

Sustainability
Report
2025



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1 LETTER FROM THE CEO:

Throughout 2025, Sitrans made consistent progress in integrating sustainability as a central pillar of its business strategy. In an increasingly demanding global environment, the organization strengthened its operational performance and deepened its management of economic, social, and environmental impacts.

Sustainability is part of how we operate, make decisions, and plan our business”

In 2025, Sitrans consolidated significant progress in integrating sustainability as a cross-cutting pillar of its strategy, within an international context marked by growing regulatory, operational, and commercial requirements on the logistics and maritime industry.

In light of this scenario, we strengthened our operational continuity, reliability, and efficiency for our customers, without losing sight of the responsibility that comes with our economic, social, and environmental impact.

We are making consistent progress toward environmental management aligned with international standards, prioritizing emissions reduction, resource efficiency, and the continuous improvement of our processes, with a long-term perspective focused on creating sustainable value.

This executive summary of our reporting process reflects our commitment to transparency, operational excellence, and ongoing dialogue with our stakeholders.

We believe that efficient logistics today must also be responsible and sustainable for the future”

José Sáenz,
Sitrans CEO



2 OUR PROFILE

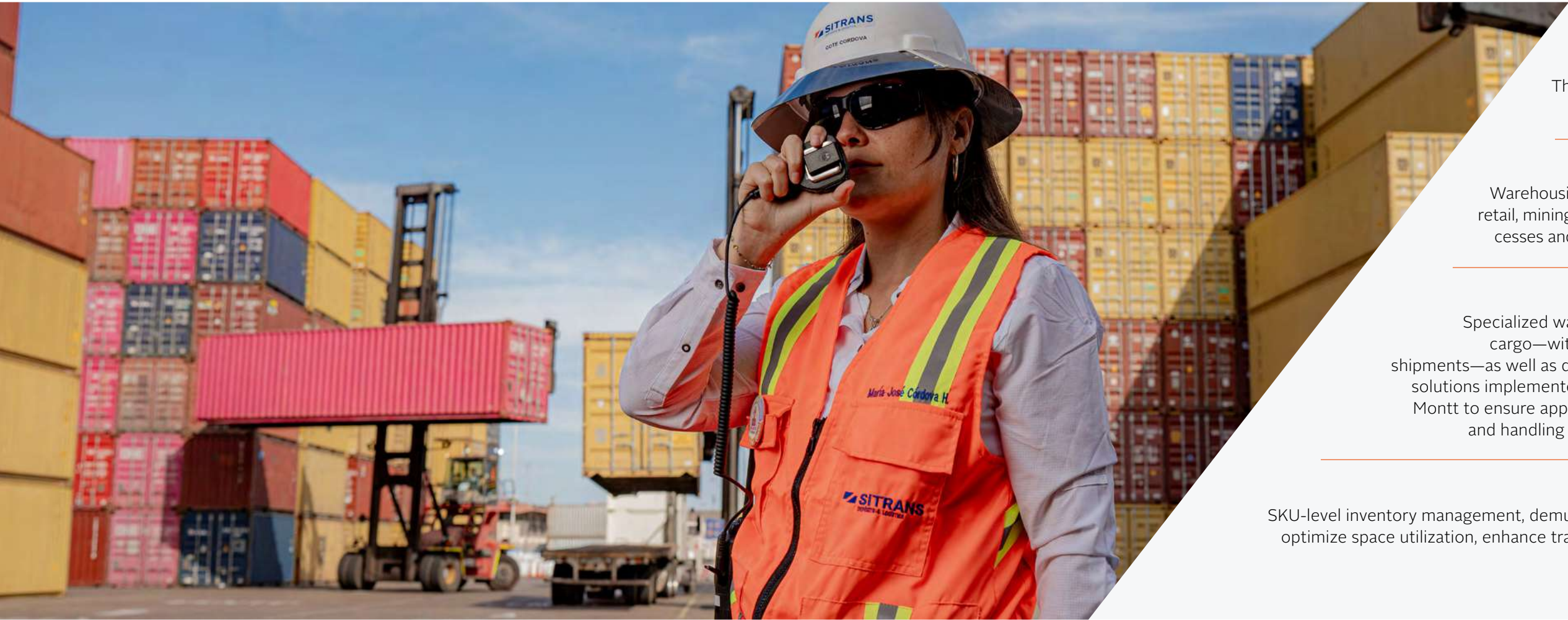
Over 40 years connecting operations, territories, and markets

Sitrans has over four decades of experience developing comprehensive and flexible logistics solutions throughout Chile. Its business model is based on operational excellence, safety, and providing logistics services tailored to the needs of various industrial sectors.

