

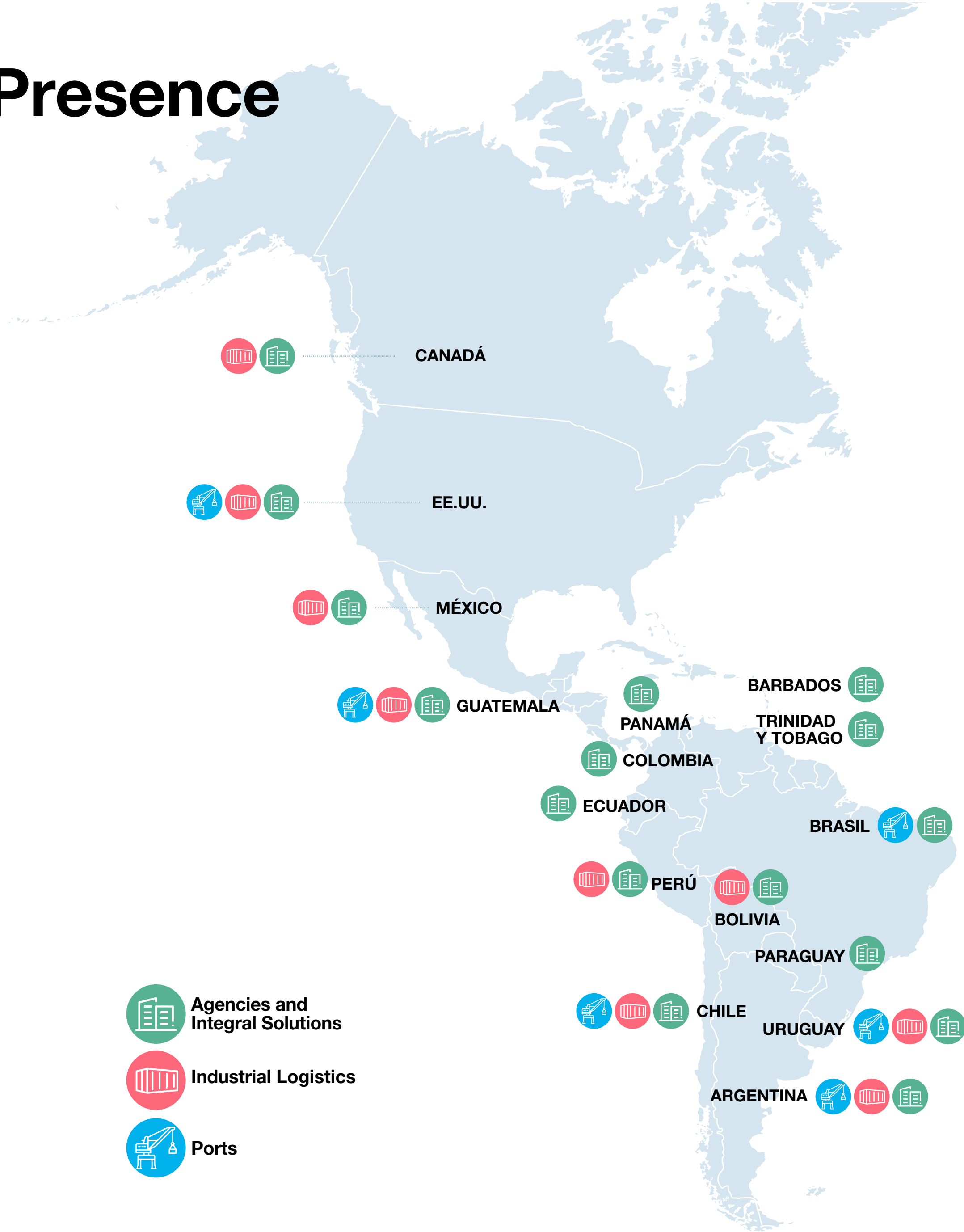
Executive Summary Sustainability Report 2022



AÑOS



Presence



16 countries

Ultramar operates in sixteen American countries.

