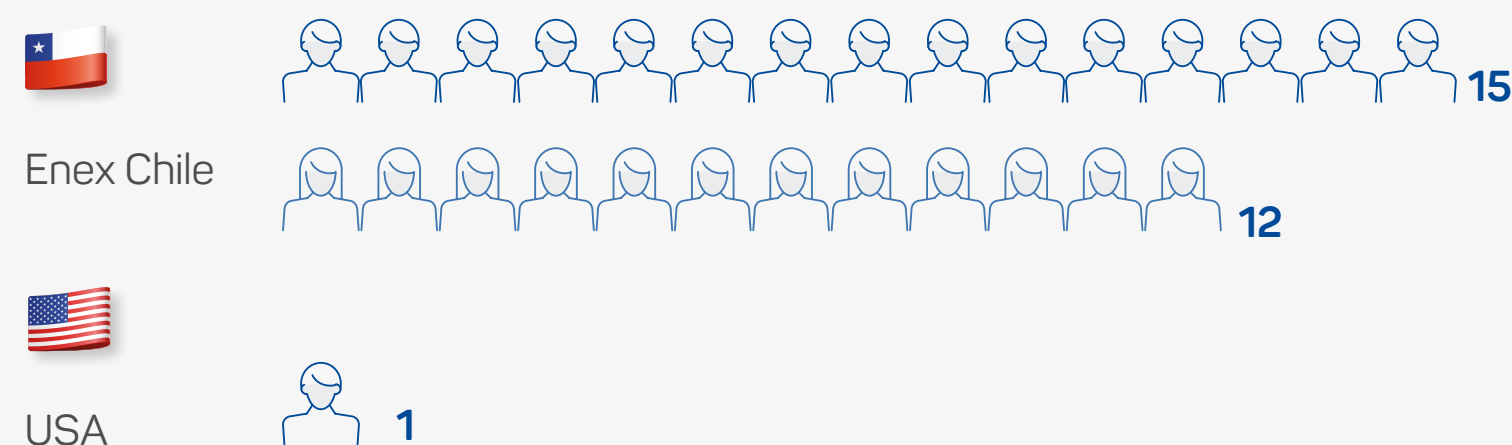
At Enex Chile and its subsidiaries, we adhere to the guidelines established in Chilean Law No.21,015 on Labor Inclusion, which seeks to integrate people in disability situation. In addition, we promote an inclusive culture that encourages their participation

From the 2023 management period we highlight:

- Accreditation of persons with disabilities, through collaboration with a specialized consulting firm, offering certification opportunities.
- Hiring collaborators with disabilities.
- Training in inclusive language for persons in charge of the recruitment and selection process.
- Development of inclusive protocols in recruitment and selection processes and at the time of hiring. Inclusion is prioritized under equal conditions.
- Integration of the "universal access" for people with disabilities (PsD) approach in our building remodeling, including good practices and standards beyond current regulations.

The experience has been highly enriching in terms of performance evaluations, positively impacting the teams' work environment and the organizational culture.

Collaborators in disability situation (PsD)



* Enex Paraguay does not have workers with disabilities (PsD).

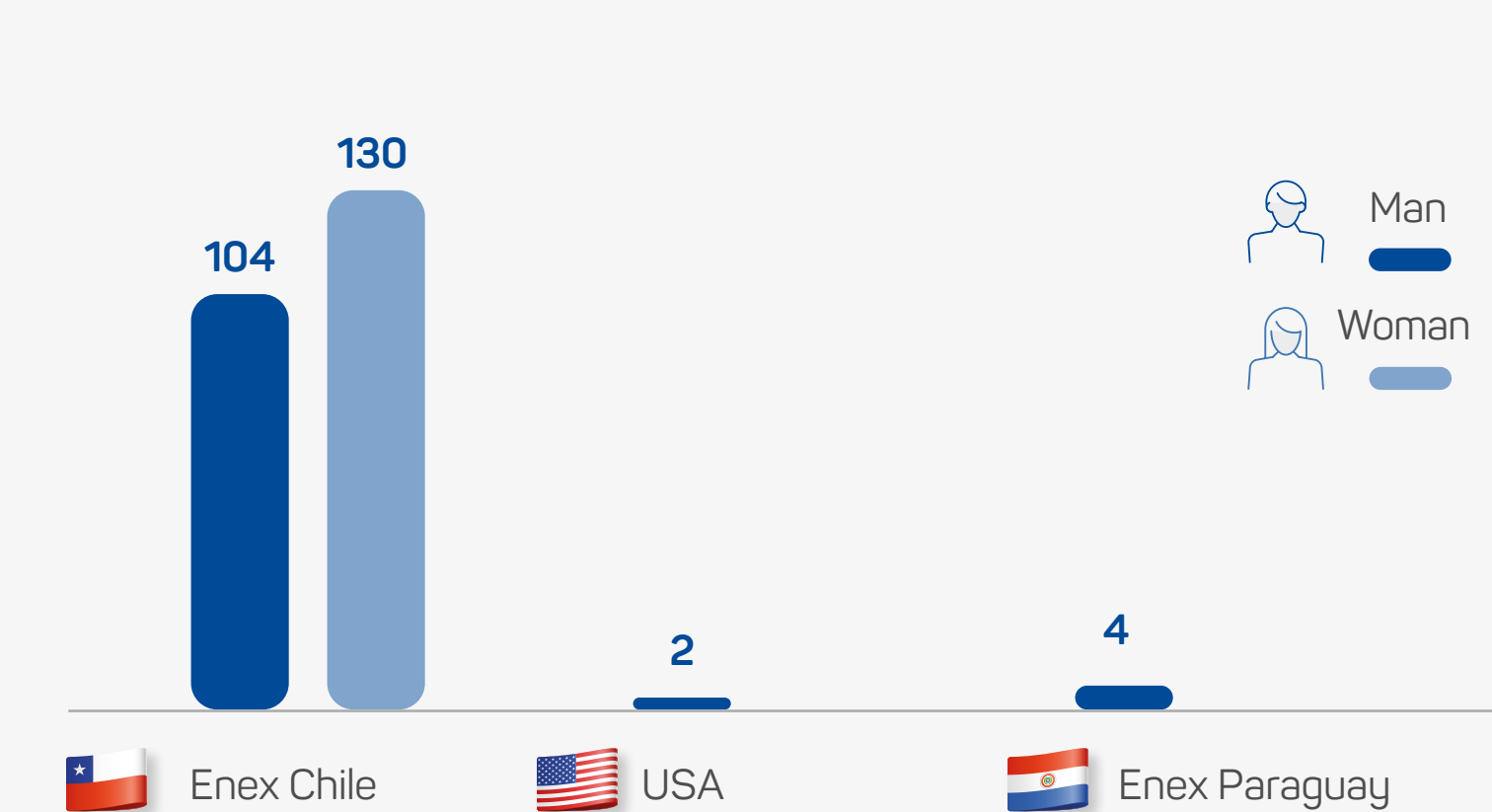
Nationality diversity

At Enex Chile, 8% of our workforce is made up of foreign collaborators, reflecting our commitment to diversity and the globalized context in which we operate.

Under the title "Let's see talent where others see differences", awareness sessions were held aimed at all Enex collaborators and specific sessions for management. These sought to address labor inclusion from a comprehensive perspective, to provide the tools and open dialogue about what disability is, the correct use of language in this matter, the types of disability, the legal framework and associated myths and biases.

2030 Foreign staff

GRI 405-1 Diversity in governing bodies and collaborators.



Gender equity

We have a Hiring Policy that guarantees equal opportunities for men and women in employee selection processes.

We promote female participation and gender equality in the organization through initiatives such as inclusive language in job offers, equitable remuneration for men and women and in line with the market and promoting the presence of women in various positions as, for example, positions that, by their nature, have significantly more men applicants: we promote female applications in order to have the best candidates and equal opportunities.

In 2023 we continued to make progress in this area by monitoring indicators and having salary reviews to guarantee gender equality.

Work well-being

Organizational climate

Own indicator: Climate survey results and measures adopted.

Chile

Since 2015 we have carried out the Work Environment Survey in Chile. This instrument provides valuable information, identifies opportunities for improvement, raises alerts and detects gaps to address them in a timely manner. In 2023, Enex S.A. experienced an increase of approximately 3pp in the participation rate, reaching 92.6% with 80% favorability result.

Paraguay

In the case of Paraguay, the survey indicated a decrease in participation rate (-17pp) and favorability (-6pp), which can be attributed to the merger process with the Gabana S.A. subsidiary head office carried out during the year, due to the difference in organizational cultures, a situation that we hope will be reversed as soon as possible. Despite these changes in the organization, the Great Place to Work certification was maintained.

Work climate survey results

		2022	2023
Enex S.A (Chile)	% of favorability	80,3%	80,0%
	% of Participation	89,9%	92,6%
ESM (Chile)	% of favorability	78,2%	78,6%
	% of Participation	93,0%	91,5%
Dicomac (Chile)	% of favorability	87,1%	87,0%
	% of Participation	80,9%	97,4%
Inversiones Enex S.A. (Chile)	% of favorability	82,2%	81,1%
	% of Participation	92,2%	91,9%
Enex Paraguay	% of favorability	91,0%	85,0%
	% of Participation	95,0%	78,0%

Life quality

Chile

To promote well-being and professional development we have at Enex Chile the Nación Enex Bienestar program. This includes a Personal and Work Balance Plan, which promotes flexibility to support employees at important moments in their lives. It offers benefits such as free afternoons on birthdays, days of rest additional to those stipulated by law in the event of important events such as marriage, birth of children or death of relatives, and the teleworking option in certain roles.

Our goal is for employees to share opportunities outside of work, encouraging interaction and strengthening ties between them. During 2023 at Enex Chile we organized various activities to contribute to a more positive work environment among our team. These included family events, celebrations for Enex' anniversary, internal championships, the Chilenity Week, among others

Paraguay

At the same time, in Paraguay, we have implemented the Enex Saludable Program, aimed at raising awareness among our collaborators about the importance of emotional well-being and quality of life. This addresses various aspects of the physical, emotional, financial and social health of our collaborators, offering them training on topics such as physical and mental well-being, emotional self-management techniques, vaccination campaigns, healthy eating, prevention of diseases such as hypertension and anxiety, among others. In addition, we provide support through additional days off to celebrate birthdays and weddings and to carry out preventive medical check-ups.

In 2023, at Enex Chile we focused on understanding the needs of our collaborators to design benefit packages more appropriate to their needs. We regularly published new agreements through various channels and organized monthly talks on wellness topics. This effort has improved the usability of benefits, favorability in surveys and has positioned well-being as one of the best evaluated dimensions at organizational level.



Parental permit*

GRI 401-3 Parental permit.

2023	Enex Chile		Road Ranger		Enex Paraguay	
	Man	Woman	Man	Woman	Man	Woman
Total number of collaborators with parental permit rights.	32	75	0	18	8	7
Total number of collaborators who have used parental permit.	24	75	0	18	8	7
Total number of workers who have returned to work in the reporting period after parental leave end.	24	56	0	11	8	7

* According to each country legislation, the parental leave that responds to this indicator is different in Enex Chile and in Road Ranger. In the case of men in Enex Chile, the data corresponds to the five-day postnatal parental leave granted to fathers by law. In the case of the United States, it is answered according to the use of leave contemplated in the Family and Medical Leave Act (FMLA), which grants 12 weeks of unpaid leave for medical reasons, which includes the birth of a child, to both sexes equally. Such leave may begin before the birth of the child if a doctor certifies that it is medically necessary. As mentioned, Road Ranger pays this leave for all workers who have more than one-year seniority

Transition assistance programs

GRI 404-2 Programs to develop employee competencies and transition assistance programs.

At Enex we are committed to supporting employees who have developed an impeccable career and must make a job transition, which implies the end of a stage or a context change.

These programs may include:

- Optional retirement for those who are of retirement age and have more than five years of service.
- Payment of legal compensation upon joining the retirement program.
- Outplacement services for first-line positions.
- Assistance or advice on the transition to a life without work.

Fair remuneration policies

GRI 202-1 Ratio of the standard entry-level wage by sex to local minimum wage.

Chile

In terms of remuneration, we continue to advance on the path of sustained growth. Our Remuneration Policy establishes as a fundamental principle to have entry salary offers above the minimum monthly income (IMM). With this we seek to promote with a competitiveness criterion the attraction and retention of talent.

This policy was implemented in January 2020 with the objective of improving the remuneration of all employees who earned less than \$500,000 (in total salaries). The decision positively affected hundreds of families linked to Enex and its subsidiaries, especially when the IMM was CLP 326,500

Starting salary at Enex Chile is between 30% and 60% higher than the legal minimum salary, depending on the company and its subsidiaries. *

* The upper value of the percentage range decreased from 71% in 2022, because the Minimum Monthly Income (IMM) increased well over CPI variation, more than entry salaries.

Innovation and adaptability culture

Starting in 2020, innovation is one of the company's three strategic pillars. Therefore, it is a fundamental part of our integrated management model, which ensures the strategic incorporation of innovation throughout our operations, from long-term planning to daily management and culture.

The main objective of our innovation strategy is to ensure business sustainability through incremental innovation with focus on products and services, processes, environment and customer experience.

Enex Chile has a Sustainability and Innovation Committee in charge of leading strategic issues related to innovation, promoting projects advancement and monitoring indicators, which allows us to advance our Sustainability and Innovation Strategy. This committee meets monthly with participation of the Executive Committee.

