



AGUAS
andinas®

ESG Information Annex 2025

Document prepared to respond and apply to S&P
CSA / DJSI

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Governance & Economic Dimension

1.2.9

CEO Compensation - Success Metrics

The company has predefined metrics for the CEO's variable remuneration, which are aligned with the company's strategy and long-term results, including internal financial objectives (meeting company objectives such as Ebitda; Simplified Free Cash Flow; Net Profit of the Fiscal year; Ebit, Growth and Income, execution of the budgets, External perception metrics (performance in sustainability indices), Sustainable Water Resources Management (Hydraulic Efficiency) and social metrics (health and safety indicators).

1.2.10

CEO Compensation - Long-Term Performance Alignment

Aguas Andinas' CEO is part of the Long-Term Incentives plan. A performance period of 3 years is applied to evaluate variable compensation.

No portion of the CEO's short-term incentive is deferred in the form of shares or stock options. Neither a clawback provision nor a time vesting period for the CEO variable compensation had been set.

1.2.16

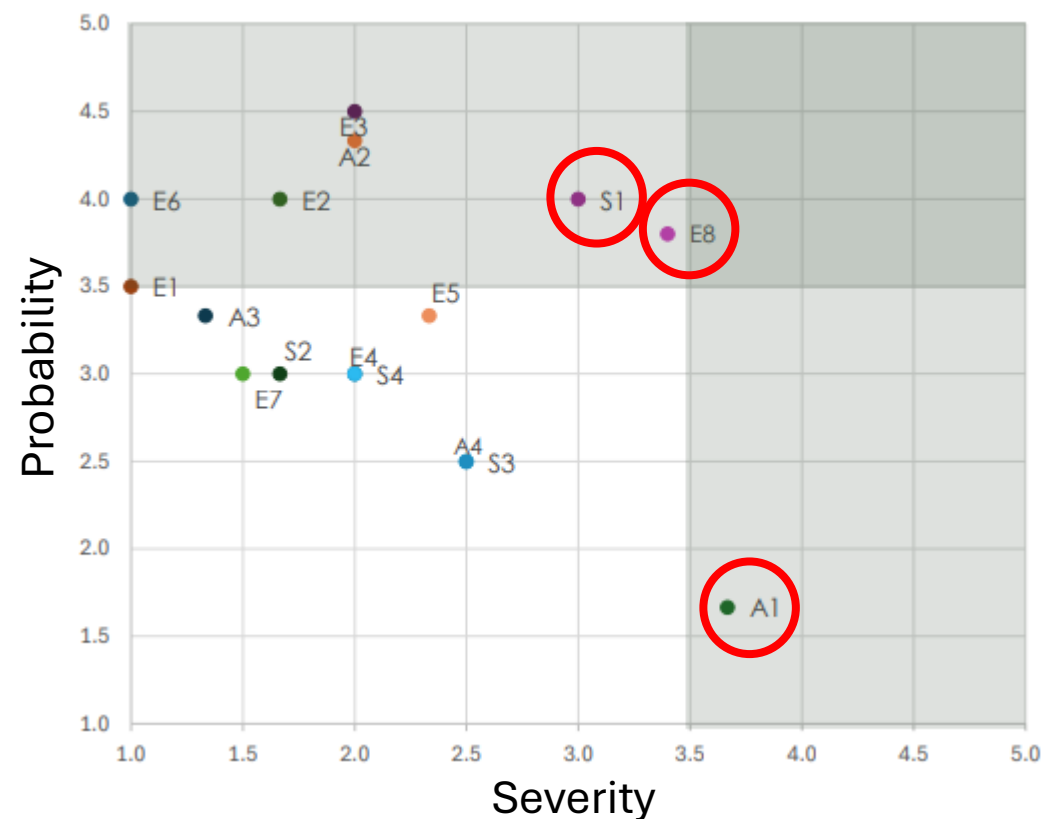
ESG Governance Oversight- Executive Oversight

The company has an active Sustainability Committee, composed of representatives from various departments and led by the Sustainability area. The topics discussed in this committee are regularly presented to the Board of Directors. This committee was established as part of Aguas Andinas' core purpose and commitment to sustainable development.