SPECIALISTS IN STORAGE AND WAREHOUSING SOLUTIONS

Sitrans' warehousing and storage solutions are designed to efficiently and securely meet its clients' operational requirements, recognizing inventory management as a fundamental pillar of logistics efficiency and business continuity.

The organization boasts a high-standard infrastructure, comprising **more than 220 hectares of terminals** and over **100,000 m² of proprietary warehouse** capacity, enabling it to offer flexible storage solutions tailored to various industries and aligned with foreign trade requirements.



These solutions are characterized by their operational versatility and technological support, notably:

MULTI-INDUSTRY MANAGEMENT

Warehousing services designed for sectors such as retail, mining, manufacturing, and food, tailoring processes and controls to each client's specific needs.



SPECIAL CARGO

Specialized warehousing focused primarily on project cargo—with solutions for oversized or overweight shipments—as well as dangerous goods (IMO) and refrigerated solutions implemented at strategic terminals such as Puerto Montt to ensure appropriate conditions for the preservation and handling of cargo related to the salmon industry.



OPERATIONAL EFFICIENCY

SKU-level inventory management, demurrage control, and racking systems that optimize space utilization, enhance traceability, and improve cargo availability.



LEADERS IN CONTAINER DEPOT SERVICES

Sitrans plays a key role in the import and export chain through specialized container depot services that contribute to the efficiency and continuity of foreign trade.

The operation is based on commercial and operational control of storage areas, integrating safety standards, regulatory compliance, and operational efficiency. These capabilities allow Sitrans to position itself as a reliable player within the logistics chain.

The main features of the service include:



COMPREHENSIVE UNIT MANAGEMENT:

Receipt, storage, and dispatch of empty containers, with online visibility systems for customers.



SPECIALIZED MAINTENANCE SERVICES:

Inspection, repair, and maintenance of dry, reefer, and tanktainers, along with sanitization and pre-cooling, washing, port monitoring, ship kits (supply of spare parts to vessels), and 24/7 emergency service.



INTERNATIONAL TECHNICAL SUPPORT:

Official representative of Carrier Transcold in the region, providing specialized technical support and selling original spare parts for refrigerated units.

These operations are managed in an integrated manner, from the corporate level down to technical execution, taking into account their economic, operational, and safety impacts”





Its expertise and track record allow it not only to meet market demands but also to act as a strategic partner that promotes the competitiveness of Chilean foreign trade through process innovation and operational excellence.

A LEADER IN COMPREHENSIVE AND MULTIMODAL LOGISTICS SOLUTIONS

Sitrans expands its operational capacity through logistics solutions that offer technical flexibility and geographic reach, enabling connections between the country's main productive hubs.

Logistics operations are diversified into three strategic units that ensure traceability and efficiency:



MULTIMODAL AND SPECIALIZED TRANSPORT:
Manages the movement of containerized, breakbulk, and oversized cargo through a versatile fleet that integrates road transport, rail services connecting to major port terminals, and hi-gh-tech equipment.



STRATEGIC STORAGE INFRASTRUCTURE:
The company has a network of nine terminals throughout Chile with extensive capacity, comprising specialized infrastructure such as various types of warehouses—including those for dangerous goods (IMO) and cold storage for frozen cargo—ensuring product integrity under rigorous controls.



VALUE-ADDED CARGO SERVICES:
Maximizes supply chain efficiency through specialized services for connecting and monitoring refrigerated cargo, order preparation and coordination, and document support, facilitating a smooth and secure flow of goods.