Enex Innova

Internal innovation program, in which interested collaborators are selected to participate as intrapreneurs, interdisciplinary teams from different areas of the company. These teams are trained in innovation methodologies and have weekly support from the Enex innovation team and external experts through mentoring sessions, with the aim of providing them the necessary tools to develop throughout the program an innovation project in some of our strategic focuses.

Each new idea and/or innovation project is presented by the intrapreneurs team to different managements to obtain their sponsorship. The results are presented to the Sustainability and Innovation Committee, chaired by the General Manager.

Enex Chile innovation program in figures

Indicators	2020	2021	2022	2023
New intrapreneurs	30	25	16	16
Mentoring sessions	91	68	73	32
Workshops	4	10	4	2
Projects developed and presented to the Innovation Committee	4	6	5	3
Sessions of the Sustainability and Innovation Committee	5	5	11	7

Hybrid work

As a result of the Covid pandemic, the hybrid work model was adopted in both Chile and the United States. For office roles where their nature allows, we implemented a 3x2 scheme that involves a minimum of 3 days of in-person work and the option of teleworking the other 2 days.

	2021		2022		2023	
	N°	%	N°	%	N°	%
Subject to hybrid work modality	471	17.5%	476	17.1%	501	18%
Not subject to hybrid work mode	2,225	82.5%	2,302	82.9%	2,274	82%





Labor rights and collaborator participation

We maintained a firm commitment to respecting labor rights and encourage collaborators participation. Over the years, we have cultivated relationships of trust with them, which have allowed us to face various situations.

In 2022, we carried out three collective negotiations in Chile, two of them early. In 2023 we had an active union movement, with a strike in two stores in Puerto Varas, which ended on January 19th, 2024, with the signing of a collective contract.

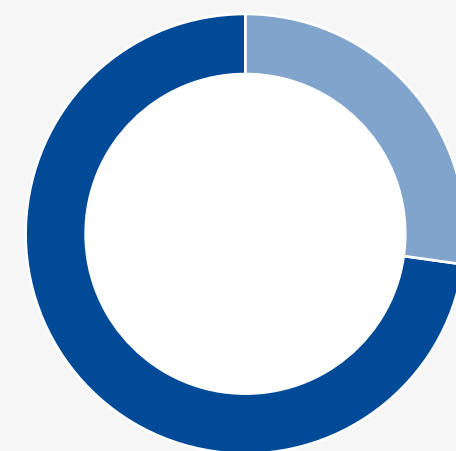
Participación de colaboradores

GRI 2-30 Acuerdos de negociación colectiva.

N° de sindicatos	17
N° Grupo / Mesa negociadora	5

Number of unionized collaborators at Enex Chile 2023*

690 Men



259 Women

* Only data from Chile are presented, since the United States and Paraguay do not have unions..

	Staff	Total N° Unionized workers	% Unionized workers	N° Workers under collective instrument	%Workers under collective instrument
Enex	718	416	57.94%	308	42.90%
ESM SpA	506	344	67.98%	249	49.21%
DICOMAC	46	34	73.91%	33	71.74%
Inversiones Enex	1,500	155	10.33%	68	4.53%
Total	2,770	949	34.26%	658	23.71%

Collective negotiations at Enex Chile in 2023

- Negotiating group Faena Quebrada Blanca (Empresa de Soluciones Mineras ESM SpA).
- Negotiating group Faena Lomas Bayas (Empresa de Soluciones Mineras ESM SpA).
- Dicomac syndicate (DICOMAC company).
- Operations and Services Companies Union Terpel Ltda. (Empresa Inversiones Enex).
- Establecimientos Shell Victoria Union (Empresa Inversiones Enex).

As of December 2023, 34% of our collaborators in Chile participated in unions and 23.71% were covered by collective agreements, favoring instances of dialogue, promotion, closeness, and integration with worker organizations.

Commitment to our communities

At Enex, we recognize the importance of generating value for the communities where we operate. For this reason, we implemented a Community Relations Policy in Chile that prioritizes operations according to risks, classifying them into three categories: maintenance of relations, intermediate relations, and active relations. After the launch of this policy in 2022, we applied an implementation strategy in 2023, carrying out diagnoses in our plants and service stations to identify risks and environmental variables.

This year we paid special attention to our neighbors needs in operations, improving processes that could affect their quality of life. At all opened service stations and in all plants, we carried out community diagnostics that allowed us to identify and address situations, such as increased traffic flow, vehicle congestion and concerns about noise, odors, and garbage. To mitigate these risks, we worked collaboratively with local authorities and communities.

For example, during 2023, operators of the vehicle washing business were trained so that they could respond to and channel requests regarding noise generated by the machines, working in coordination with the Health and Environment Areas.



Contribution to the community

Chile

We made significant contributions for the benefit of people, such as setting up a music room for the students at the Matilde School in Salamanca, a town where we are present at the Minera Los Pelambres site with our ESM company. In other locations, such as Antofagasta and Coquimbo, we contributed to sports and recreational infrastructure building, such as the installation of lights and benches on the Costanera, and the construction of a multi-court.

In addition, we continued to contribute to foundations that we have supported for many years, such as the Las Rosas Foundation and the Ronald Mc Donald Children's Foundation.

Amounts of social investment in our communities in Enx Chile

(Values in CLP millions)

	2020	2021	2022	2023
Total social investment	\$218.9	\$206.6	\$70.3	\$99.8
Benefited institutions	6	3	4	7

Own indicator: Social Investment and Benefited Institutions.

Luminaires of the San José de San Martín de La Greda Sports Club

The José de San Martín de La Greda Sports Club, founded in 1943, is an emblematic institution in the community of Puchuncaví. Supported by its members and companies present in the territory, its headquarters were remodeled. Enx contributed by financing stadium-standard lighting to allow the use of the field at specific times, promoting healthy living through sport and allowing people in the area to attend the stadium to witness different events. This initiative will benefit the more than 1,500 people who use the facility every week, highlighting the importance of strengthening community recreation spaces.

2023 Highlighted initiatives

Own indicator: Community Initiatives.

- Since 1957 our COMAP Plant in Guayacán, in collaboration with Esmáx and Copec, has maintained a close link with the Municipality of Coquimbo and local communities. In 2023 we made contributions to build a multi-purpose court in Guayacán, benefiting the neighbors with a total investment of \$98,000,000 by the associated companies.
- As every year, we collaborated with the Ronald McDonald Children's Foundation providing fuel and tolls money throughout the year for the Mobile Pediatric Unit that provides preventive primary health and dental care programs in isolated rural communities.
- We assisted and contributed to the breakfast organized by Fundación Las Rosas, through the donation of "A breakfast for \$300" that our clients make in our convenience stores. This together with other collaborating companies to raise funds and learn more about the impact of our contributions. We continued with our 1+1 internal aid campaign, where every peso donated by our collaborators is matched by the company, thus benefiting older people in vulnerable situations, who live in the Foundation's homes.
- ESM donated money to equip a music room at the Matilde School in Salamanca, promoting art and offering development opportunities to students. This municipal establishment provides education to low-income boys and girls.
- After the closure of our plant in Antofagasta in 2020, we have continued to contribute to the development of the Budeo Body Board school, located in front of our facilities. This year, lights and benches were delivered to the waterfront where their establishment is located.
- Donation of lighting for the Sports Club field adjacent to the La Greda plant.

USA

Since 2022, Road Ranger has established a nationwide philanthropic partnership with St. Jude Children's Research Hospital. This collaboration includes a variety of activities, such as fundraising events, monthly promotions to collect contributions, and donating a portion of the day's sales during new store openings. Additionally, as a common practice, we donate to local community causes in each area where we open a new store.



Social investment amounts in USA, 2023

Organizations	Amounts In USD
St. Jude Children's Research Hospital	\$93,224**
Other organizations*	\$12,150

* New Deal ISD Non-Profit, Abigail's Arms Family Crisis Center, Hopeful Acres, Boys & Girls Club of Southwest Missouri, Seguin Squirrel Trail Art Commission, Pioneer Days New Boston TX, New Berlin IL Softball Team, Marion IL Youth Softball Organization.

** It corresponds to our direct contribution in the form of a percentage of sales donation on the opening day of a Travel Center and a monthly 1 cent donation campaign.

We support St. Jude Children's Research Hospital with a percentage of sales made on the opening day of a Travel Center, in addition to an ongoing campaign in which we donate 1 cent per gallon sold every first Wednesday of the month.

In addition to our direct contribution, we managed to raise USD 82,905 among our suppliers through fundraising events that we held to benefit St. Jude Children's Research Hospital



Chapter 5

Health and Safety

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Health and safety management

403-1 Occupational Health and Safety Management System

People's safety and integrity is a fundamental principle in our operation. We have implemented the highest standards to ensure an excellent performance in all aspects of our activity. Teams like Health, Safety and Environment (SSMA) promote, implement, and ensure compliance with the Health and Safety Policy in work, for both our collaborators and our suppliers. Additionally, this area is responsible for controlling the occurrence of crimes and risks that may affect the company's people and assets.

Chile

Safety is fundamental to our business culture. We seek to ensure that SSMA regulations are met at all levels of the organization in order to avoid accidents. We work with institutions specialized in prevention and control in occupational safety, and we use technological tools to alert our collaborators about possible incidents. Any change in regulations or our procedures is reported through our communication channels and BiblioEnex.

Every year we carry out awareness campaigns and encourage the participation of all members of the company as active agents in occupational health and safety. This is complemented by systematic tools, such as visible leadership, which corresponds to actions that leaders take to improve communication with safety teams, along with inspections and security walks and the use of a recording system to collect observations and risky actions.

To improve the efficiency of these aspects, in collaboration with Mutual de Seguridad, we updated the way of making leadership visible and carrying out safety controls in grounds, going from the traditional format (paper or Excel spreadsheets) to a mobile application in 2023. This application allows digital management of security findings and the confirmation of controls that allow us to operate under controlled risks. It was initially launched for management and is planned to expand to other position levels in 2024.

The most frequent accidents that occurred in 2023 in our operations are related to injuries due to contact with sharp or pointed elements, falls at the same level, blows and musculoskeletal overexertion. To prevent them, we held a meeting with managers and assistant managers of contracting companies to leverage key security measures, an instance we have called STOP. On this occasion the focus was the Engineering area. The aim was to develop procedures and techniques for using cutting tools in service station construction and maintenance stages in collaboration with contracting companies.

In addition, we carried out self-care campaigns to prevent falls. And to strengthen knowledge of occupational health and safety among our collaborators, training was carried out adapted to the specific risks of each area of the company. During 2023, training focused on the main risks and control measures, to promote safe behavior, especially in the Distribution and Logistics areas.

These initiatives have yielded significant results, with safety emerging the best evaluated dimension of the company, with 87% positive evaluations in the Enex S.A. Work Environment Survey.

Safety is the best evaluated dimension in the company, with 87% positive evaluations in the Enex S.A. Work Environment Survey.

Enex Chile Health and Safety Management System Coverage

Year	Direct collaborators	Direct collaborators %	Indirect collaborators	Indirect collaborators %
2022	2,796	63.88%	1,581	36.12%
2023	2,854	64.55%	1,566	35.45%

GRI 403-8 Enex Chile health and safety management system coverage.

During 2023, we worked together with the Enex business and Investment areas, which allowed us to improve our results regarding accident rates and their severity level. In the transportation operation there were no serious accidents, only minor accidents not associated with driving. In this way, this year we closed with an accident rate of around 3 points, which is 1.3 points lower than the 4.3 rate registered in 2022.

In route accident rate per million kilometers traveled

	2021	2022	2023
In-route accidents	4	2	0
Km traveled per year	38,557,413	38,890,288	38,322,410
In-route accidents per million kilometers	0.1037	0.0514	0

In 2023 we had no in-route accidents. In addition, during the year we received the Fewest accidents non-mining fleet Award for our 2022 performance.

USA

In the United States we follow the regulations of the Occupational Safety and Health Administration (OSHA) of the United States Department of Labor. Under these regulations, the company has worked continuously to strengthen its Health and Safety Area.

We have a Workplace Safety Policy disseminated throughout the organization and a Safety, Health, and Environment Committee, in charge of monitoring safety indicators. This is made up of the Operations, Human Resources, Legal and General Management areas, who are in charge of monitoring relevant security indicators. In addition, there is a system for our collaborators to inform their superiors and respective company areas about workplace accidents and detected risks.

In 2023, Road Ranger created the Environmental Health and Safety Specialist position to have more resources dedicated to expanding the Health, Safety and Environment Program and improving associated indicators. In 2023, at the initiative of the Training Director, the number of study courses focused on safety and health taught to all company employees was expanded, implementing 11 mandatory modules for all employees.