1.3.2

Materiality Issues for Enterprise Value Creation (1/2)

Aguas Andinas conducted an analysis of the results from its double materiality assessment, identifying its material topics both internally and externally. The following chart presents the financial materiality matrix (inside-out perspective)



Topic	Code	Severity	Probability
Business ethics and governance	E1	1.0	3.5
Value creation	E2	1.7	4.0
Technology and cybersecurity	E3	2.0	4.5
Supply chain management	E4	2.0	3.0
Political and regulatory environment	E5	2.3	3.3
Customer management	E6	1.0	4.5
Quality and safety of supply and service	E7	1.5	3.0
Infrastructure resilience	E8	3.4	3.8
Water availability and efficiency	A1	3.7	1.7
Climate adaptation	A2	2.0	4.3
Circular economy	A3	1.3	3.3
Environmental compliance and management	A4	2.5	2.5
Talent management	S1	3.0	4.0
Health, safety, and well-being of staff	S2	1.7	3.0
Access and affordability	S3	2.5	2.5
Community engagement	S4	2.0	3.0

Business Case:

Water availability and efficiency:

The fifth pillar of Biociudad centers on ensuring water availability and efficiency throughout the entire water cycle—from source management to consumption. It promotes the responsible use of natural water sources, efficient extraction and transport of raw water, and its treatment and distribution. Achieving this requires collaboration among all stakeholders, combining corporate investment in advanced technologies with regulatory efforts to create legislation and incentives that address emerging water-related challenges. AA serve an equivalent of +8 million people, 24 hours a day through 71,000 hectares. Therefore, it is essential to ensure the availability and efficiency of water resources by optimizing water intake, ensuring proper maintenance and improvement of hydraulic networks and systems, and promoting responsible water consumption among the population.

Infrastructure resilience:

Although precipitation in Chile was close to normal in 2023 and 2024, we must remember that water scarcity is a structural problem. Therefore, resilience and co-operation are key to face the challenges ahead. The implementation of the initiatives proposed by Aguas Andinas in Biociudad is crucial to adapt water supply to the new climate conditions. We will continue to work together, learn and adapt to ensure a sustainable supply for the community. The Aguas Group's regulated companies manage the complete water cycle, with a robust infrastructure that ensures the efficiency and continuity of service while minimizing the impact on the metropolitan region's water resources. Therefore, it is crucial to safeguard the security and operational integrity of our infrastructure, protecting our assets to ensure the continuous delivery of services.

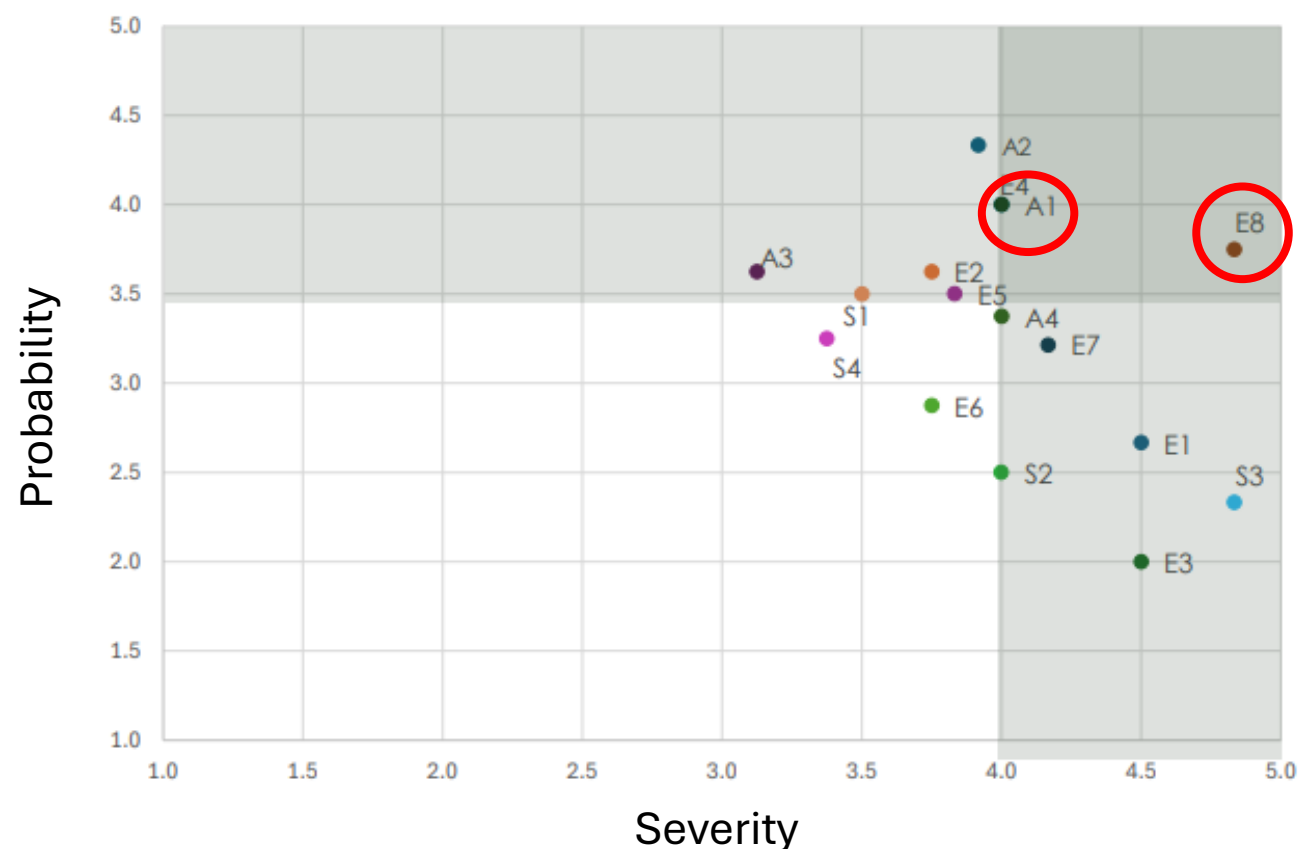
Talent management:

Aguas Andinas must have the critical skills and know-how to operate in an industry that requires technical skills and a high degree of specialization in constant evolution. AA should promote the development of our employees by strengthening leadership across the organization, thereby attracting and retaining the talent needed to achieve the company's strategic objectives. For this reason, talent management is a strategic priority and a pillar of the Organization, Culture and Talent front of the Avanza+ Strategic Plan

1.3.4

Material Issues for External Stakeholders

Aguas Andinas conducted an analysis of the results from its double materiality assessment, identifying its material topics both internally and externally. The following chart presents the impact materiality matrix (outside-in perspective).



Risk Audit

Internal audits are conducted by the Internal Control and Audit Unit annually. Additionally, once a year, risk management processes are externally audited, complying with the company's certifications following international standards.

Risk Culture

Training

Aguas Andinas continuously carries out awareness and training activities on its risk management approach, as an integral part of its Integrated Management System (IMS) and its multiple ISO certifications (ISO 9001, 14001, 45001, 22301, 50001, 55001, 27001, 37001, and NCh3262). These training sessions are aimed at key personnel and cover risk management processes, fundamental concepts, and various types of risks, including business continuity, regulatory compliance, safety, and environmental risks, among others.

Product and Service Development

The risk assessment process, as outlined in the document "Risk Assessment Methodology", defines the types of risks and the formulas used to measure their levels within the organization. This methodology involves all areas and units, including those responsible for service delivery and innovation in product development. It establishes probability and impact parameters necessary to determine inherent and residual risk levels. The impact assessment considers legal and regulatory, reputational, financial, environmental, operational, and human-related aspects, such as occupational and social safety. Furthermore, the methodology sets criteria for prioritizing investments and expenditures in risk mitigation plans, which are essential for the development of products and services—particularly considering the current and future climate scenarios faced by the company.

Financial Incentives

One of the company's strategic objectives is to mitigate very high risks and maintain the level of residual risk according to the defined risk appetite. Based on the Global Objectives (which apply to the entire company, from the executive level downward), within the Avanza+ Plan, there is a sub-objective associated with the reduction of at least four very high risks in asset infrastructure. This sub-objective is also included in the functional objectives of the Operations Directorate and the Risk and SGI Subdirectorate, as well as in the individual objectives of both areas.