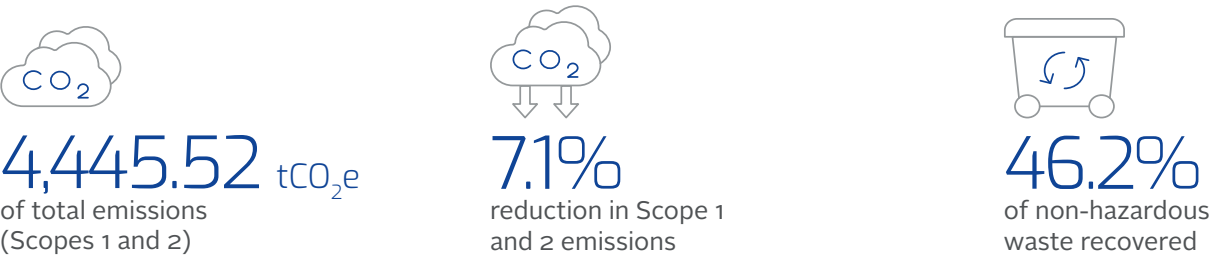
ECONOMIC



SOCIAL



ENVIRONMENTAL



3 SITRANS' MILESTONES OF THE YEAR

PROMOTION OF RAIL TRANSPORT

Consolidation of the rail logistics network in central Chile, achieving a 16% rail utilization rate in 2025. This optimizes operational efficiency, reduces the carbon footprint per ton transported, and lowers the road accident rate.

PIL - SITRANS STRATEGIC ALLIANCE

Launch of an operational and commercial agreement with the shipping company Pacific International Lines to optimize the national logistics chain along the San Antonio-Santiago corridor.

RENEWAL OF PARTNERSHIP WITH CARRIER

Extension of the strategic alliance for over 30 years as the sole official representatives in South America. This milestone ensures the continuity of a regional spare parts hub, with availability and fast delivery to meet customers' logistics needs.

"GREEN TERMINAL"

The company received SGS verification for the first stage of this environmental management system, which establishes pillars of decarbonization, energy efficiency, the circular economy, water conservation, and awareness.

Additionally, it was the first logistics operator to achieve the seal of excellence from the Ministry of the Environment's HuellaChile program, which requires obtaining both the quantification and reduction seals in the same year.

Service continuity starts with safe operations"



Renewal of Strategic Partnership with Carrier.



Sitrans-Pacific International Line (PIL) Operational Alliance.



2025 Recognition Award from the Chilean Logistics Association (A.G.).

Service continuity
begins with a safe
operation”

CONSOLIDATION OF THE COMMERCIAL STRATEGY IN THE NORTHERN ZONE

Maximizing the profitability of the Arica and Iquique depots through highly flexible logistics solutions for Hapag-Lloyd. Efficient contingency management and operations enabled the capture of 400 TEU volumes on a more permanent basis.

ADHERENCE TO THE ROAD SAFETY PACT – RUTEROS

Incorporation of Sitrans, through Ruterros, into the national agreement led by CONASET(Chile’s National Traffic Safety Commission), committing to 42 concrete measures for the reduction of traffic accidents.

NOISE IMPACT MITIGATION AT THE SANTIAGO TERMINAL

Construction of a new operational slab away from residential areas for nighttime train unloading. This project significantly reduced operational noise and contributed to a better quality of life for surrounding communities.

ALOG 2025 AWARD: RECOGNITION FOR EMPLOYEE DEVELOPMENT

Sitrans won the award in the Employee Development category presented by ALOG 2025, in recognition of its “Ruterros” program. This milestone highlights the company’s commitment to the professional development and overall well-being of its carriers, establishing human development as a fundamental pillar of its sustainable impact strategy.

4 PROMOTING SUSTAINABLE DEVELOPMENT

In 2025, a new strategic vision was defined, with the goal of explicitly integrating sustainability at the core of the business strategy. This change responds to an increasingly dynamic and demanding environment, and to the conviction that the creation of economic, social, and environmental value must be managed in an integrated manner and with a long-term perspective.

This strategy is structured around four pillars that serve as a roadmap for addressing Sitrans' main economic, social, and environmental impacts, strengthening the business's competitiveness and its long-term sustainability.