US Health and Safety Management System Coverages

Year	Direct workers	% Direct workers	Indirect workers	% Indirect workers
2022	824	99.8%	2	0.2%
2023	705	94.4%	42	5.6%

Paraguay

In Paraguay we are firmly committed to the health and safety of all our collaborators, clients, and suppliers, promoting an organizational culture in this area. Our Operations Management identifies and manages risks, maintains a permanent safety training program for carriers and conducts training so that our collaborators are active agents in caring for the integrity of all company-linked people. In 2023 we launched the *Enex Saludable* program, aimed at protecting the physical and emotional health of our workers

Among other initiatives, both in the United States and Chile we have occupational health insurance for all collaborators. In the United States, we also have an Assistance Program that provides free access to guidance, advice and other resources on issues such as mental health, domestic abuse, addictions, financial and legal advice, among others. Meanwhile, in Chile this year we tendered out the labor insurance service with a three-year work program, in order to have a strategic partner that helps us to improve the safety culture in all our subsidiary companies. In this way, during 2022 the program began at Enex S.A. and its Inversiones Enex S.A. and DICOMAC subsidiaries, through the Safety Mutual of the Chilean Chamber of Construction.





Committees for our teams' safety

At Enex Chile we manage our collaborators' health and safety through committees made up of members from different managements and sub-managements, to which the work of the Joint Hygiene and Safety Committees is added.

Number of sessions of the Health and Safety Committees of Enex Chile in 2023

Committees	N° of sessions
Executive and Business Health, Safety and Environment (SSMA Distribution And Quality, Transportation, Enex Investments, Service Stations, and Engineering)	72
Psychosocial Risk Surveillance	12
Hygiene and Safety Parities	72

SSMA Committee (Health, Safety and Environment)

At Enex Chile we evaluate risk prevention, health, and safety issues every month in the HSE Committee in which the General Manager participates, also the business specific HSE committees led by the assistant managers of Distribution and Logistics, Engineering, the Transportation area, Service Stations, and Enex Investments. The Committee allows us to direct efforts to prevent serious accidents, occupational diseases, supervise environmental compliance, develop sustainability projects and promote a culture of safety.

Psychosocial Risk Surveillance Committees

Enex's Psychosocial Risk Surveillance Committees, distributed in each facility, ensure an adequate work environment, detecting elements might cause mental risks to employees. These committees meet monthly and are composed of four

members: two worker representatives and two company nominated. This 2023, the Awareness and Sensitization Protocol on psychosocial risk factors was applied, the Occupational Environmental Assessment Questionnaire - Mental Health (CEAL-SM/ SUSESO) was delivered and action plans were designed in accordance with the identified risks.

Joint Hygiene and Safety Committees

Our Joint Hygiene and Safety Committees (CPHS) have the responsibility of detecting problems in occupational health and safety and seeking solutions for them. Among other activities, they carry out training and dissemination campaigns to prevent and control incidents, accidents, injuries and occupational diseases. They also participate in investigations into accidents and occupational diseases. We have 33 CPHS that meet monthly to address these issues).

During 2023 we carried out a work plan to give more presence to the Joint Committees in the company, more strongly integrating deputy managers and area heads. Thanks to this, themes were raised at different levels of the organization, which were managed by the leaders themselves.

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

GRI 403-3 Health services at work.

GRI 403-4 Worker participation consultations and communication on health and safety at work.

GRI 403-5 Worker training on health and safety at work.

GRI 403-6 Worker health promotion.

Health and safety indicators

Chile

In 2023 there were no fatal accidents to regret, nor did we record occupational diseases related to physical, chemical or ergonomic agents in our operations. Meanwhile, the accident rate decreased by 28% compared to 2022, being the lowest since 2018 (without considering 2020 with the pandemic) and the accident rate decreased by 30%. This was the largest decrease since 2018, including in this case 2020.

Occupational health and safety indicators in Chile

	Collaborators Chile	Contractors Chile	Total
Staff considered for health and safety indicators	2,796	1,566	4,350
Number of worked hours	6,795,037	3,113,650	9,908,687
Accidents rate per 100 workers	1.04	1.03	1.05
Deaths due to work accidents	0	0	0
Number of accidents with lost time	27	19	46
Number of days lost due to labor accidents	355	434	789
Number of workplace incidents with major consequences	0	0	0
Number of cases of ailments and recordable occupational diseases	3	0	3
Death due to occupational deceases	0	0	0
Occupational diseases	3	0	3
Days lost due to occupational deceases	87	0	87
Occupational deceases per 100 workers	0.11	0	0.07

USA

Good management in this area at Road Ranger led the company to have a drop in the accident rate and the number of days lost due to work accidents, which decreased by 31.6%. This year there were no accidents with serious consequences for the company either.

During the year 2023 we had a decrease in the number of days lost due to work accidents, both in Chile and in the United States:

- 16% reduction globally
- 79% in Enex Chile
- 41% in Enex Investments
- 32% on Road Ranger

GRI 403-8 Occupational health and safety management system coverage.

GRI 403-9 Work accident injuries.

GRI 403-10 Occupational ailments and diseases.





Customer safety at the center

At Enex Chile our Health, Safety and Environment area not only focuses on protecting the health of our collaborators but also on guaranteeing the well-being of the users and clients of our services and facilities. To achieve this, we design and implement a property safety model (see box), which allows for preventive measures aimed at minimizing risks and the occurrence of incidents and crimes.

Thanks to the model developed and the teamwork carried out in our facilities, during 2023 we reduced crimes by 10% and thefts by 25%. To achieve this, it was essential to automate crimes reporting, their weekly visibility, field visits, reports and the standardization of knowledge, among other initiatives.

Given the increase in criminal events in the country and considering that the majority of our staff's medical licenses are associated with the consequences of robberies, we prepared our managers to provide support to their work teams in case of risk situations.

One of our main activities consists of visiting our service stations and convenience stores, which allow us to verify that the operation complies with our HSE standards, in order to take corrective or reinforcing actions as necessary.

In 2023 we contracted a mutuality service, with the aim of developing a specific approach for service stations and transporters. We designed a three-year contract that gives us the opportunity to develop a long-term action plan, providing ongoing solutions.

In the convenience store environment, our main focus was process optimization. Meanwhile, Inversiones Enex remains our subsidiary with the greatest opportunities for improvement in health and safety indicators, with personnel turnover being a relevant influencing factor compared to the other subsidiaries. For this reason, we continue to concentrate our efforts on improving its occupational safety and health.

Asset security model

Security work for our facilities is based on a five focuses and three stages (before, during and after) model:

1.	Building standard:	Defines a safety standard in the design and construction stage, categorizing the installation into three risk levels.	Before
2.	Active security elements:	It consists of dissuasive and preventive elements, as well as confirmation of the operation.	During
3.	Risk management:	Prioritization according to risk levels, document management and procedures.	
4.	Legal action:	Identifies the criminal prosecution of major crimes that affect people, property or the image of the company.	After
5.	Improvement:	Development of improvement processes in asset security and responsibility thereof.	

Security in our products and services

Our products and services are manufactured and offered in compliance with current legislation. We are constantly evaluating them to guarantee their quality, safety, and security throughout our value chain.

Through our Food Safety Program, we implement rigorous food handling, preparation, and storage processes in our upa! upita! and upa! market convenience stores, ensuring our client's health and well-being. This includes continuous training of our franchisees and the application of practices that meet our company's excellence standards. Regarding our products, we have developed labeling that provides relevant information about their content and safe consumption.

On the other hand, in oil and lubricant products packaging, we provide references on their component's origin, content description and details on product disposal processes and their possible environmental or social impacts. Safety texts of our products in Chile were updated, to ensure regulatory compliance and improve customer information on our products' safe use.

In 2023, there were no cases of non-compliance related to product and services information and labeling.

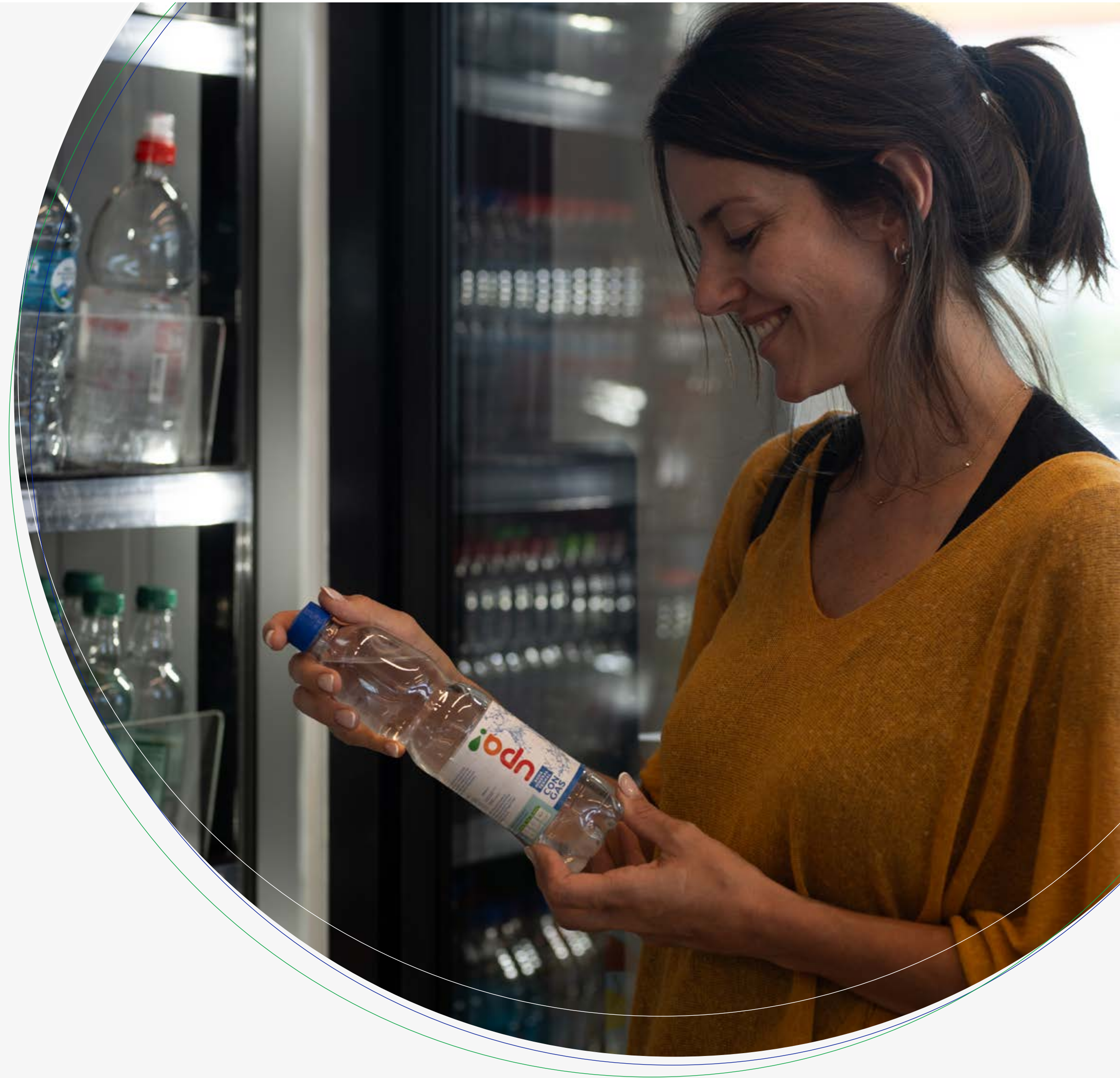
GRI 416-1 Assessment of health and safety impacts of product or service categories.

GRI 416-2 Non-compliance cases relating to health and safety impacts of product and service categories.

GRI 417-1 Requirements for product and service information and labeling.

GRI 417-2 Non-compliance cases related to product and service information and labeling.

GRI 417-3 Non-compliance cases related to communications and marketing.





Chapter 6

Focus on Client and Innovation

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Cutting-edge service for our customers

Our customers are the center of our business strategy. We have a commercial proposal of excellence based on the premise that our consumers need diverse and innovative solutions that adapt to their needs. For the retail world, we have a network of service stations that include fuel availability, Enex E-Pro electric stations powered by Shell Recharge, upa!, and upita convenience stores, lubrication workshops, Lavapro washing machines, and kerosene.

For our industrial clients, such as mining, transport, agro-industrial, forestry, aquaculture, aviation, and other industries, we offer fuels, lubricants, spare parts, electromobility and also new energy solutions and specialized services according to their area of activity.

Likewise, we advance in digitalization with focus on customer experience through:

			<p>Cambia con Shell HELIX</p>		
<p>A Portal for industrial clients that allows them to place orders and pay online, in addition to planning operations. The portal is used by over 865 customers to place their orders and over 4,208 customers prefer it to make their payments.</p>	<p>An Application that allows payment at Shell service stations and in upa!, upita and upa! Market stores via cell phone, in addition to delivering exclusive benefits – such as fuel discounts and in-store promotions – trip planning, finding the route to the nearest Shell service station, and others. The application reached more than 1 million users during the year.</p>	<p>An Application developed at Enex Paraguay for retail clients, which allows them to accumulate points, access benefits, and find the nearest service station, among others. The application closed the year with 27,724 users and more than 1 million dollars in sales.</p>	<p>Online scheduling service for oil changes that include checking brake fluid levels, windshield washer, coolant fluid levels and others.</p>	<p>Delivery service, through the Rappi, Uber Eats or PedidosYa applications.</p>	<p>A Loyalty program accessible through the App or card. It allows access to different benefits, such as a complimentary drink upon downloading the App. It also provides access to various prize levels based on the category: platinum, gold, silver, and bronze.</p>



023 Consumer Loyalty Price

Upa! stores were recognized in the 2023 Consumer Loyalty Awards, organized by Alco Consultores and Universidad de Los Andes.