13.962 people

10.663 76%
Headcount Subsidiaries Business Units

3.299 24%
Headcount Associates Business Units

Headcount % by business line

Ultramar
79
0,6%

DAIS
AGENCIES AND INTEGRAL SOLUTIONS
3.290
23,6%

KAPTAN
LOGISTICS PARTNERS
3.204
22,9%

NELTUME PORTS
Empowering Trade
7.389
52,9%

These data include onshore, offshore and temporary staff.

2022 Milestones



As Ultramar celebrates its 70th anniversary, it is consolidating a business approach across 16 countries in the Americas, based on a sustainable management model with an environmental, economic and social impact. Its objective is to contribute to improving people's quality of life through the development of foreign trade, operational excellence and a customer focus. It has reached its seventieth anniversary as "a partner you can trust" with this vision and will continue to achieve milestones in the future.



- Ultramar's Operational Excellence Department was created, with the aim of strengthening the safety culture and improving the environmental performance.
- Focus and priority on safety and critical processes identification.
- Stop Work approach consolidation.



- Diversity and inclusion table.
- Policy focus on gender equity, multiculturalism, generational diversity and people with disabilities



- Priority in resource efficiency to reduce greenhouse gas emissions.
- Process of defining a Decarbonization Strategy.

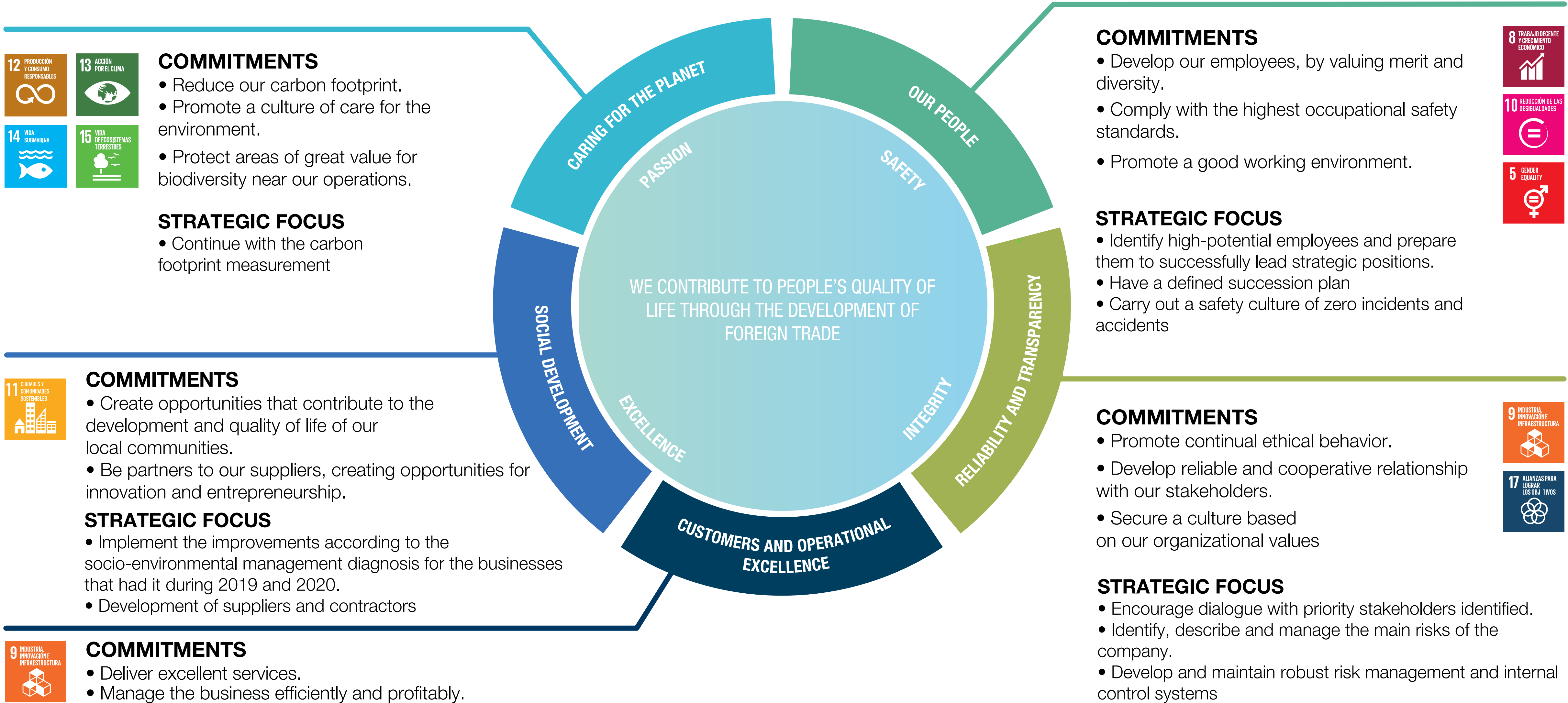


- Supplier and Subcontractor Management Policy and Supplier and subcontractor Management Recommendations.
- Focus on promoting the development of local suppliers and contractors.



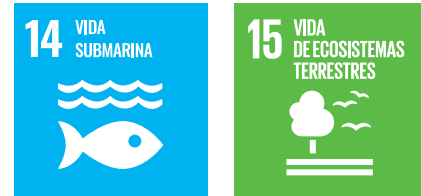
- New Code of Ethics and promotion of corporate values.

Sustainability Strategy



COMMITMENTS

- Reduce our carbon footprint.
- Promote a culture of care for the environment.



- Protect areas of great value for biodiversity near our operations.

STRATEGIC FOCUS

- Continue with the carbon footprint measurement



COMMITMENTS

- Create opportunities that contribute to the development and quality of life of our local communities.
- Be partners to our suppliers, creating opportunities for innovation and entrepreneurship.

STRATEGIC FOCUS

- Implement the improvements according to the socio-environmental management diagnosis for the businesses that had it during 2019 and 2020.
- Development of suppliers and contractors



COMMITMENTS

- Deliver excellent services.
- Manage the business efficiently and profitably.

STRATEGIC FOCUS

- Carry out corrective measures in maintenance management