This new vision reinforces the proposition of “a partner you can trust,” consolidating:

- ✓ **An efficient and profitable business.**
- ✓ **An organizational culture based on integrity and care for people.**
- ✓ **Excellence in operational management.**
- ✓ **The generation of development in the territories where it operates.**

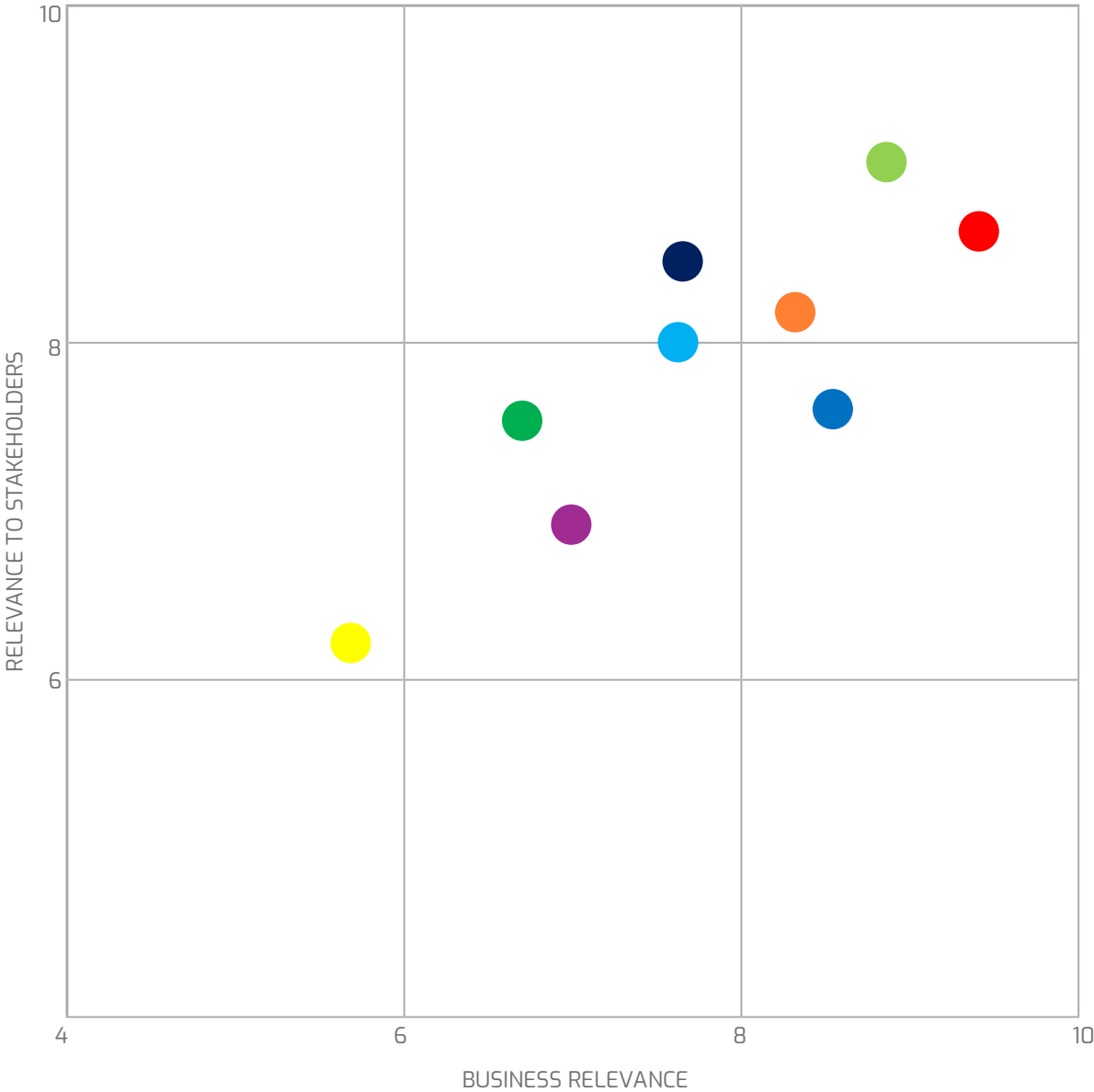
Being a partner you can trust means efficiency, integrity, and a commitment to the communities”

5 MATERIAL TOPICS

Following the materiality analysis conducted in 2024—which incorporated international standards and stakeholder consultation—the organization confirmed in 2025 that the identified issues remain relevant and aligned with the corporate strategy; therefore, it was decided to maintain the existing materiality matrix for the current period.