This recognition, in the Convenience Stores category, rewards excellence in service and commitment to consumer satisfaction and loyalty. The Consumer Loyalty Award represents a badge of excellence for those companies that have stood out in generating high levels of loyalty and positive experiences in their customers. This recognition inspires us to maintain our commitment to excellence and continue improving the quality of our service.

Products and services in Chile by segment

Retail	Stores	Industrial	Lubricants
Fuels: Super 93, Super 95, V-Power, Shell Diesel, Kerosene, Shell GNC, and Shell GLP	Formats: upa! upita upa! Market	Industrial fuels	Spare parts: ACDelco GM Genuine Parts Motorx Shell Car Care Krynex
Lavapro Washing	Categories: Breakfasts Lunch with veggie alternatives Sandwiches, hamburgers, pizzas, and hot dogs Ready meals and salads, Snacks, Cafeteria, pastry shop, hygiene products, groceries, and others	Shell Card Transportation	Shell, Pennzoil, and Rhenus lubricants.
Enex E-Pro electroliners powered by Shell Recharge	Services: Phone recharges Bip recharge and WiFi payment means Tellers Bathrooms Delivery through alliances.	Shell Card Business	Technical support: Shell LubAdvisor, Shell LubExpert, Lube SDE, Shell LubeVideoCheck, and Thermography.
Lubrication workshops in Service station		Shell Card Institutional	Training and Learning: LubCoach, Shell EPC, Shell LUBeMatch
Shell self-service		Shell Card Storage	Field services: Lube Truck, MicroFlitering, Shell Tactic.
Air		Enex Express	Enex Lubs, Enex de Lubricantes service Bulk Shell
Micopiloto App		Enex Gas	Laboratory service, analysis of Used lubricants
Shell Card Taxi		Enex Marine	
Childrens Corner		Laboratory services, analysis of used lubricants and fuel quality	
Pets Corner		Enex E-Pro	
Residencial chargers for Electric Cars			



Kerosene at home

We offer home delivery of kerosene during the winter months in some areas of Santiago. Shipment is made in 20-liter drums certified by the Superintendence of Electricity and Fuels.

Our upa!, upita, and upa! market convenience stores

In 2023, we kept enlarging our network of convenience stores, reaching more than 200 points in the different formats we operate: upa!, upita, and upa! Market. The latter together with our Stand Alone upa! format, located outside service stations.

On our tenth anniversary, we strive to strengthen our gastronomic offer by presenting new formats of hamburgers, pizzas, and a wide variety of sandwiches. In addition, we expanded our options to vegetarian customers so that they can find more alternatives in our stores throughout the country.



Micopiloto App

In 2023, we continued strengthening the Micopiloto application with which our customers can pay for their fuel charges and purchases in stores, in addition to receiving exclusive benefits, accessing promotions associated with a particular service station and other benefits. A campaign is underway in the context of Upa!'s 10 years to encourage the use of this application in stores.



USA

This was a year of expansion and growth for Enex in the United States. We inaugurated Travel Centers, consolidated new alliances for restaurant operations, began developing our electric charger network, and explored new service offers such as e-commerce, Amazon lockers, food delivery services, and parking reservations, with positive customer responses.



Paraguay

In 2023, we enabled the use of the MiEnex application in our upa! stores—a service that was only available for fuel—facilitating payment for our customers and expanding the scope of benefits.

In March of this year, due to the success and reach of the upa! brand, we launched our new exclusive upa! social network on Instagram aiming to enhance this brand identity.

In Paraguay, fuel quality is a very relevant issue. We at Enex constantly work to maintain our brand proposal of “Energy that moves you with confidence”, ensuring high-quality standards in our fuels.

We launched a premium quality diesel product called “Diesel Xtreme” to fulfil these standards. A campaign was strongly communicated in different media and promoted at points of sale. We also innovated in considering upa! stores to accompany the launching campaign for the “Burger Xtreme” premium burger.

We continued strengthening our partnership with McDonald's, opening two new locations together. With these openings, we have a total of three operational locations in the “In Store” modality. We also continued to enhance our in-store culinary offering with new alliances with renowned gastronomic groups in the country.



Shell self-service

To meet the needs of our customers and strengthen our focus on the self-service format, we continue to implement the Shell Self-Service. Our goal is to provide fast, simple, and reliable service, plus offering special discounts on our fuels. During 2023 we added 20 new stations with some of our self-service solutions throughout Chile.

Progress of our GoodMeal alliance

One year after the implementation of a pilot with GoodMeal, an organization that seeks to reduce food waste by using a sustainable food application, we managed to make 4,185 food packs available, equivalent to 10,463 kilos of rescued food.

In terms of store coverage, we went from 6 to 10 active stores on GoodMeal, with a universe of 2,809 users.

Enex E-Pro electroliners network



We kept expanding our network in Chile, reaching 44 installed charging points from Arica to Valdivia. In addition, we consolidated 11 new industrial contracts in electromobility and 170 Enex E-Pro cards.

At Enex Paraguay, we installed the first electric station in the country, which positions us as pioneers in electromobility and sustainability.

In the United States, we closed year 2023 with the first 6 electric chargers working. They are 150KW fast chargers with integrated battery for power optimization.

Own indicator: Number of electroliners.

Own indicator: Number of industrial clientes.

Improvements in our upa! stores providers

Chile

In line with our commitment to quality service to our customers, we constantly carry out audits of our food product suppliers. The goal is to continue raising the fresh food standard, including meat and chicken, among other products. As a result

of these audits, we identified improvement opportunities, made changes to our suppliers and/or developed work plans to continue guaranteeing the quality and safety of offered products.



In Chile: Satisfaction of our clients

We made significant progress in managing our customers' experience this year, adopting a strategic, customer-focused perspective to unify and optimize our internal processes. Since the creation of the Customer Experience area in 2022, we have focused on improving existing assessments, reviewing the needs of our priority customer segments, and closing detected gaps in all aspects of our businesses, from fuels and lubricants to services such as Enex E-Pro, Lavapro, and Shell Card.

During the year we intensified monitoring of customers' experience in various segments, strengthening the governance area and making management adjustments. This allowed us to implement improvements to measure and respond to our customers' actual needs, which translated into a six-point increase in our NPS (Net Promoter Score) at company level, including service stations, convenience stores, and industrial, electromobility and lubricants clients.

Customer satisfaction at service stations

To evaluate our operations at service stations, we implemented a control panel with key indicators for our customers' experience, such as cleanliness, waiting times, and quality of service, which we review monthly to identify instances of improvement and to support problem resolution with different areas of the company. This type of measurement aims to guarantee protocol compliance that allows us to offer excellent customer experience at service stations. In addition, we worked with the teams of our different businesses to closely identify gaps and implement action plans.

We continue to manage the various communication channels to interact with our customers and receive feedback, complaints or congratulations.

Mystery shopper historical results

Own indicator Incognito shopper results at service stations.

	2019	2020	2021	2022	2023
Convenience stores	88.8%	87.9%	86.8%	87.3%	89.7%
Fuel	89.1%	90.4%	87.5%	86.0%	89.4%
Total	89.1%	89.7%	87.3%	86.4%	89.5%



We have a complaints book at each service station and touch-screen ratings in most convenience stores. We also have our “Hablemos” (let’s talk) contact channel, where customers can phone, web, or e-mail our Customer Service Center.

In 2023, we conducted more than 7,000 mystery shopper evaluations nationwide—a method that allows a service specialist to evaluate a customer’s experience. These evaluations were carried out in the fuel, store, and washing businesses. In the fuel area, we tested the service protocols for service stations with self-service kiosk attention mode and those that have Shell Card payment enabled.

We also measure customer satisfaction with Enex E-Pro electromobility services, and we are working to increase our electric charging points coverage and the functionalities of the application. We placed special emphasis on improving our self-service washing business, concentrating on perfecting the communication, image, and our washing tunnels infrastructure, carrying out preventive maintenance to ensure the quality of our machines.

Industrial clients’ satisfaction

To determine our industrial clients’ satisfaction in Chile with our products and services, we carried out a Monthly Industrial Client Satisfaction Survey. The main objective of this measurement was to understand customer satisfaction so that we could take action on opportunities for improvement.

We evaluated relevant issues such as satisfaction with dispatch, the operation of our Enex Directo and Shell Card Portals, and the attention received from executives. This measurement is complemented with the Index 5 survey, which is made up of six questions that address key points of Enex’s operation:

Attention from our Customer Service (CSC), service provided by Area Managers or Sales Executives, Fuel Dispatch, Lubricant Dispatch, Billing Process, and Lubricant Quality and Packaging.

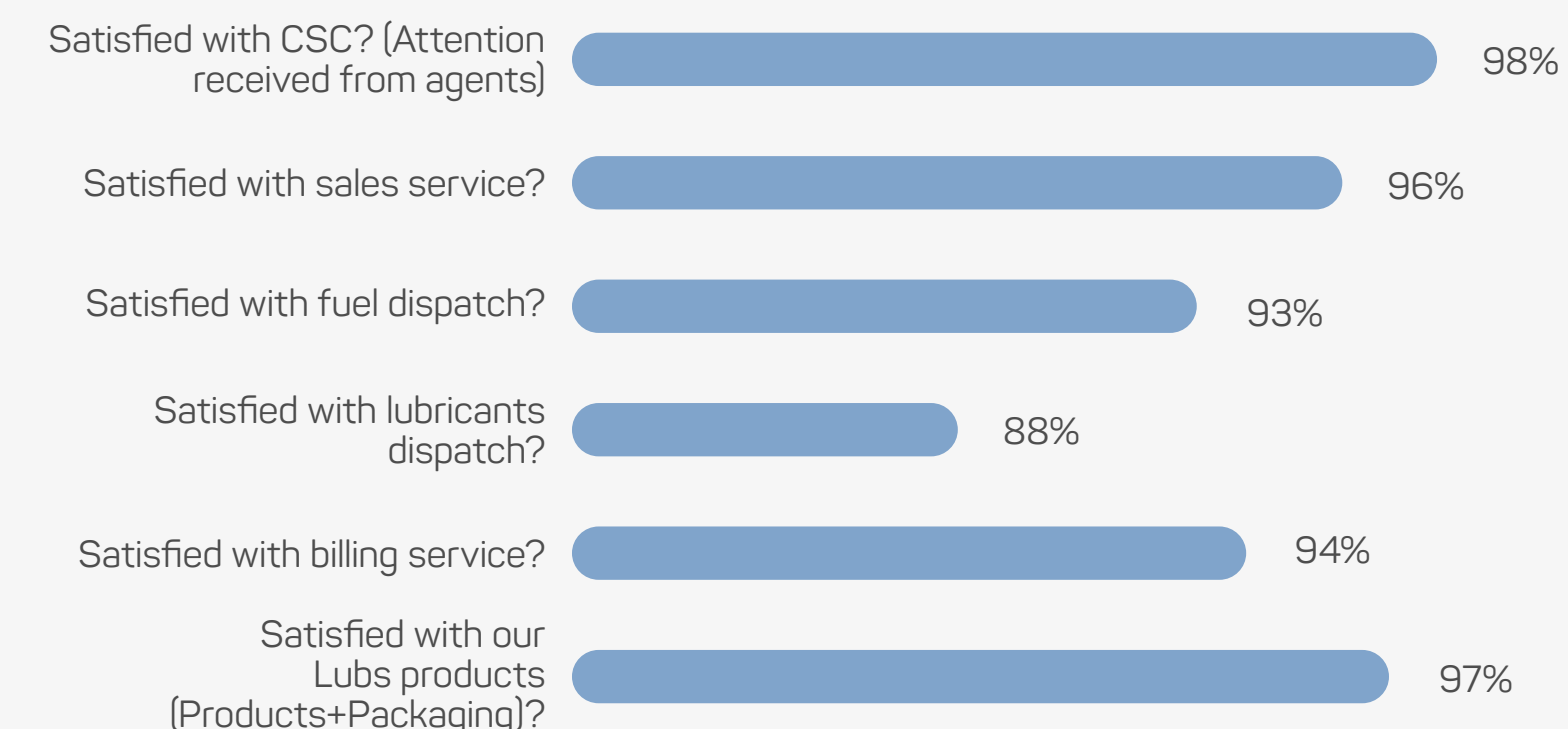


Industrial client satisfaction survey results (Index 5)

Own indicator Results of surveys to measure customer satisfaction

2019	2020	2021	2022	2023
95%	96%	93%	94%	94%

2023 Results



NPS Activa Results Industrial Clients

Indicator	2023 Results
NPS December 2023	82%
December 2023 Satisfaction	96%



Claims management

GRI 2-25 processes to remedy negative impacts

2023 was a year of special emphasis on improving our clients' claims management. For this we relied, among other things, on using a management record that measures response speed and degree of satisfaction with provided solutions.

Chile

To improve efficiency in claims management at Enex Chile, we moved this function to CRM Salesforce, a digital platform that allowed us to change from a manual to an automated process and provided us with tools to do the job more efficiently. In addition, we carried out training and talks to improve customer service complaints management at our service stations.

The NPS (Net Promoter Score) result in 2023 was 42.50%, indicating a favorable level and a six-point increase over previous years. This increase is attributed to the actions carried out in key-for-the-client areas, such as stores and washing. On the other hand, industrial sales maintained an NPS of excellence throughout the year.