1.4.3

Emerging Risks

Risk	Geopolitical conflicts with global impact	Development and deployment of self-executing generative artificial intelligence models
Category	Geopolitical	Technological
Description	<p>Given the global geopolitical tensions, including the recent outbreak of direct hostilities between Israel and Iran (including attacks, bombings of strategic infrastructure, and threats to close the Strait of Hormuz), the risk of a regional or even global escalation is rising significantly.</p> <p>This could affect not only political stability and armed conflicts but also worsen the institutional fragility of states, undermine their international coordination, and jeopardize global cooperation.</p> <p>Moreover, considering technological advancements, new disruptive tools could proliferate—such as cyberattacks on critical infrastructure, satellite interference, or automated AI-driven attacks—that further exacerbate existing tensions.</p>	<p>The accelerated advancement of artificial intelligence has enabled the creation of generative models capable of operating autonomously, executing complex actions without direct human intervention. These systems can generate content, make decisions, and activate processes in digital or physical environments, making them extremely powerful—but also potentially dangerous—due to the combination of high autonomy, disruptive capacity, and current limitations in regulation and oversight. This aspect is especially critical for companies like Aguas Andinas, which have rapidly incorporated automation and digitalization processes into their operations. Since this is an essential service for people's daily lives and the overall functioning of the city, any technological vulnerability could have a significant impact on the continuity and safety of the service.</p>
Impact	<p>This risk is becoming increasingly relevant considering the company's investment and infrastructure development plans projected for the coming decades, aimed at increasing the resilience of Santiago's water supply in the face of future climate scenarios and worsening water scarcity. There is potential for drastic disruptions to supply chains and restricted access to strategic input markets such as energy, semiconductors, or critical materials.</p> <p>In addition, financial impacts could materialize, such as stock market declines, reduced foreign investment, and inflation caused by shortages—leading to scarcities of raw materials or energy—which would directly affect the achievement of our long-term strategic objectives.</p>	<p>Although at Aguas Andinas we have a 24-hour Operational Control Center aimed at achieving digital communication across 100% of remotely controlled facilities, the growing integration of artificial intelligence into the physical world may lead to the use of unreliable information, loss of human control, operational inaccuracies, biases, and potential system failures—resulting in possible legal and/or reputational impacts.</p>
Mitigating actions	<p>As part of our early mitigation actions in response to growing global uncertainty, we have consolidated cooperation networks with the Veolia Group at the international level, with the aim of strengthening our operational and response capabilities. In the context of the current escalation of local conflicts, Aguas Andinas has intensified its security measures at strategic facilities, prioritizing service continuity and the protection of critical infrastructure.</p>	<p>Our Strategic Plan "Avanza +" has established a workstream focused on Data Governance and Digitalization, aimed at managing the data lifecycle to ensure unique, traceable, timely, and reliable data sources. The goal is to enable automated, digitally verified regulatory reporting and scalable infrastructure capable of serving both external and internal clients—even in the face of significant demand increases.</p>

1.5.4

Whistleblowing Mechanism (1/2)

Dedicated department(s) and/or person(s) responsible for the whistleblowing mechanism is defined

In Aguas Andinas *Complaint, investigation, and sanction procedure* the role of the Crime Prevention Officer (CPO) is defined. The Crime Prevention Officer is the individual specifically appointed by the senior management of the Grupo Aguas companies to design, implement, and oversee the Crime Prevention Model, in accordance with Law No. 20.393. This role is carried out by the Compliance Officer of Grupo Aguas.

Reporting channel is operated by an independent third-party

The Aguas Andinas whistleblower channel, managed by Fundación Generación Empresarial, allows anyone to report potential violations or irregular situations confidentially and anonymously. This channel ensures the confidentiality of the reported facts and guarantees that each report will be investigated, and the outcome communicated to the whistleblower. The website of Fundación Generación Empresarial explicitly states this commitment to confidentiality and ethical handling of reports: <https://fge.org/denuncias/>

Whistleblowers are allowed to submit reports anonymously

To promptly address any inquiries or potential violations of the principles and standards, the Group has implemented a Whistleblower Channel, which allows employees, executives, and directors of the Company—as well as any shareholder, client, supplier, or third party in general—to access it confidentially and anonymously. Except in cases where a report is filed under the Karin Law (Law No. 21.643) regarding workplace or sexual harassment, which does not allow anonymous complaints.