The material topics are grouped around the four strategic pillars and form the central focus of this report's content, enabling management and accountability to be centered on the matters most relevant to the business and its stakeholders.

MATERIALITY MATRIX



COMMITMENT TO CLIENTS

- Innovation and service initiatives.

PEOPLE AND ORGANIZATIONAL CULTURE

- Talent management.
- Diversity and equity.
- Business ethics and anti-corruption.
- Freedom of association.

BUSINESS MANAGEMENT AND OPERATIONAL EXCELLENCE

- Occupational health and safety.
- Environmental management.

SOCIAL DEVELOPMENT

- Community relations.
- Strategic partnerships.

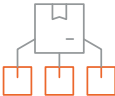
6 COMMITMENT TO CUSTOMERS

Sitrans continuously strengthens its relationship with customers through a value proposition focused on delivering efficient, secure logistics services tailored to the challenges of a dynamic and constantly evolving environment.

This proposition is based on three strategic pillars that enable us to offer comprehensive, reliable, and high-value solutions to the market:



Multimodal distribution, which ensures operational continuity, flexibility, and efficient management of the logistics chain.



Flexible warehousing solutions, designed to address the specific needs of different industries, volumes, and types of cargo.



Technological capabilities, focused on strengthening traceability, security, and the efficiency of operational processes..

In 2025, this value proposition was operationalized through strategic initiatives aimed at operational strengthening. Key actions included the implementation of an accreditation platform to reinforce document control and safety standards; the optimization of operational processes and cycle times at terminals; the renewal of the strategic alliance with Carrier as the exclusive representative in South America; and the digitization and automation of processes, which reduced paper usage, minimized administrative errors, and optimized response times.

Customer relationship management relies on active listening mechanisms, such as the Net Promoter Score (NPS), which enable the systematic and comparable identification of opportunities for improvement.

2025 RESULTS:

During the period, **Sitrans Logistics achieved an NPS of 8.38, while the Depots división reached 8.36**, reflecting a positive perception among its customers regarding the reliability of the service and the organization's responsiveness.



7 PEOPLE AND ORGANIZATIONAL CULTURE

Sitrans recognizes that the commitment, experience, and professionalism of its people are fundamental to achieving its objectives and ensuring business sustainability. In this regard, the organization promotes quality employment and work environments that foster personal and professional development, strengthening labor relations based on collaboration, respect, and trust.

This approach is part of the company's sustainability strategy and is reflected in practices aimed at attracting, developing, and retaining talent, as well as building an organizational culture aligned with corporate values and the challenges of the logistics environment.



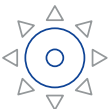
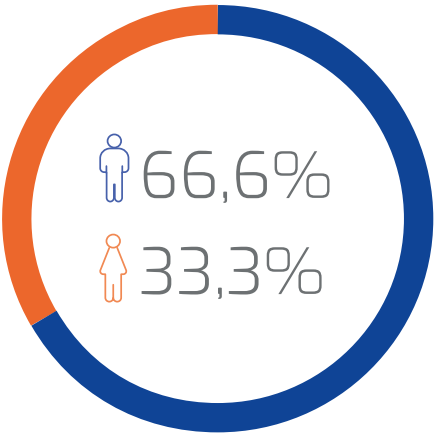
OUR PEOPLE AT A GLANCE

2025 WORKFORCE



566

employees at the end of the period.



3.9%

people from Indigenous descent.



1.2%

people with disabilities.

People development is key to sustainability”

DIVERSITY AND EQUITY

Diversity and equity are a top priority for management and a core belief that shapes how the organization builds its teams and fosters its culture. Valuing individual differences is seen as a strength that enriches the work environment, leads to better decisions, and directly contributes to the sustainability of the business. This approach is reflected in the composition of the workforce and in management practices aimed at creating equal opportunities for everyone.

This commitment is formally supported by the company’s Diversity and Inclusion Policy, which establishes a common framework to promote a work environment based on respect, equity, and non-discrimination, defining specific guidelines to prevent bias and discriminatory practices in key people management processes—such as professional development, performance evaluation, and compensation systems—ensuring a consistent application of the principles of diversity, inclusion, and equal opportunity.