- Infrastructure diagnose integrity
- Measure the quality of our services

COMMITMENTS

- Develop our employees, by valuing merit and diversity.
- Comply with the highest occupational safety standards.
- Promote a good working environment.

STRATEGIC FOCUS

- Identify high-potential employees and prepare them to successfully lead strategic positions.
- Have a defined succession plan
- Carry out a safety culture of zero incidents and accidents



COMMITMENTS

- Promote continual ethical behavior.
- Develop reliable and cooperative relationship with our stakeholders.
- Secure a culture based on our organizational values

STRATEGIC FOCUS

- Encourage dialogue with priority stakeholders identified.
- Identify, describe and manage the main risks of the company.
- Develop and maintain robust risk management and internal control systems

Relationships with our stakeholders

- Workshop where resulted the Supplier and Subcontractor Management Policy and its associated Recommendations

Stakeholder	Stakeholder communication channels
 <p>Employees</p>	<ul style="list-style-type: none"> • Intranet, digital screens, emailing, internal magazine, “Conectados” publications, extended meetings, alignment days, Chairman's breakfast with employees • The SBUs arrange meetings with trade unions
 <p>Local Community</p>	<ul style="list-style-type: none"> • Participation in committees and regular meetings • Working groups • Community visits to our facilities • SBUs websites • Some SBUs have a formal complaints and claims process, and an inquiry channel • Social networks, such as LinkedIn, Instagram, Facebook.
 <p>Customers</p>	<ul style="list-style-type: none"> • Annual satisfaction survey • Visits to facilities. • Online platforms. • Regular meetings. • Social networks, such as LinkedIn, Instagram, Facebook
 <p>Suppliers</p>	<ul style="list-style-type: none"> • SBUs websites • Inquiry channel • Invitations to tender • Regular meetings • Supplier portal • Social networks, such as LinkedIn, Instagram, Facebook.
 <p>Authorities</p>	<ul style="list-style-type: none"> • Meetings via lobbying law • Agreements • Participation in sectoral groups • Social networks, such as LinkedIn, Instagram, Facebook.
 <p>Associations and guilds</p>	<ul style="list-style-type: none"> • Participation in associations and guilds that represent the industry. • Regular meetings • Working groups
 <p>Media</p>	<ul style="list-style-type: none"> • Advertising and announcements • Social networks, such as LinkedIn, Instagram, Facebook.