Details of reports received are kept confidential

In Aguas Andinas *Complaint, investigation, and sanction procedure* (pg. 10) it states, that the whistleblowing procedure, while safeguarding due process and the rights of all parties involved, aims to deliver results as quickly as possible, always respecting the confidentiality of the process and the identity of those involved. Retaliation is expressly prohibited against anyone who, acting in good faith, files a report, appears as a witness, or assists and/or participates in an investigation.

Estado:	Homologado	Nombre:	Documento
Versión número:	11	Procedimiento de Denuncias, Investigación y Sanciones	Código: GA0460018
Fecha entrada vigencia:	01/08/2024		Página: 1 de 22



PROCEDIMIENTO DE DENUNCIAS, INVESTIGACIÓN Y
SANCIONES
CODIGO: GA0460018

RUTA DE VALIDACIÓN		
FUNCIÓN	CARGO	UNIDAD ORGANIZATIVA
ELABORADO POR:	OFICIAL DE CUMPLIMIENTO/OFICIAL DE CUMPLIMIENTO / RECURSOS HUMANOS	COMPLIANCE GRUPO AGUAS / RECURSOS HUMANOS
CONSENSO:	CONSULTOR(A) DE SISTEMA DE GESTIÓN COMPLIANCE	COMPLIANCE GRUPO AGUAS
APROBADO POR:	COMITÉ DE INTEGRIDAD Y CUMPLIMIENTO	COMITÉ DE INTEGRIDAD Y CUMPLIMIENTO

Provision of training on the use of reporting channel

AA has an annual training plan for its Compliance Management System. The objective is to train executives and employees who are more exposed to corruption risks, as well as other employees of Grupo Aguas. The training content will focus on the Compliance Management System. Each employee must complete training on these topics at least once every three years or whenever changes to the CMS warrant it.

In 2024, seven training sessions were conducted: Interactive Capsule: Ethical Dilemmas in Compliance, Introduction to the Compliance Management System, Crime Prevention Model, Veolia Compliance Course, VEOLIA Platform Course, Talk on the Compliance Management System, Training on Supplier Management and Compliance.

In alignment with Veolia's requirements to ensure proper dissemination of compliance-related information, informational capsules have been developed and distributed to employees. These capsules aim to raise awareness and reinforce key compliance principles across the organization.

Disclosure on the process for investigating the reported breaches

According to the *Complaint, investigation, and sanction procedure* the investigation procedure must guarantee employees that it will be conducted with respect for fundamental rights, in a fair and equitable manner. Individuals have the right to be clearly and promptly informed about matters or facts that may affect them, to be heard, to present relevant information, and to receive decisions that are properly substantiated. The parties involved must also be kept informed of the status of the procedure, while ensuring compliance with the other principles established in this regulation. Additionally, all parties involved in the procedure must designate an email address for the purpose of receiving notifications related to the process. Notifications will be considered duly delivered upon the sending of the corresponding email.

1.6.1

Contributions and Other Spending

\$ CLP Contributions	2020	2021	2022	2023	2024
Lobbying, interest representation or similar	\$51,744,351	\$166,745,136	\$105,000,000	\$193,595,280	\$192,170,013
Local, regional or national political campaigns / organizations / candidates	\$0	\$0	\$0	\$0	\$0
Local, regional or national political campaigns / organizations / candidates	\$392,276,349	\$489,985,062	\$403,000,000	\$331,178,760	\$285,938,669
Other (e.g. spending related to ballot measures or referendums)	\$0	\$0	\$0	\$0	\$0
Total contributions and other spending	\$444,020,700	\$656,730,198	\$572,000,000	\$524,774,040	\$478,008,682
Data coverage	100%	100%	100%	100%	100%

Note: 100% of contributions corresponds to Aguas Andinas and its subsidiaries (subsidiaries of both the sanitary and non-sanitary sector)

1.6.2 Largest Contributions & Expenditures

In FY 2024, Aguas Andinas contributed to the following trade associations as part of its largest expenditures:

Name	Description	Amount contributed in 2024 \$ CLP
ANDESS	The National Association of Sanitary Services Companies, Andess AG, is the trade association that brings together 22 private drinking water and sanitation companies in the country.	\$457,630,084 CLP
ICARE	ICARE is a private, non-profit corporation independent of union and political interests, founded in 1953 by businessmen and professionals linked to various sectors of national economic activity with the purpose of promoting business excellence in the country	\$38.416,69 CLP
Water Fund Santiago-Maipo (“Fondo del Agua”)	A public-private corporation that seeks to promote alliances to implement joint solutions around water security around the Maipo River basin in the Metropolitan Region of Chile	\$45.146.450 CLP
SOFOFA	SOFOFA was born in 1883 as the Sociedad de Fomento Fabril, with the objective of promoting Chile's manufacturing industry. Since then, it has evolved to become the most important, representative and diverse business institution in the country. It seeks to generate proposals and meeting spaces around public policies with various private and public actors.	\$36.847.073 CLP

1.6.3

Lobbying and Trade Associations - Climate Alignment

In its contribution to the public debate, Aguas Andinas seeks to maintain consistency with its sustainable strategy. This is how the company prioritizes memberships that align with its strategic pillars, especially considering commitments regarding climate change and environmental impact. In this way, the company has aligned itself with entities such as CLG, Accion Empresas (WBCSD); ACADES; Water Fund, among others that have an active role in confronting climate change. Particularly, Aguas Andinas has declared its commitment to the Paris Agreement, through its participation in CLG, Group of Business Leaders for Climate Action that brings together leading companies in climate change seeking more ambition from companies and authorities in this matter.

Regarding procedures and governance, the Strategy and Corporate Affairs Department is responsible for the Strategy and Sustainability Management, overseeing all issues regarding environmental and water resources and participating directly or indirectly through its trade association's memberships in public policy discussions. This implies a review process to examine policy commitments of trade associations. On the other hand, the Legal, Regulatory and Corporate Governance Affairs Department and the CEO are responsible for the lobbying activities. This covers the entire operations for Aguas Andinas and its subsidiaries.

It should be noted that the associations to which Aguas Andinas belongs have demonstrated a clear commitment to climate change. In the case of ANDESS, which brings together the water sanitary industry, it declared its commitment to be an accelerator of the UNFCCC Race to Zero campaign promoted by Aguas Andinas and the sanitary sector. Additionally, the entity seeks to make updates to the rating processes including climate change evaluations. More information can be found on their [website](#).

1.7.1

Supplier Code of Conduct

Discrimination and harassment

Code of Ethics (English): Applicable to Companies/Clients and Suppliers. The Group promotes relationships among coworkers that are based on courtesy, respect, recognition, and discretion. Aguas Group firmly condemns all forms of discrimination, as well as workplace and sexual harassment.

Environment

Biodiversity policy: At Aguas Andinas, we understand that the development of our activities is directly linked to the sustainable management of natural resources. With the goal of going beyond water, we are committed to developing our business with a focus on environmental protection, particularly in areas such as water conservation, biodiversity, and the ecosystems that support them.

Business Ethics

Anti-Corruption Policy: The Anti-Corruption Policy aims to put these principles into practice and serve as a guide for the conduct of all Grupo Aguas employees, at every level. It provides direction on what the Company expects and requires in terms of behavior when interacting with third parties, including business partners, fellow employees, and especially public officials. Together with the “Conflict of Interest Management Procedure” and related documents, which apply to all other members of the Company, all individuals associated with Aguas Andinas and its subsidiaries have a regulatory framework for managing conflicts of interest.

Oversight of the implementation of supplier ESG programs is defined.

These matters are regularly presented to the Board of Directors.

The latest presentation of a supplier ESG program that was presented to the board was about incorporating a sustainability clause in procurement processes. Suppliers will be required to submit ESG-related documentation, and those who comply will receive additional evaluation points.

AA is also implementing internal and external ESG Procurement training. The Procurement Team participated in a comprehensive internal training program consisting of two in-person sessions and two online sessions, with a focus on identifying risks and opportunities. In parallel during the second half of the year, will provide sustainability training to the top 20 main suppliers and those who scored below 70 in the sustainability monitoring for 2024 (60 critical suppliers) This training will included asynchronous modules complemented by synchronous reinforcement classes. To ensure ongoing engagement, an open communication channel will be maintained for suppliers to submit inquiries, while supplier companies will be encouraged to evaluate their progress in sustainability within their respective areas. For more information about the program see <https://accionempresas.cl/programa/proveedores-sostenibles/>.