ALLOCATION BY GENDER

			TOTAL
Senior management	0	1	1
Line managers	1	6	7
Assistant Managers/Senior Managers	4	13	17
Department Heads	13	48	61
Administrative staff	41	34	75
Middle management	20	28	48
Operational Staff	40	186	226
Specialist/Professionals	70	61	131
Grand total	189	377	566

DIVERSITY INDICATOR	VALUE
Percentage of women in the workforce	33.3%
Percentage of women in executive positions	20%
Number of women in operational positions	40
Nationalities represented	7
Foreign staff	34
Employees covered by the Chilean Labor Inclusion Law	7

FREEDOM OF ASSOCIATION

Sitrans respects and promotes freedom of association, the right to organize, and the right to collective bargaining as part of its responsible people management approach. The organization maintains an ongoing, transparent, and open dialogue with unions and employee representatives, strengthening labor relations based on respect, trust, and collaboration.

As of the end of 2025, **70% of the workforce was covered by collective agreements**, reflecting a high level of formalization in labor relations. Likewise, during the period, **two collective bargaining processes** were con-

ducted with the Inter-Company Union Sitrans-Six (San Antonio) and the National Union of Sitrans Ltda. (Santiago and Puerto Montt), both of which concluded successfully, reaffirming the organization's commitment to a stable and constructive work environment.

As for employees not covered by collective bargaining agreements, the company maintains initially established baseline benefits, acknowledging the distinctions from unión-negotiated terms, both in terms of amounts and the exclusive benefits derived from current collective bargaining agreements and contracts.

TALENT MANAGEMENT: DEVELOPMENT AND MOBILITY

The professional development of employees constitutes both an organizational challenge and an institutional responsibility, aimed at strengthening their capabilities and promoting the continuous acquisition of new skills and knowledge.

Over the past period, the organization has implemented various training programs aimed at strengthening technical, professional, and leadership skills, thereby contributing to talent development and fostering a culture of continuous improvement.

The company prioritizes internal mobility and talent development as core priorities of its people management. In 2025, **80 positions were filled by individuals from within the company**, as a result of a strategy focused on the early identification, development, and advancement of new talent, thereby strengthening knowledge continuity and internal growth opportunities.

Likewise, it recognizes that attracting and developing talent is fundamental to its performance and future sustainability. In this context, Sitrans promotes technical and professional internship programs aimed at preparing new generations of operators and professionals, with an emphasis on community relations and the promotion of local employability in the territories where it operates.

BUSINESS ETHICS AND ANTI-CORRUPTION

Operating the business responsibly, underpinned by institutional guidelines, a code of ethics, and internal policies, while respecting human rights, is a top priority for the company and its day-to-day operations.

In line with this, the company has strengthened training on anti-corruption policies and procedures:



91%
of its workforce was
trained in this area.

 **517** employees received training on anti-corruption policies and procedures.



LEADERSHIP AND DIVERSITY
Provide tools and develop the capabilities of Sitrans leaders, with a focus on adaptive skills that foster an inclusive and safety-oriented culture.

79
total hours

TALENT DEVELOPMENT
Contribute to the comprehensive growth of individuals through the development of skills that build the competencies necessary to contribute to the achievement of strategic objectives.

459
total hours

OPERATION AND MAINTENANCE
Develop technical and operational capabilities for the operation and maintenance of transportation and cargo equipment.

224
total hours

OTHER PROGRAMS
Development of competencies in key technological tools and regulations for operational continuity.

784
total hours



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BUSINESS
MANAGEMENT
AND OPERATIONAL
EXCELLENCE

OCCUPATIONAL
HEALTH AND SAFETY

For the organization, safety and comprehensive well-being are non-negotiable priorities; therefore, it works continuously to strengthen a culture of prevention, integrating training, on-site leadership, and risk management to ensure safe and healthy work environments for all its employees and contractors.

Risk prevention begins with timely identification; that is why the company implements systematic risk assessment and control processes designed to prevent or mitigate potential impacts.

- ✓ **Strategic and regulatory management:** ddefining the course of action and regulatory frameworks.
- ✓ **Execution and operational control:** mechanisms applied directly in the workplace.
- ✓ **Learning and continuous improvement:** aactions taken after an incident or to prevent one through skill development.
- ✓ **Monitoring and indicators:** tools to measure performance and the success of prevention efforts.