Reliability and Transparency

We strive to establish integrity as a fundamental value within our company, through reliable and transparent relationships with all our stakeholders.

Reliability and Transparency

6 Directors

The Board of Directors is responsible for defining the Company's management models, strategies, policies and values, while generating sustainable profitability.



Name	Position	Appointment date	Profession	Percentage attendance at board meetings in 2022
Richard von Appen Lahres	Chairman	January 2016	Business Administrator	100%
Alejandra Mehech Castellón	Director	November 2018	Business Administrator	100%
Dag von Appen Burose	Director	January 2016	Business Administrator	91%
Mauricio Larraín Garcés	Director	January 2021	Lawyer	100%
Felipe Vial Claro	Director	January 2016	Lawyer	91%
Guillermo Tagle Quiroz	Director	December 2020	Business Administrator	100%



4 Committees

- **Executive Collaboration Committee**
- **Audit Committee**
- **Management Committee**
- **Sustainability Committee**

Continual Sound Ethical Behavior

Ethical Management System:

- Fair, impartial and equitable investigation
- Anonymity and confidentiality
- Caution and discretion
- Quick and opportune investigation
- Presumption of innocence
- No retaliation

47 ethical channels implemented

115 Ethical Management System (EMS) committees

13 crime prevention models implemented in Chile.

151 complaints accepted, 4 rejected and 25 in progress

225 communication campaigns were carried out at 76% of our SBUs, to promote an ethical culture based on values and regulations

562 ethical and anti-corruption policies and procedures courses.

Develop our employees, by valuing merit and diversity

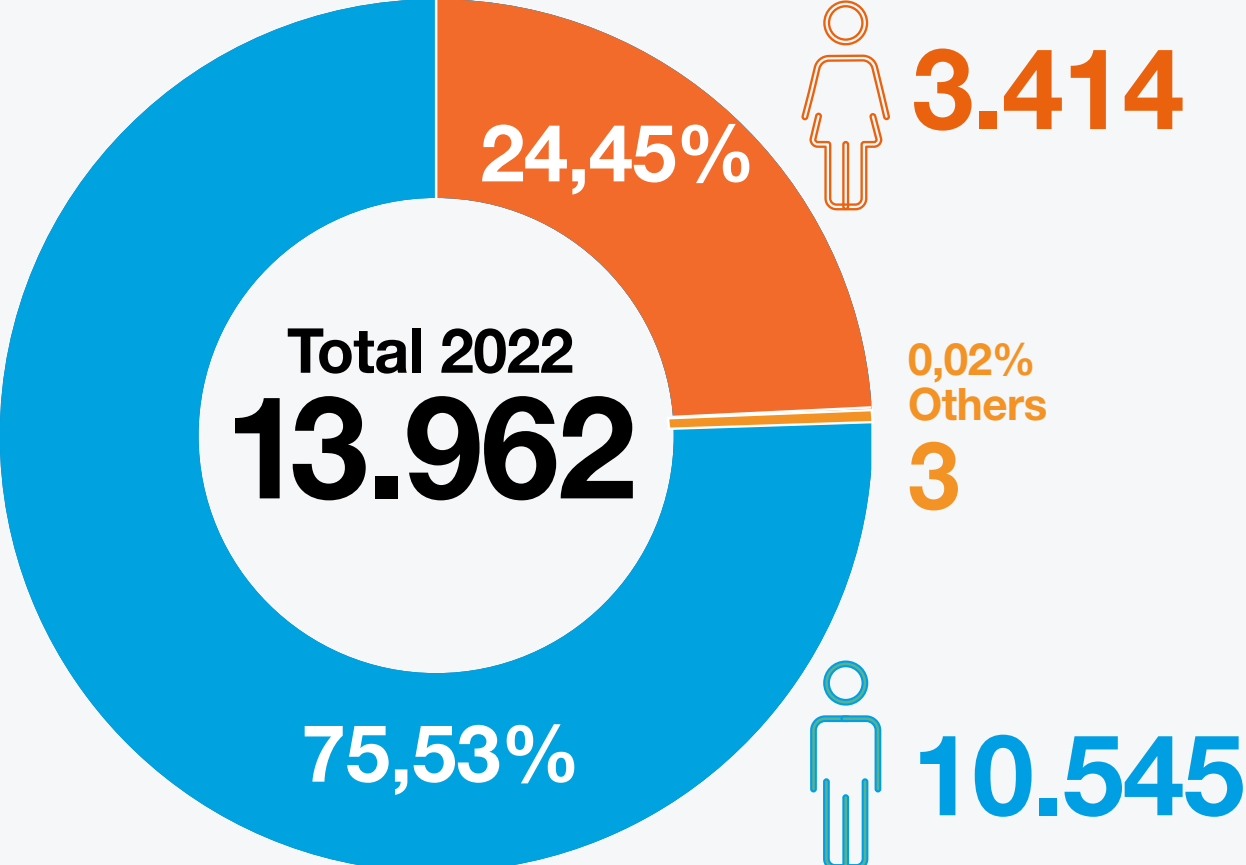
We developed our Diversity and Inclusion Policy in 2021, which was communicated to all Ultramar subsidiaries and associates during 2022.