Monthly indicator: complaints response speed and satisfaction with the solution results

Client type	Results 2020	Results 2021	Results 2022	Results 2023
Enex Clients (Direct clients: industrial and distributors)	56%	54%	38%	64%
Shell Card clients	45%	52%	47%	80%
Service Station customers	90%	90%	69%	79%
Company Total	64%	65%	51%	76%

Additionally, we organized a "Tex Talks" series to foster innovation culture within the organization. These talks addressed various topics, such as the mining business, change management, digital transformation, sustainability, carbon footprint, customer experience, and innovation culture.

USA

At Road Ranger we measured customer satisfaction using Google Review ratings as a key performance indicator. These measurements gave us a customer satisfaction KPI of 3.8 out of a maximum of 5. Additionally, we implemented digital "Yes/No" buttons on some of our sites to obtain direct feedback on customer experience.

Our customers can leave their complaints, questions, concerns, and others through the "Talk to us" public access form on our www.roadrangerusa.com/feedback website .

Paraguay

At Enex Paraguay, we managed our clients' complaints through various platforms, including hablemos@enex email, the company web site and the MiEnex app.

In 2023, associated with our Enex Innova internal innovation program, we developed a plan to raise workers' awareness of the importance of customer service and standardize and clarify promotional issues.

Our loyalty programs

Alliances

The alliance between Shell and Banco Falabella's CMR Points dates back to 2021. Through it, with RUT identification, customers accumulate CMR Points for purchasing our products and services at stations and stores, including lubricants, and washing.

This year, we updated our CMR Points policy: when paying with Banco Falabella cards, double CMR points are accumulated and if payment is made with those cards through the Micopiloto App, triple points are accumulated.

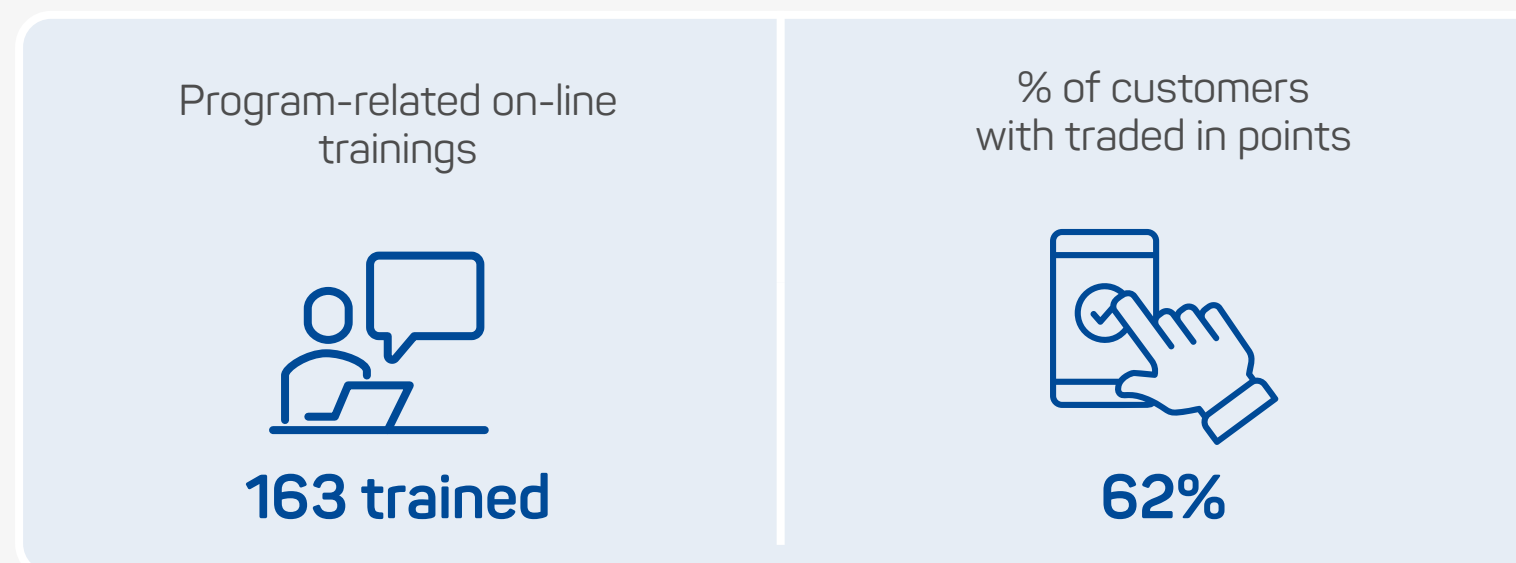
Also, we expanded fuel benefits and alliances with various entities and payment methods to help our customers manage their finances, benefiting millions of clients. Likewise, we are advancing in campaigns and promotion automation, which gives us great potential to further personalize benefits.

We broadened our strategic alliances to reach different segments and offer greater benefits. Alliances were established with Banco Estado, Banco de Chile, Banco Bci, Banco BICE, Lider Bci, Tenpo, abcvisa, and Cabify.

Own Indicator: CMR loyalty programs.

Shell Advantage

A loyalty club that grants prizes and benefits to lubricant and spare parts clients, such as mechanical workshops, lubricant centers, and spare parts stores.



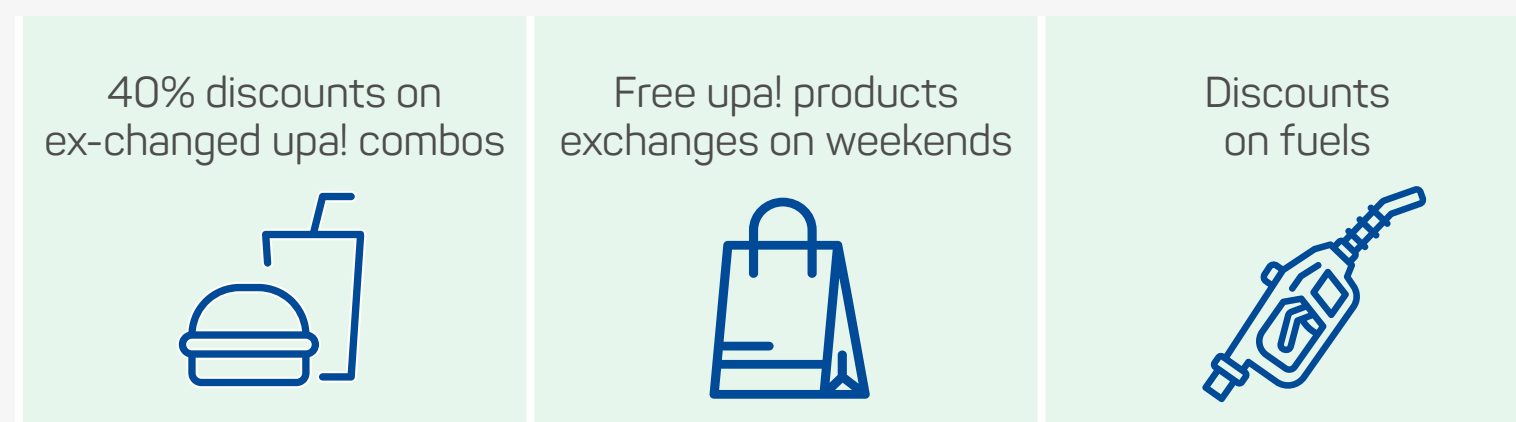
Own indicator: Enex Loyalty Program indicators ("Advantage" Loyalty Club).

Club Class A

Club Class A is designed for all transporters and truck drivers in the country, offering them discount coupons at our Shell service stations and upa! convenience stores, product exchanges, and other benefits such as discounts on prepared meals and free coffee.

This year we experienced a significant increase in free upa! product redemptions during weekends, as well as discount exchanges on upa! combos.

Club Class A benefits



Shell Card Taxi

The Shell Card Taxi program is aimed at taxi and school transport drivers, who receive immediate discounts based on their consumption through a loyalty card. In mid-2023, we closed an alliance with Cabify so that application drivers could refuel through Micopiloto and get special discounts as Cabify drivers.



"Ranger Rewards": Road Ranger fidelity program

At Road Ranger, we offer the "Ranger Rewards" loyalty program to strengthen our customers' road experience in the United States, both for trucker fleets and private car drivers. In 2021, we developed an application that facilitates access to different benefits to improve customer satisfaction, offering personalized offers, gifts, and exclusive discounts. By the end of the 2023 period, we have more than 50,000 active users in the application and over 43% of diesel transactions use the program.





Chapter 7

Environment and Climate

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At Enex, we are committed to protecting the environment and promoting sustainable development. Our strategy focuses on reducing and mitigating the environmental impacts of our operations and proactively adapting to global climate changes.

- Our environmental management regarding climate change and carbon footprint has a series of risks associated with the adaptation and mitigation of effects related to climate change, such as increased sea swellse

and floods and effects on taxes to our clients for fuel use. Among actions and mitigation plans it considers GHG emissions inventory from 2020 onwards as per ISO 14064:2018.

- Reduction strategy/improvement plan.
- Climate change policy and commitment to be Scope 1 and 2 emissions neutral in operations by 2030.



Chile

Environmental management	Associated risks	Action plans and/or mitigation
Circular Economy and REP Law	As we are a generator of containers and use lubricating oils, we are at risk of failing to meet REP Law for priority waste collection goals.	<p>Baselines survey, reduce waste generation and increase its recovery.</p> <p>Form or adhere to management systems in accordance with the market share of priority waste.</p> <p>Application of a circular economy roadmap with related initiatives and goals.</p>
Energy efficiency	Social and legislative requirements regarding the reduction of carbon footprint and use of clean energy drive us to increase the energy efficiency of our operations, responding to social and legal environmental demands.	<p>Energy efficiency plan and installation of photovoltaic plants in service stations.</p> <p>ISO 50,001 Energy Efficiency Standard implementation</p>
Water efficiency	In our country's current water scarcity context, at Enex, we aim to improve operations' water management efficiency	<p>Baseline survey of freshwater consumption from wells, with online monitoring of consumption.</p> <p>Search for and implement lower water consumption alternatives, such as water-efficient gardens and reuse of car washing water.</p>
Biodiversity	Enex's operations have no impacts on biodiversity, as defined by the environmental authority. However, given our presence throughout Chile, we see an opportunity to contribute to the knowledge and culture of caring for biodiversity in our areas of operation.	Survey of areas of biodiversity value in our operation's surroundings.

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

Environment management system

Our Environmental Policy establishes the guidelines for the development of operational management with high environmental, safety and quality standards. This guides us in promoting a corporate culture of respect for the environment among our collaborators, contractors, distributors, and suppliers.

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

- Quick and efficient management of risks and impacts derived from our operations, minimizing their environmental consequences.
- Design of integrated action programs to optimize material resources and energy use.
- Identifying, evaluating, and controlling environmental risks associated with our operations and mitigation measures.
- Measure and verify the carbon footprint and apply an action plan to reduce it.
- Implementation of best practices in sustainable waste management, energy and water efficiency.
- Voluntary commitments to environmental care, establishing measures and initiatives with a preventive and continuous improvement framework.

Environment monitoring

Through our Environmental Monitoring Program, we constantly control indices related to air quality, atmospheric emissions, wastewater, underground wells, and noise, among other things.

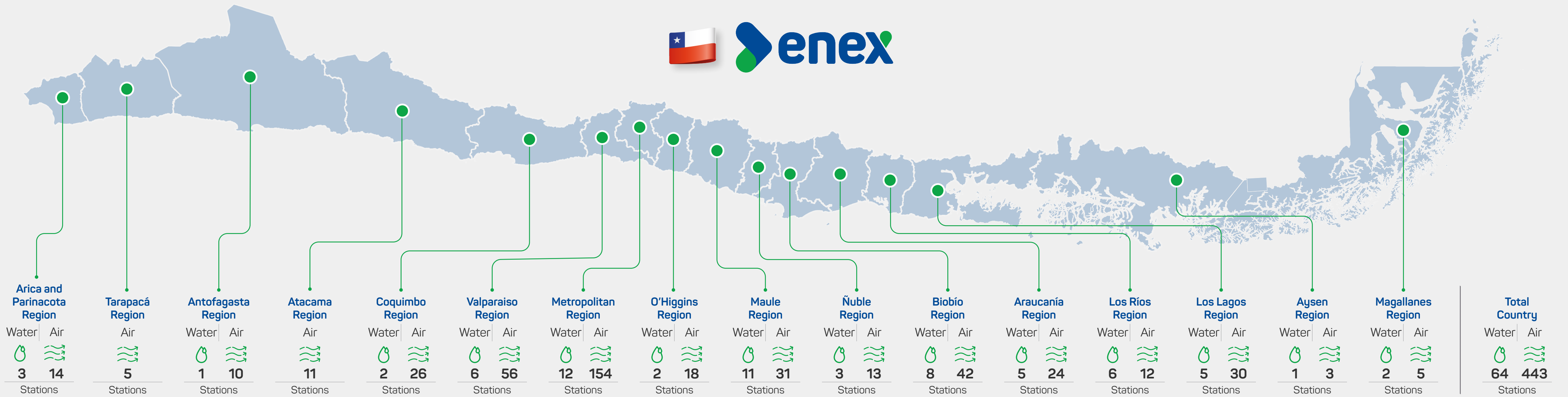
We use the Legal Filing Index (IRL) as our main indicator of regulatory compliance. To supervise and analyze its application, we have an IRL Working Group, which involves the Health, Safety and Environment (HSE) area along with other relevant sectors of the company.