TRAINING

Training is a key tool for building skills and safe behaviors. In 2025, its training programs covered four strategic areas:



1. INDUSTRIAL HYGIENE AND ERGONOMIC RISKS:
aimed at preventing occupational illnesses and complying with Ministry of Health protocols.



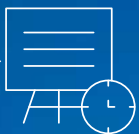
2. OPERATIONAL AND CRITICAL SAFETY:
designed to prevent serious accidents during operations.



3. CULTURE, LEADERSHIP, AND EMERGENCY RESPONSE:
training that promotes a culture of prevention and enhances response and reaction capabilities.



4. LEGAL FRAMEWORK:
training on civil liability and rights.



12.550

hours of health and safety training for employees and contractors.



WORK-RELATED ACCIDENTS AND ILLNESSES

To mitigate and eliminate the hazards associated with its operations, a comprehensive approach to preventive controls is implemented, including administrative and personal protective measures.

DIVERSITY INDICATOR	THEIR OWN	CONTRACTORS
No. of fatalities resulting from a work-related injury	0	0
High-consequence work related injuries	0	0
Number of lost-time work-related accidents	0	7
Lost-time injury frequency rate (LTIFR)Rate of work-related accidents resulting in lost time	0	2.72
Number of non-lost-time work-related accidents	0	0
Number of hours worked	103,796	114,578

ENVIRONMENTAL MANAGEMENT: GHG EMISSIONS

Operational excellence must go hand in hand with responsible and preventive environmental management. The “Green Terminal” policy guides efforts to reduce emissions, optimize the use of critical resources, and move decisively toward a circular economy model that protects the environment in which the organization operates.

GREEN TERMINAL: STRATEGIC PILLARS AND OBJECTIVES:



DECARBONIZATION:
carbon neutrality by 2050.



WATER STEWARDSHIP:
Developing projects focused on water conservation.



ENERGY EFFICIENCY:
progressive reduction of energy consumption through the implementation of low-consumption technologies.



CIRCULAR ECONOMY:
reduction and valorization of the waste we generate.



ENVIRONMENTAL AWARENESS:
training our employees and fostering a culture of sustainability.

The roadmap is clear: the company has set a goal of reducing its total CO2 emissions by 40% by 2030. By 2050, it aims to achieve “zero-emission” operations through the implementation of the following initiatives:

- ✓ **Complete fleet renewal toward zero-carbon technologies.**
- ✓ **100% green logistics hubs.**
- ✓ **Full traceability of the carbon footprint by service/customer.**
- ✓ **Integration of second-generation alternative fuels.**

CARBON FOOTPRINT MEASUREMENT

In 2025, the company continued and expanded its corporate carbon footprint measurement, incorporating fuel purchases as a new source into Scope 3. In this context, the company advanced the external verification process, reinforcing the transparency and reliability of the reported data.

GREENHOUSE GAS (GHG) EMISSIONS INVENTORY	2024	2025
SCOPE 1	3,667.16	3,235.41
Scope 2	1,117.49	1,210.11
Scope 3	7,193.27	9,760.47
Total emissions (CO ₂ eq)	11,977.92	14,205.99



CERTIFICATIONS AND RECOGNITIONS

To ensure excellent and sustainable operational performance, Sitrans implements and maintains rigorous management systems certified under international standards. These credentials validate the company's commitment to quality, occupational health and safety, environmental stewardship, and transparency in the supply chain.

By adopting global best practices, the company has consolidated its operational performance in the following areas:

	ISO 9001	ISO 45001	CAREMAX	SICEP
Arica	✓	✓		
Iquique	✓	✓		
Antofagasta	✓	✓		✓
Valparaíso	✓	✓	✓	
San Antonio	✓	✓	✓	
Santiago	✓	✓	✓	✓
Talcahuano	✓	✓		
Puerto Montt	✓	✓		

NOTABLE MILESTONE: FIRST LOGISTICS OPERATOR TO EARN THE SEAL OF EXCELLENCE

Reflecting our environmental leadership, Sitrans became the first logistics operator to earn the Seal of Excellence from the Ministry of the Environment's HuellaChile program. This prestigious distinction is the +ç recognition awarded by the program and requires the rigorous achievement of obtaining both the Greenhouse Gas Emissions Seal and the Emissions Reduction Seal within the same period.