The focus of Ultramar's Diversity and Inclusion Policy

Gender equity	Multiculturalism	Generational diversity	People with disabilities
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Our People

Our employees are the beating heart of Ultramar and the driving force behind our Sustainability Strategy



	In 2022 were hired 2.357 new employees	>	35% were women
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Our People

Develop our employees, by valuing merit and diversity

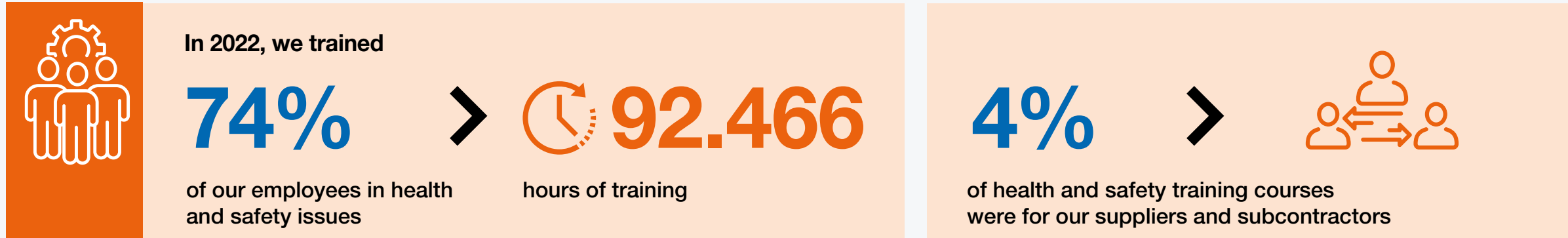
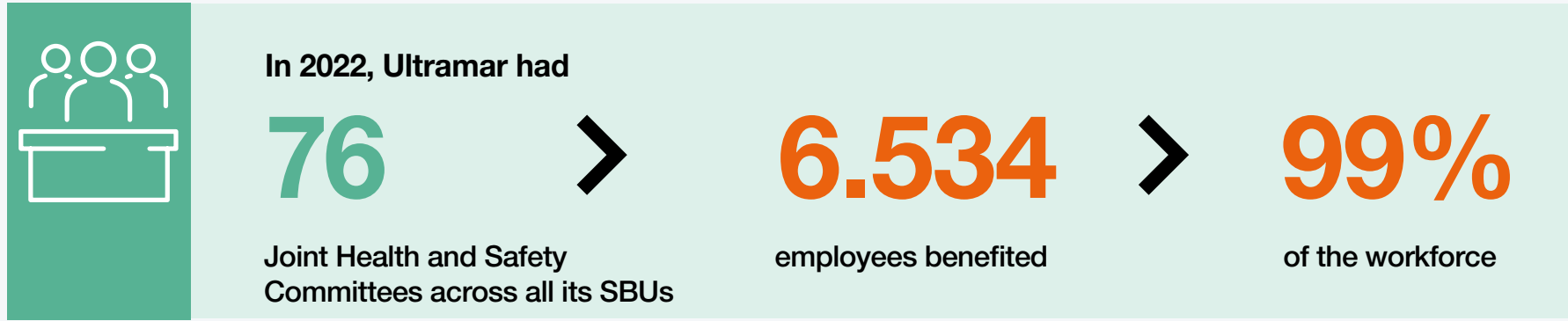
					2022
			Others	Total	%
Corporate	45	34		79	0,6
DAIS	1.449	1.838	3	3.290	23,6
KAPTAN	701	2.503		3.204	22,9
NELTUME PORTS	1.219	6.170		7.389	52,9
Total	3.414	10.545	3	13.962	100