During 2023, we incorporated measures to guarantee regulatory compliance and improve our environmental and safety processes. We hired a specialized service to receive daily notifications about regulatory changes and queries related to our industry, which allows us to stay up to date and actively participate in the inquiry, analysis, and adaptation to new regulations processes.

We also approved two Compliance Programs to address discrepancies related to service station Environmental Qualification Resolutions (RCA). These programs will be carried out for 13 months starting in 2024. All these actions are part of our commitment to continuous improvement and compliance with environmental and safety standards.

Among other events that occurred in the year, due to hazardous waste management at the La Greda Alta plant, we received a penalty of 50 UTM, which we appealed, mainly due to the scope of said penalty and the reuse of that waste as part of our internal processes.





GRI 307-1 Non-compliance with environmental legislation and regulations.

Greenhouse gas management

At Enex, we are committed to reducing our carbon footprint to meet the corporate goal of being neutral in scope 1 and 2 emissions by 2030 and with the Chilean challenge of being carbon neutral by 2050. This year, we focused on improving our emissions indicators and streamlining data collection currently,

each area of the company provides information on a monthly basis, which has improved the quality of our reports and has been praised by auditors. This approach allows us to contribute effectively to the climate change fight and to build a more sustainable future.

2020

2021

2022

2023

- GHG emissions reference baseline.

- First fuel distribution company in Latin America verified by Lloyd's Register Quality Assurance (LRQA) in the NCh-ISO 14064-1:2018 standard.

- Corporate climate change policy and strategy: GHG emissions measurement, reporting and reduction plan with publication of 2030 goal.
- Quantification of carbon footprint at product level for main customers.
- Implementation of first reduction projects.
- 98% of our cargo is transported with Giro Limpio certified companies, exceeding the Giro Limpio program minimum requirement (50%).

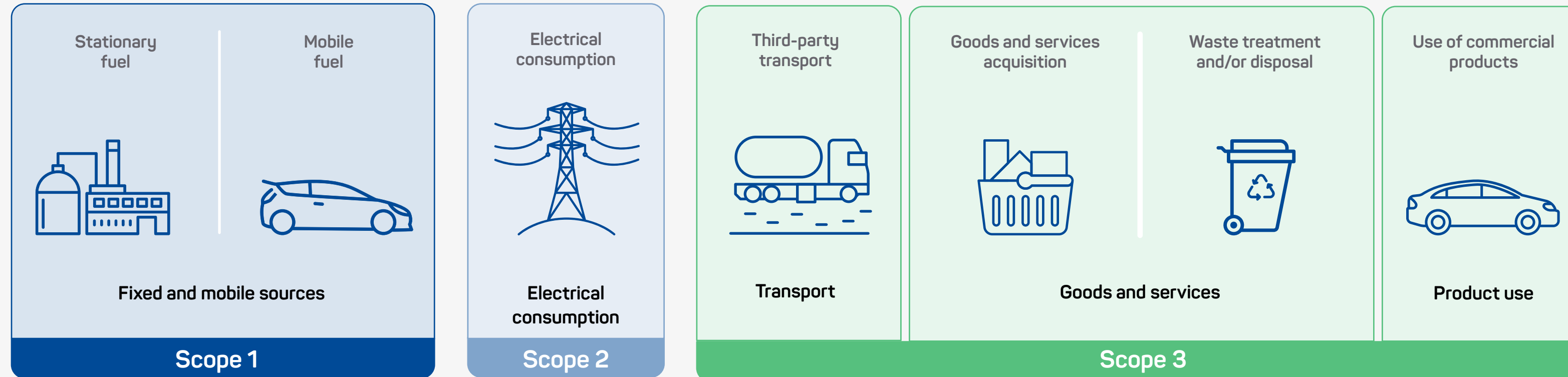
- Improvement in the structuring and fluidity of the Carbon Footprint quantification process.
- In scope 3, we collaborate with our clients to reduce their Carbon Footprint, identifying more sustainable fuel options, such as biofuels or renewable energy.
- Development of electricity self-generation projects through photovoltaic panels installation in our service stations.
- Installation of our first battery system for storing energy generated by photovoltaic panels at our San Francisco de Mostazal station.
- Our first contracts for electricity supply as free customers began to take effect, providing renewable energy to two service stations and the La Greda Plant.



GHG emissions measurement

We calculate GHG emissions in all our operations in Chile, Paraguay, and the United States, following the ISO 14064-1:2018 standard. Our GHG inventory considers the complete life cycle of our activities, from the production of fuels and lubricants to the indirect emissions generated by our clients' use

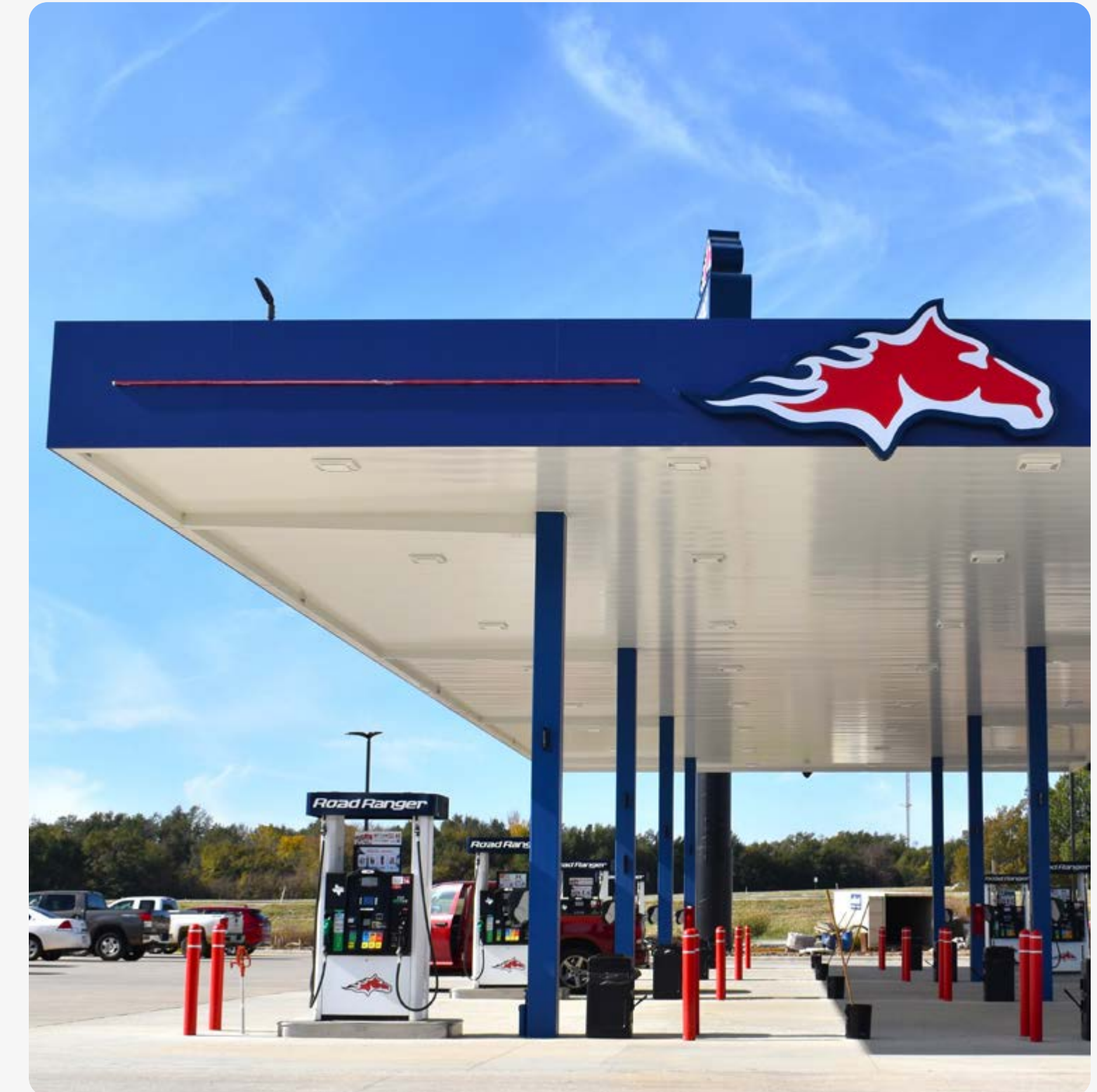
of them additionally, we include biogenic emissions associated with biodiesel sale and use in the United States from sources such as recycled cooking oil and soybeans.

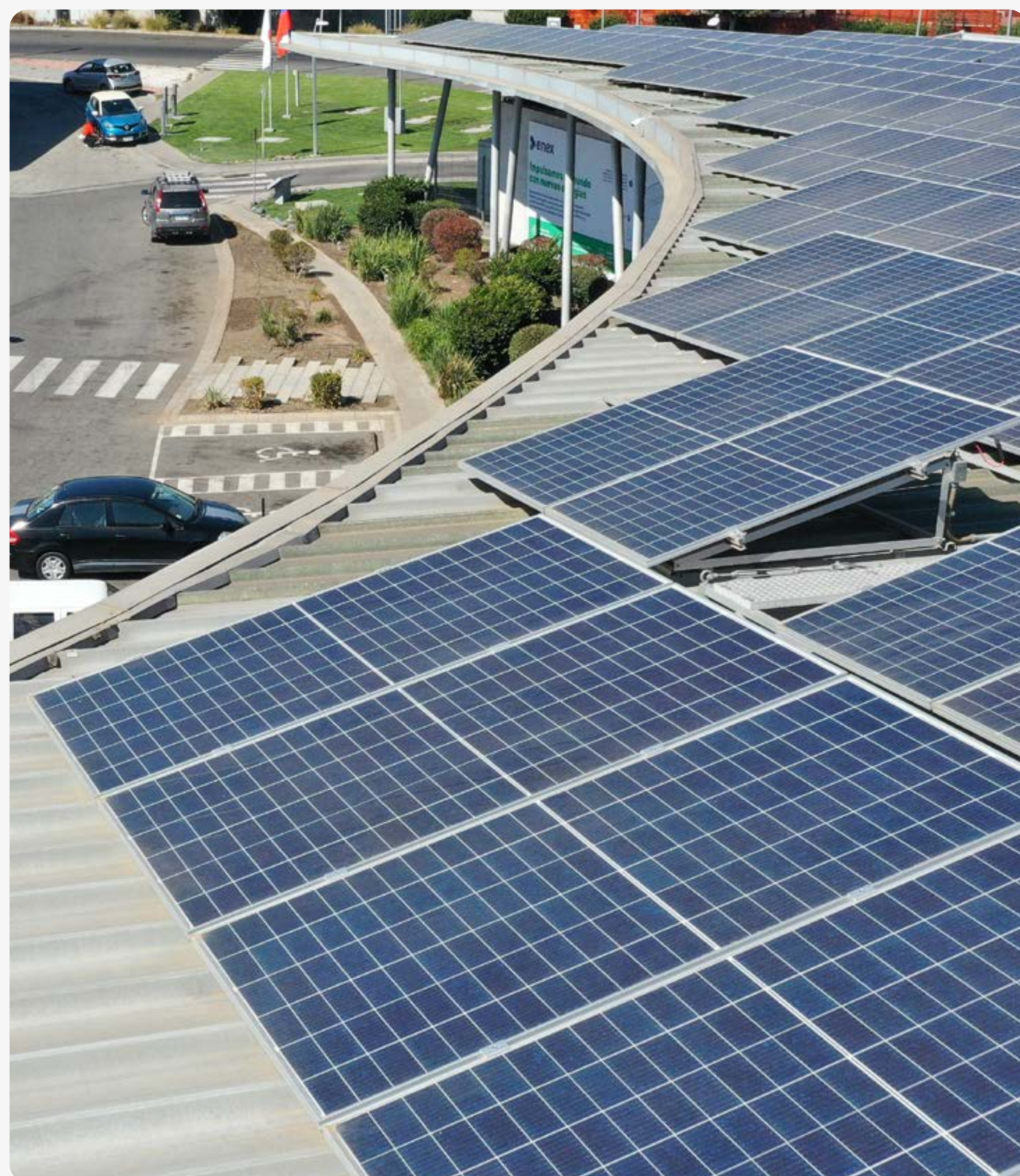


Direct emissions produced by fuel burning by the emitter.

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

Indirect emissions are produced by the issuer's activity but are owned and controlled by an agent other than the issuer, that is, derived from the operation of an organization's value chain.





Commitment to GHG management

Our climate change strategy addresses the reduction of greenhouse gas (GHG) emissions from our operation. In the case of scopes 1 and 2, we focus on the operation areas that contribute the most to these emissions. The actions that aim to neutralize our emissions in these areas include:

- Implementation of energy efficiency and circular economy initiatives in our processes.
- We work on the use of 100% renewable energy in our plants and service stations.
- Participation in the green hydrogen industry.
- Development of renewable electricity supply and generation projects.
- Conversion of our light fleet supply to clean energy.
- Integration of sustainable technologies in our service stations.

To reduce Scope 3 emissions, we support our industrial clients in their transition path towards lower environmental impact energies, such as use of renewable energy through electromobility, energy efficiency and self-generation solutions, or the move towards alternative energy such as LPG (Liquefied Petroleum Gas). We also offer our retail clients charging solutions for zero-emission vehicles, through the Enex E-Pro electric charging stations.