Responsible management
for a business that
connects Chile to
the global stage”

9 SOCIAL DEVELOPMENT

COMMUNITY ENGAGEMENT: CREATING SHARED VALUE

The organization understands that its activities can have an impact on the communities where it operates and recognizes the value of building relationships based on dialogue, trust, and mutual benefit. Therefore, through participatory processes, efficient management of relationships with its various stakeholders, and investment in local development, it seeks to generate shared value, strengthen ties with communities, and promote sustainable growth in the territories where it is present.

Under this approach, its management is guided by a Stakeholder Engagement Policy, which is based on four principles:



Active participation in the territories where it operates



Proactive dialogue with communities

Transparency in operations and in the provision of information.



Autonomy in managing stakeholder relations

During the 2025 period, various projects, working roundtables, and dialogues with key stakeholders were carried out. This approach helped strengthen relationships with communities, authorities, and social organizations”



COMMUNITY OUTREACH PROJECTS

VALPARAÍSO

Initiative

- ✓ Educational outreach and local talent.

Description

- ✓ Implementation of technical talks delivered by in-house specialists, aimed at technical-industrial institutions. Participation in advisory councils for curriculum development.

Objective

- ✓ Strengthen economic and social development, focusing on technical high schools to address the shortage of professionals in critical roles.

SAN ANTONIO

Initiative

- ✓ Educational outreach and academic support.

Description

- ✓ Organization of internships, technical talks, and recreational or social activities with local technical high schools.

Objective

- ✓ Promoting ties with the local educational community by developing technical knowledge in logistics and organizational principles to alleviate the shortage of qualified personnel in the area.

SANTIAGO

Initiative

- ✓ Community engagement plan in San Bernardo.

Description

- ✓ Implementation of permanent operational measures within the Santiago terminal to mitigate the impact of noise and dust emissions.

- ✓ Upgrading roofs at community centers and providing training to neighbors on how to apply for public funding to improve and maintain their homes and common areas.

Objective

- ✓ Improving the quality of life for the community surrounding the operation.

TRAINING AND LOCAL DEVELOPMENT

With the aim of boosting employment in the northern part of the country, a forklift operation training program was launched in Iquique for young students and graduates of the Instituto del Mar Almirante Carlos Condell.

The program included 32 hours of theoretical and practical training on technical content, safe operating protocols, and guided practice.

A total of seven participants received certification from the accredited training center OTEC Innova Capacitación, a key step toward subsequently obtaining a Class D driver's license. Notably, 42% of the participants were women, which helps open up opportunities in a historically male-dominated field.





We build strong alliances to drive shared and sustainable development”

STRATEGIC ALLIANCES:
MEMBERSHIPS

For Sitrans, membership in associations and trade groups is a strategic pillar for strengthening its impact on the industry and actively contributing to economic development, environmental protection, and entrepreneurship, among other areas.



PORT TRADE UNIONS
AND ASSOCIATIONS

Sitrans participates in Chile's leading logistics communities and port forums to coordinate efforts and improve efficiency at foreign trade hubs.

- ✓ Valparaíso Logistics Forum (FOLOVAP)
- ✓ San Antonio Logistics Community (COLSA)
- ✓ Talcahuano Port Logistics Community (COMLOG)



LOGISTICS AND BUSINESS
ASSOCIATIONS

The company is a member of organizations that promote the development of comprehensive logistics and business collaboration at the regional and national levels.

- ✓ Chilean Logistics Association (ALOG)
- ✓ Antofagasta Industrial Association (AIA)
- ✓ Iquique Industrial Association (ASINDA)



CROSS-SECTOR
ORGANIZATIONS

Sitrans supports initiatives that promote diversity and inclusion within the maritime sector and international trade.

- ✓ Women's International Shipping & Trading Association (WISTA)

Sustainability
Report

2025

Sitrans is pleased to present its fourth sustainability report, which details its management and economic, social, and environmental performance during the period from January 1 to December 31, 2025.

GENERAL INFORMATION

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DESIGN AND LAYOUT

Tandem Design.

This report is supplemented by the 2025 Databook, which contains our responses to the 2021 GRI indicators. For more information, please see our Databook, available at the following link:



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