*Includes onshore, offshore and casual staff

We conducted **6.229** performance evaluations = **57,1%** of on-shore staff (10,895)

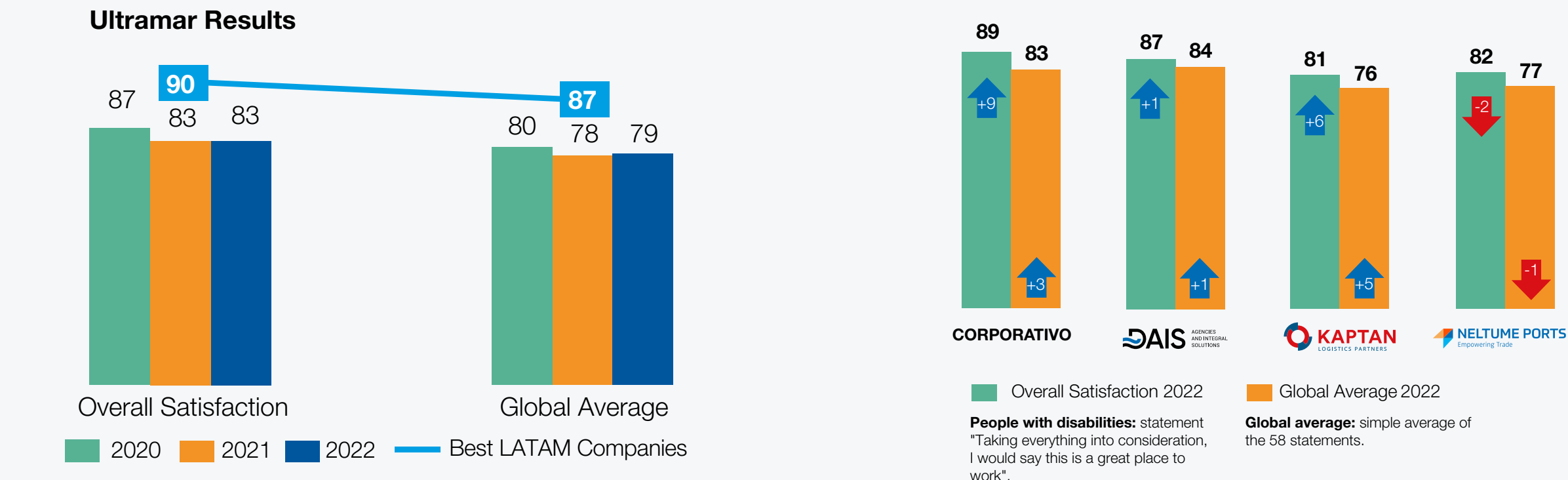
Occupational Health and Safety

- We implemented a **Human-Machine Interaction Protocol** in 2022, which identifies the operational processes that put our employees in contact with machinery.