During 2023, we installed 5 new photovoltaic plants in service stations and a battery system was added to the San Francisco de Mostazal plant, which had been installed in 2022. Our goal is to continue installing photovoltaic plants in more locations.

GRI 305-1 Direct GHG emissions (Scope 1).

GRI 305-2 Indirect GHG emissions when generating energy (Scope 2).

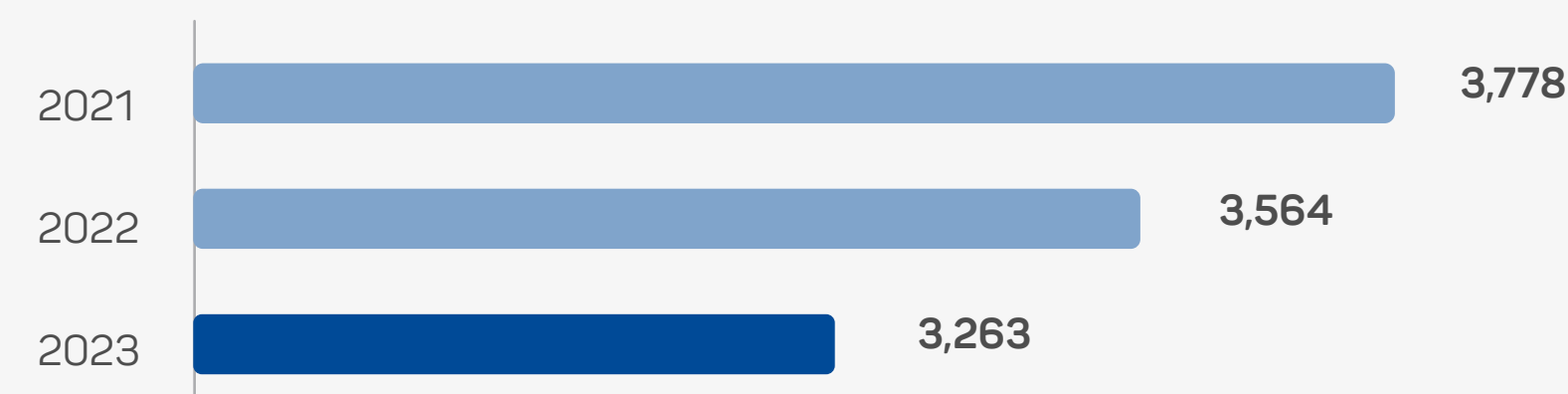
GRI 305-3 Other indirect GHG emissions (Scope 3).

Summary of GHG emissions by type of GHG (tons) verified under ISO 14064-1 standard

Type of GHG Emission	Category	CO ₂ eq Total ton 2023	CO ₂	CH ₄	N ₂ O	Biogenic Emissions
Direct emissions	Combustion sources	3,906.9	3,822.2	55.6	29.1	-
	Energy purchases	12,400.5	12,400.5	0.0	0.0	-
Indirect Emissions	Transport	104,330.7	102,930.2	77.4	1,323	-
	Use of products and services	5,110,281.7	5,110,281.7	0.0	0.0	-
	Product sales	11,933,136.3	11,810,531	12,732.6	109,872.7	6,655.1
Total corporate GHG emissions		17,164,056	17,039,966	12,886	111,225	6,655

* Includes emissions from Enex Chile, the United States and Paraguay.

Progress in 2030 reduction commitment scopes 1 and 2 (kg CO₂eq/m³)



GRI 305-4 GHG emissions intensity and GRI 305-5 Reduction of GHG emissions.

Sustainable design



We are focused on improving the sustainability of our service stations and convenience stores, seeking greater efficiency in energy and water consumption. To achieve this, we have carried out a study that seeks to adjust our facilities to the Social and Environmental Standards (SES), which promote a design with low emissions and efficient use of resources.

Currently, we are implementing low-water consumption gardens, installing LED lighting and using special glass to improve thermal comfort. Our goal is that all our new stations incorporate these characteristics, adapting to each local context. By 2024, we plan to open four new stations with these improvements.

Energy efficiency

GRI 302-4 Reduction of energy consumption.

The electrical energy used in most of our establishments comes from both renewable and non-renewable sources, since it is acquired through the National Electric System (SEN).

During the year 2023, we installed five photovoltaic plants in service stations and launched a battery and home

automation system at the San Francisco de Mostazal station. Thanks to this, the installed photovoltaic plants translated into energy consumption reductions of 284 MWh. In the coming years, we hope to cover more service stations and other facilities.

GRI 302-1 Energy consumption within the organization

Chile Total annual energy consumption (MWh)		2023
Non-renewable (fossil fuels, reservoir hydroelectric)		3,202
Renewable (solar, wind, biofuel, run-of-the-river hydroelectric)		10,081
Total		13,283

Total energy consumption 2023 (MWh)	
Paraguay	6,177
USA	28,902
Chile	13,283
Total	48,361

8 This indicator reflects the consumption of electrical energy in Enex's directly managed facilities, which include Headquarters, the fuel storage plants (Maipú Plant, Greda Alta Plant, San Fernando Plant, San Vicente Plant and Lautaro Plant) and the aviation operational bases. Electricity consumption of service stations directly operated by the Inversiones Enex subsidiary is also accounted for.

Water efficiency initiatives

At Enex Chile, we implement various initiatives to promote water efficiency in our operations:

Savings in water consumption in LavaPro car washes

At over 90 Shell service stations throughout Chile, we offer car washing services through state-of-the-art Lavapro machines, which deliver superior results and minimize water use. Additionally, we have 16 water treatment plants, with two more being currently installed, to recycle 70% of the water used in each wash. These initiatives allow us to save up to 94% of water compared to home washing.

Consumption Monitoring

Water consumption at some stations is also monitored to detect inefficiencies in water production, non-visible leaks and the impact of modifying washing stages. We have 11 flow meters to record water consumption in facilities that have wells with water supply rights. These instruments provide information to establish goals and search for efficient use opportunities.

Ornamental grass removal at service stations

We replaced ornamental grass with native plants that require little water in five service stations in the country's central and northern areas. This measure not only seeks to reduce water consumption by 30% to 60% but also establishes new standards for future projects, which also contemplate changes in the drip sprinkler irrigation system.

In addition, gradual improvements have been made, with a focus on new stations, in search of building efficiency with a focus on sustainability and efficient use of energy.

Wastewater treatment plants Installation

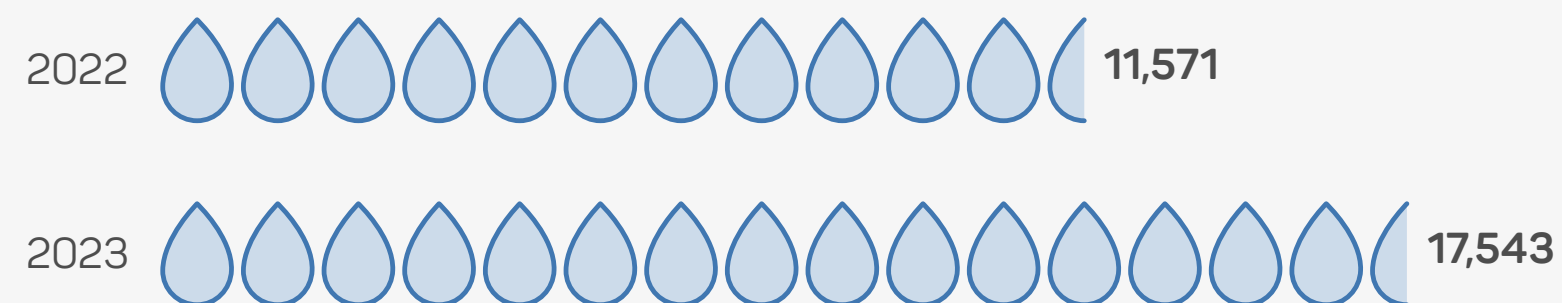
At our highway service stations, where a public network connection is not feasible, we have installed wastewater treatment plants. Their effluent can be used to irrigate green areas and gardens. Five service stations have already implemented their plants.

Clean Production Agreement (APL) with Lo Barneches Municipality

We continued the Territorial Clean Production Agreement for Water Efficiency, led by the Municipality of Lo Barnechea, for water care in the commune. Low-water consumption car wash systems were implemented, and ornamental grass was removed, replacing it with low-water consumption flora in the commune's stations. As a result of these actions, we achieved an average monthly saving of 300 m³ of water in these facilities.

Own indicator: Total liters of water recycled in our operation.

Recycled M³



In 2023, we achieved savings of **17,543 m³** of water, a **52%** increase with respect to year 2022.

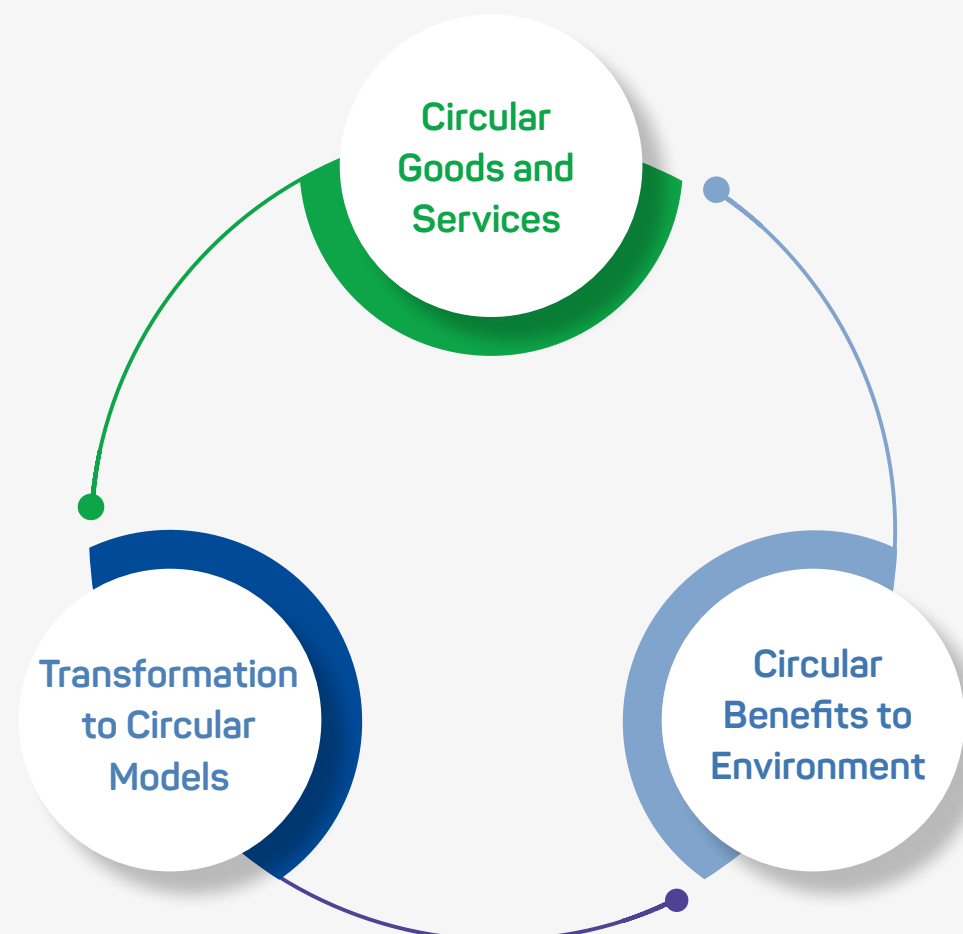


In 2023, Aguas Andinas awarded us for our initiatives to reduce water consumption and increase water resource reuse. This recognition encourages us to continue moving forward with our long-term vision and responsible water management approach.

Progress towards the circular economy

At Enex, we promote the circular economy through proper waste management. We manage our waste using various collective management systems, from construction materials to used lubricating oils. Likewise, we opt for more environmentally friendly office materials.