Workplace Environment

79 of our 108 SBUs participated in this survey, which was three times higher than in 2019.



Value Chain



250.802
Tons of aviation cargo



9.791
Flights served



0,23
Million TEUs at depot



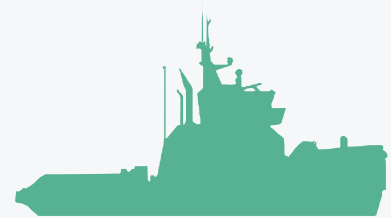
15.709
Land trips to mines



12,5
Million tons of break bulk cargo



46,4
Million tons handled in total



55.060
Total tasks



2,1
Million TEUs



2,7
Million tons of liquid bulk cargo



9,5
Million tons of dry bulk cargo



12,2
Million tons of bulk cargo



14.433
Number of vessel calls



309.608
Land trips



21,6
Million tons of Container loading



135
Thousands of tons Project Cargo



41,2
Thousands tons of Vehicles

Customers and Operational Excellence

We remain focused on customer satisfaction and adapting our business to the challenges of building efficient and sustainable supply chains.



Customers and Operational Excellence

Manage the Business Efficiently and Profitably

Sales (US\$ millions) 2020

	2020 Audited	2021 Audited	2022
DAIS	272,18	364,33	428,34
KAPTAN	215,37	254,35	269,51
NELTUME PORTS	240,58	276,38	289,07
Ultramar Consolidated	712,77	872,89	961,79

Deliver Excellent Services

Average recommendation by Business Line

DAIS	KAPTAN	NELTUME
8,8 (2021)	8,4 (2021)	8,5 (2021)
8,67 (2022)	8,73 (2022)	8,3 (2022)

40,58% of customers confirm that they are **extremely likely** (score = 10) to recommend Ultramar as a strategic partner.

Ranking of Service Aspects Most Valued by Customers



Rank	DAIS	KAPTAN	NELTUME PORTS
1	Flexibility to provide solutions	Safety in operations	Flexibility to provide solutions
2	Punctuality and compliance with deadlines	Integrity and ethics	Punctuality and compliance with deadlines
3	Practical information throughout the service	Resolution of problems in an effective and timely manner	Safety in operations
4	Resolution of problems in an effective and timely manner	Flexibility to provide solutions	Resolution of problems in an effective and timely manner
5	Integrity and ethics	Punctuality and compliance with deadlines	Practical information throughout the service
6	Safety in operations	Practical information throughout the service	Practical information throughout the service
7	Environmental care	Environmental care	Environmental care
8	Innovation	Innovation	Innovation
9	Relations with interest group	Relations with interest group	Relations with interest group

Create Opportunities that Contribute to the Development and Quality of Life of our Local Communities



On 2022
46 (56%)
implemented programs based on the requirements of local communities

38 (46%)
launched committees, working groups, discussions, digital consultation surveys

Social Development

We play a significant role in the development of our host countries, by creating value for our suppliers and local communities.

2022	DAIS	KAPTAN	NELTUME	CONSOLIDADO
SBUs with a local community engagement plan	31	15	15	61

2022	Plan-Related Investment (USD)	Total Social Investment (USD)	Number of people who benefited	Number of institutions who benefited
	830.284	2.582.635	47.957	571

“Small actions have big impacts”

- 

More than 1,000 employees from eight countries participated in the reforestation campaign.
- 

34 group companies made an impression.
- 

The campaign formed part of Ultramar’s 70th anniversary celebrations and its commitment to care for the environment around each local community.
- 

More than 15,000 people will directly benefit from over 1,000 species of drought-resistant trees and shrubs being planted.