Enex circular economy roadmap

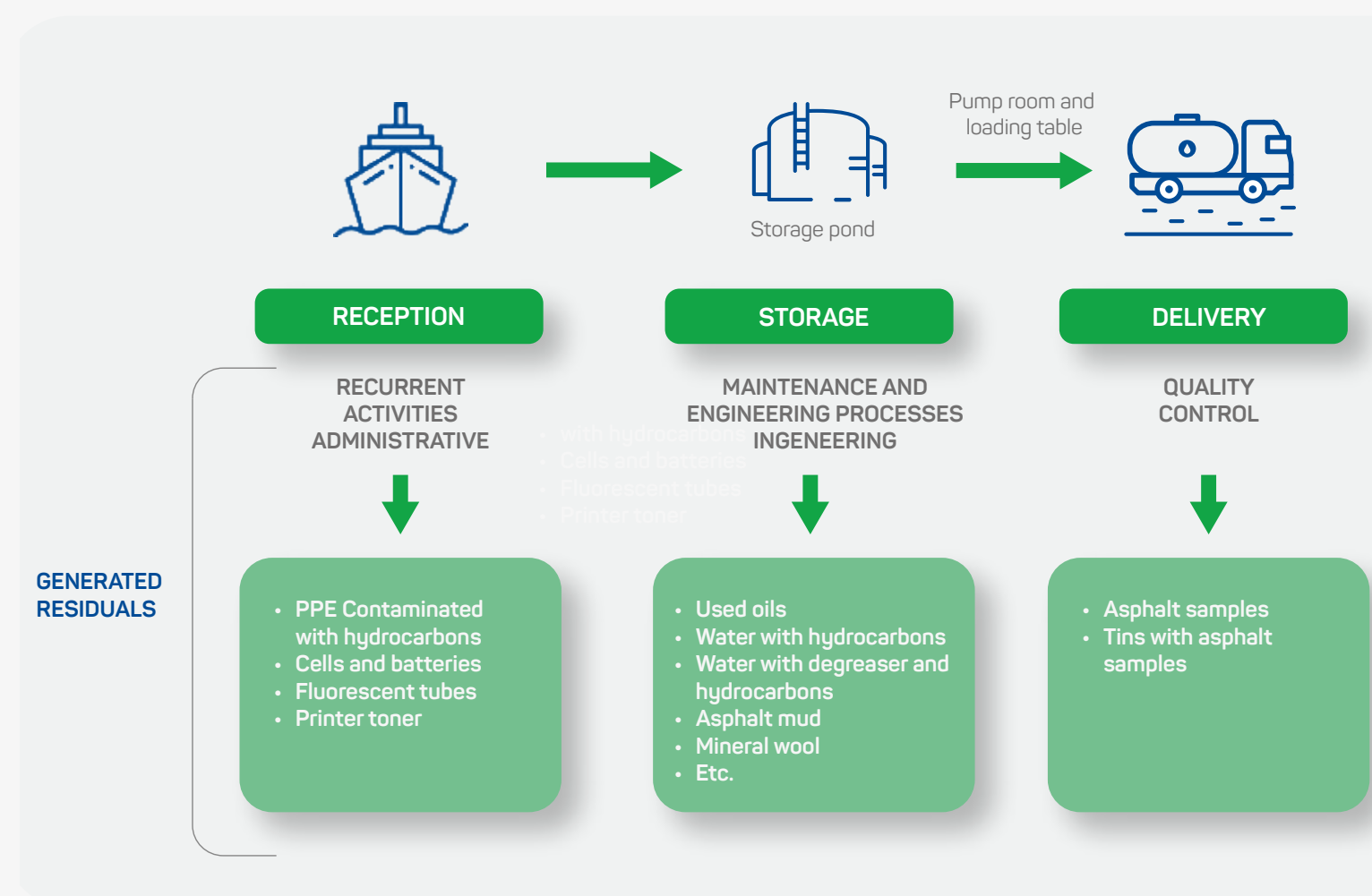


In our usual operations, the dangerous and non-dangerous waste generation volume is of low significance. These include household or similar waste, residual sludge from facilities with particular water treatment systems, sludge from car wash systems used lubricating oil removed from lubricant centers, service stations and industrial points; used oil in convenience stores, and empty containers (mainly drums) used for substances such as additives in industrial facilities.

Most hazardous waste is collected in plant maintenance activities. These include water with hydrocarbons, contaminated solid elements (textiles, personal protective equipment, cardboard, paper, plastics, and metals), soil or absorbent material contaminated with hydrocarbons, used lubricating oil, empty containers with remains of hydrocarbons and disused fuel tanks.

We maintain a rigorous traceability record for waste management. Internally generated waste, especially those classified as hazardous, must be declared each time they are removed from our facilities. This declaration is made through the Hazardous Waste Declaration System of the Ministry of Health. Additionally, for non-hazardous industrial waste, we issue monthly reports to the National Waste Declaration System portal.

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



Waste generated (metric tons)

GRI 306-3 Waste generated.

Type of Waste	Tons of Hazardous Waste	Tons of Non-Hazardous Waste
Plastic	4.9	
Cardboard	2.7	6.9
Debris		24
Household waste		24
Used lubricating oil	15.3	
Empty additive drums	46.6	
Electronic waste	0.2	
Emulsion (Water and hydrocarbon)	212.9	
Batteries	0.9	
Solids contaminated with hydrocarbons	79.3	
Sludge Pits (PTAS)		635
Fluorescent tubes		
Fuel out of specification	14.1	
Used oil (edible)		31.3
Total	377	721.1

Generation of waste sent to reuse, recycling, or landfills*

	Chile		USA	
	Hazardous Waste (ton)	Non-hazardous Waste (ton)	Hazardous Waste (ton)	Non-hazardous Waste (ton)
Disposal by reuse	46.6	31.3	-	-
Disposal by recycling	228.2	6.9	-	308.4
Disposal by incineration (with energy recovery)	14.1	-	-	-
Disposal in landfills	87.9	683	-	4960.2
Total waste	377	721.1	-	5.268.56

Nota: It should be noted that this waste is generated by Enex operations and excludes those generated by clients, as is the case of lubricating oil recycling in mining companies.

GRI 306-4 Waste diverted from disposal.

GRI 306-5 Waste intended for disposal.

Initiatives implemented to promote the circular economy.

- Used lubricating oils: We prepare Enex to have the most appropriate management system for used oils and lubricants.
- Marketing lubricating oils with greater durability: We look for formulas that extend the useful life of lubricating oils, resulting in less waste generation.
- Input sourcing planning: We implement a plan to avoid losses in the acquisition of inputs.
- Integral Waste Management Plan: Provides general guidelines to all Enex facilities on the correct management of their waste.
- Disposal of vegetable oils: We have had a contract since 2011 with a company authorized for the recycling and/or final disposal of the vegetable oils used in our stores. To date, we have delivered more than 30 tons of vegetable oil for recycling.
- Packaging recycling: We continue working with the Clean Production Agreement (CPA) Ecolabelling led by the Manufacturing Development Society (Sofofa), the Ministry of the Environment and the Sustainability and Climate Change Agency. This agreement seeks to provide information to the client about recyclability and how to prepare packaging for treatment.

GRI 306-2 gestión de impactos relacionados con los residuos.



Circular economy Challenges and Opportunities within the REP Law framework

The REP Law (Chile) represents a challenge for our company since it forces us to take charge of the priority waste that we generate once they have ended their useful life. This waste, classified as a priority by regulations, is subject to regulation and includes used lubricating oils (ALU), containers and packaging (EE), and batteries.

Both Inversiones Enex and Enex S.A. have joined the Resimple and ProREP collective management systems to comply with the REP Law. As Enex, we have complied with the specific regulations established by law. As of this report's publication date, ProREP had announced the fulfillment of the collection goal.

Contractor waste management

At Enex we recognize that comprehensive waste management, in line with a circular economy, requires the collaboration of all actors in our value chain. During 2023, we continued to promote among our transporters the implementation of management indicators to monitor the generation of their priority waste, according to the criteria established by the REP Law, which include out-of-use tires, used lubricants, disused batteries, removed filters and contaminated solids.

Biodiversity and Local Ecosystems

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

We carried out habitat, flora, and fauna studies on nearby communities to evaluate possible environmental impacts in the places where we have activities, along with working to protect local biodiversity in areas near wetlands. If necessary, we submit our projects to the Environmental Impact Assessment System (SEIA). To date we have not identified significant impacts on biodiversity due to our operations.

	Operation Type	Geographic Location	Distance from Protected Area	Name and Description of the Protected Area and its Value for Biodiversity
File 71 Huentelauquén	Service station	Panamericana Norte Km. 265 1/2 sector de Huentelauquén	0	Sitio Ramsar Las Salinas de Huentelauquén Wetland
File 703 Punta Arenas	Service station	Av. Pdte. Carlos Ibáñez del Campo 05871	200 metros	Humedal Urbano Tres Puentes
La Greda Alta Fuel and Asphalt Storage Plant	Storage and Distribution	Ruta F 170 s/n Puchuncaví	280 metros	Urban Wetland Los Maitenes-Campiche

RI 304-1 Owned, leased, or managed operational sites located within or adjacent to protected areas or areas of high biodiversity value outside protected areas.





Annexes

Number of Enex employees by gender, age, and line of business

GRI 405-1 Diversity in governing bodies and employees.

	Gender	2022				2023			
		Under 30	Between 30-50	Over 50	Total	Under 30	Between 30-50	Over 50	Total
Chile									
Enex S.A. (Chile)	Men	65	305	113	483	68	303	122	493
	Women	52	130	36	218	55	135	35	225
	Total	117	435	149	701	123	438	157	718
Inversiones Enex S.A. (Chile)	Men	218	290	101	609	186	269	112	567
	Women	347	474	137	958	312	471	153	936
	Total	565	764	238	1.567	498	740	265	1.503
ESM (Chile)	Men	26	332	83	441	29	356	102	487
	Women	5	12	2	19	2	16	3	21
	Total	31	344	85	460	31	372	105	508
DICOMAC (Chile)	Men	2	6	5	13	0	7	5	12
	Women	10	18	9	37	7	18	9	34
	Total	12	24	14	50	7	25	14	46
Enex Chile Consolidated	Men	311	933	302	1.546	283	935	341	1.559
	Women	414	634	184	1.232	376	640	200	1.216
	Total Chile	725	1.567	486	2,778	659	1,575	541	2,775
Estados Unidos									
Estados Unidos	Men	117	126	71	314	179	171	81	431
	Women	195	209	106	510	227	275	125	627
	Total	312	335	177	824	406	446	206	1,058
Paraguay									
Enex Paraguay	Men				346	165	131	5	301
	Women				440	267	143	2	412
	Total				786	432	274	7	713
Consolidated									
Consolidated	Men	428	1.059	373	1.860	462	1.106	422	2.291
	Women	609	843	290	1.742	603	915	325	2.255
	Total	1,037	1,902	663	3,602	1,065	2,021	747	4,546

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

GRI 2-7 Employees.

Enex Staff: type of employment contract								
Company	Type of contract	Workday	2022*			2023		
			Men	Women	Total	Men	Women	Total
Enex S.A. (Chile)	Permanent	Part-time	2	2	4	1	1	2
		Full time	456	210	666	459	219	678
	Fixed term	Part-time	0	0	0	0	0	0
		Full time	25	6	31	33	5	38
Inversiones Enex S.A. (Chile)	Permanent	Part-time	57	117	174	64	133	197
		Full time	472	727	1,199	446	702	1,148
	Fixed term	Part-time	16	27	43	8	26	34
		Full time	64	87	151	49	75	124
ESM (Chile)	Permanent	Part-time	0	0	0	0	0	0
		Full time	395	19	414	419	20	439
	Fixed term	Part-time	0	0	0	0	0	0
		Full time	46	0	46	68	1	69
DICOMAC (Chile)	Permanent	Part-time	5	2	7	5	1	6
		Full time	8	32	40	7	29	36
	Fixed term	Part-time	0	0	0	0	1	1
		Full time	0	3	3	0	3	3
Estados Unidos	Permanent	Part-time	40	62	102	81	112	193
		Full time	274	448	722	350	515	865
	Fixed term	Part-time	0	0	0	0	0	0
		Full time	0	0	0	0	0	0
Enex Paraguay	Permanent	Part-time	0	0	0	0	5	5
		Full time	344	439	783	298	406	704
	Fixed term	Part-time	0	0	0	3	1	4
		Full time	1	2	3	0	0	0
Consolidated	Permanent	Part-time	104	183	287	151	252	403
		Full time	1,605	1,436	3,041	1,979	1,891	3,870
	Fixed term	Part-time	16	27	43	11	28	39
		Full time	135	96	231	150	84	234

* Consolidated 2022 includes Enex S.A., Inversiones Enex S.A., ESM, DICOMAC and Road Ranger, and excludes Enex Investments Paraguay S.A. and its subsidiaries; consolidated 2023 includes Enex S.A., Inversiones Enex S.A., ESM, DICOMAC and Road Ranger, and Enex Investments Paraguay S.A. and its subsidiaries.

Average training per year per employee *

		2022			2023		
		Training hours	Trained Workers	Average Training Hours	Training hours	Trained Workers	Average Training Hours
ENEX S.A. (Chile)	Men	51,107	505	101.2	4,404	267	16.5
	Women	24,420	225	108.5	3,693	137	27
	Total	75,527	730	103.5	8,097	404	20
Inversiones Enex (Chile)	Men	20,972	947	22.1	18,671	553	33.8
	Women	12,854	580	22.2	30,463	910	33.5
	Total	33,826	1,527	22.2	49,134	1,463	33.6
ESM SpA (Chile)	Men	14,051	493	28.50	15,591	503	31
	Women	432	18	24.0	378	12	31.5
	Total	14,483	511	28.34	15,969	515	31
DICOMAC (Chile)	Men	571	14	40.8	594	16	37.1
	Women	2,209	43	51.4	1,178	48	24.5
	Total	2,780	57	48.8	1,772	64	27.7
Estados Unidos	Men	23,096	528	43.7			
	Women	37,644	925	40.7			
	Total	60,740	1,453	42			
Enex Paraguay	Men	1,150	75	16	789	89	8.9
	Women	1,129	81	14	978	110	8.9
	Total	2,279	156	30	1,766	199	8.9
Total	Men	109,797	2,487	47.3	40,049	1,428	28.0
	Women	77,559	1,791	49.4	36,690	1,217	30.1
	Total	187,356	4,278	48.9	76,738	2,645	29.0

*Given the staff turnover during the year, the number of trained people may be greater than the final staffing reported in December 2023.

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Sustainability Report 2023

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