Social Development

Be Partners to our Suppliers, Creating Opportunities for Innovation and Entrepreneurship




Ultramar's companies are supported by **22.262** suppliers and subcontractors in America **>** **90%** of them are local

Top five strategic goods and services by business line


DAIS AGENCIES AND INTEGRAL SOLUTIONS	KAPTAN LOGISTICS PARTNERS	NELTUME PORTS Empowering Trade
Availability of ports and terminals	Fuel	Labor and specialized labor
Various kinds of transport	Corporate services	Fuel and electricity
Tugs	Security services	Various spare parts
Pilots / pilotage	Spare parts and maintenance	Miscellaneous transport
Telecommunications and IT	Transport and haulage	Mooring and docking service

Payments to MSME suppliers	DAIS	KAPTAN	NELTUME	ULTRAMAR
Average payment period for MSME suppliers	10	19	14	14,3
Payment deadline for MSME suppliers	17	29	15	20,3



On 2022 **+1.500** US\$ total purchases of goods and services to suppliers **>** **87,6%** sourced from local suppliers.

Supplier selection using environmental criterio



25 of Ultramar's **82** reporting SBUs use environmental evaluation and selection criteria for their suppliers and 7 also use social criteria.

Reduce Our Carbon Footprint

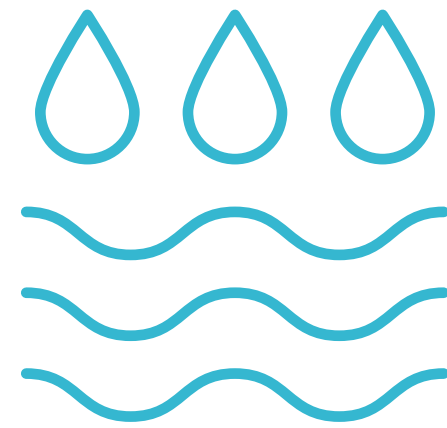
Caring for the Planet

We care for our natural surroundings, by mitigating our impact on the environment, and proactively contributing to the campaign to reduce global warming.

GHG emissions		2022 Tons of CO2
DAIS	Scope 1	3.662,0
	Scope 2	938,5
	Scope 3	67.628,2
	Subtotal	72.228,8
KAPTAN	Scope 1	48.571,4
	Scope 2	3.332,9
	Scope 3	33.712,9
	Subtotal	85.617,2
NELTUME PORTS	Scope 1	50.400,7
	Scope 2	7.212,4
	Scope 3	83.184,5
	Subtotal	140.797,6
Total	Scope 1	102.634,2
	Scope 2	11.483,8
	Scope 3	184.525,6
	Total 1+2	298.643,6

Caring for the Planet

Water Management



	Water consumption in 2022 (m ³)	%
DAIS	13.673,8	5%
KAPTAN	101.862,2	39%
NELTUME PORTS	148.980,7	56%
Total	264.516,6	100%



Protect Biodiversity

Seven SBUs analyzed the impact of their businesses on biodiversity during 2022, with the aim of protecting and conserving it.

Waste Management

Total generated waste by type of recovery or elimination (Metric tons)

		DAIS	KAPTAN	NELTUME PORTS	Total
Hazardous waste	Recycled	1,40	0,467	262,68	264,5
	Composted	-	-	-	-
	Incinerated (without energy recovery)	0,25	-	0,96	1,2
	Incinerated (with energy recovery)	0,03	16,10	3.255,54	3.271,7
	Transferred to landfills	-	11.410,00	944,74	12.354,7
	Disposal in authorized storage facilities	5,51	447,00	1.249,49	1.702,0
	Total waste	7,18	11.873,57	5.713,40	17.594,2
Not Hazardous waste	Recycled	14,48	206,44	2.108,17	2.329,1
	Composted	0,10	97,95	20,39	118,4
	Incinerated (without energy recovery)	-	-	6,79	6,8
	Incinerated (with energy recovery)	-	-	27,09	27,1
	Transferred to landfills	86.567,58	8.707,70	2.070,97	97.346,3
	Disposal in authorized storage facilities	-	-	2.386,82	2.386,8
	Total waste	86.582,18	9.012,09	6.620,22	102.214,5



**Executive Summary
Sustainability Report 2022**

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