This is part of a collaborative project with Acción Empresas, called “Proveedores + Sostenibles” (More Sustainable Suppliers). As part of this initiative, the entire procurement team has already been trained, and during the second half of the year, AA will focus on training 60 critical suppliers. For more information see the publication of Acción Empresas <https://accionempresas.cl/noticias/aguas-andinas-sostenibilida.dproveedores/>

1.7.3

Supplier Screening

Complementing the 2023 Integrated Report, the company has a systematic approach for selecting suppliers and identifying critical ones. Some of the aspects the organization considers in the critical supplier selection process includes variables for assessing environmental, social, governance and commercial relevance.

Moreover, the company has a general risk review criterion for suppliers and acquisitions whose analysis is incorporated at a country level, where certain social and governance risks in terms of the country of procedure can be evaluated and even considered as a cause for exclusion.

In its Supplier Policy, the Aguas Group commits to a series of obligations and expects its suppliers of goods and services to adhere to certain practices and behaviors, as outlined in the [decatalogue \(Only available in Spanish, see below translation\)](#).

Environmental	<p>Environmental Care and Protection: Carry out activities in a way that optimizes the use of natural resources and minimizes negative environmental impacts, as well as disturbances to neighbors and communities affected by operations. Additionally, efforts should be made to promote a circular economy by reducing emissions and waste, and to positively impact ecosystems by increasing the protection and conservation of biodiversity.</p>
Social	<p>They must consider the existence of the Aguas Group Whistleblower Channel, a confidential channel accessible through the website, which serves as a grievance and remediation mechanism implemented by the Group.</p> <p>Maintenance and Protection of Occupational Health and Safety Conditions for All Workers: Suppliers must protect their own workers, contractors, and subcontractors by ensuring a healthy and safe work environment. This includes implementing training and information initiatives, first aid, hygiene measures, and the proper use of protective equipment.</p>
Governance	<p>Ethical Behavior: Suppliers must align their actions with ethical standards consistent with those of the Aguas Group, especially those outlined in the Supplier Relationship Policy.</p> <p>Commitment to the Compliance Management System: Suppliers are expected to actively support and adhere to the Compliance Management System.</p> <p>Respectful Treatment of Aguas Group Clients and Employees: When suppliers or their contractors carry out activities or tasks, they must maintain appropriate behavior based on respect and courteous treatment, always aiming to uphold the high service quality standards under which the Aguas Group operates.</p> <p>Awareness and Adoption of Aguas Group Corporate Standards: Suppliers must be familiar with and implement the corporate standards outlined in the Supplier Relationship Policy within their own processes, policies, regulations, systems, and procedures, as required by the contracting company.</p>
Business relevance	<p>Protection of the Image and Reputation of the Aguas Group Companies: Suppliers are expected to safeguard the reputation of the Aguas Group by avoiding any activity that could negatively affect it.</p> <p>Compliance with Contractual Commitments and Applicable Laws: Suppliers must fulfill the commitments established in their contracts and act in strict accordance with current legislation.</p> <p>Timely and Accurate Information Delivery to the Aguas Group: Aguas Group suppliers commit to providing truthful and timely information whenever it is requested.</p>

1.7.4

Supplier Assessment and Development

Complementing the 2024 report, AA assists supplier with training on its supplier ESG program, process and requirements through the Public Supplier Portal program, which provides information of interest on ESG requirements and training on this matters. After the evaluation of critical suppliers they receive coaching sessions, through talks and workshops, where action plan are sought so that critical suppliers can improve their main diagnosed gaps.

The critical suppliers are evaluated through a monitoring process that has been developed with the support of a consulting firm, where they can access a benchmark with their performance based on a series of social, environmental and governance variables. Suppliers are able to see their score, how they compare to the competition (anonymously), and know where they have room for improvement.

1.7.6

KPIs for Supplier Assessment and/or Development

Coverage and progress of supplier with corrective action plans: AA is working with the energy efficiency area to support the suppliers who scored lowest in the monitoring. This area was chosen because it had the lowest score in the last monitoring.

Coverage and progress of suppliers in capacity building programs: With these 6 suppliers, the compliance rate increased from 48% to 65% (a 17% improvement compared to the previous year), ensuring business continuity.

1.8.1

Information Security Governance

Executive level responsibility for overseeing information security issues, maintained by:

The person who holds the position of CISO at Aguas Andinas and leads the information security governance is Juan Huechucura, who has extensive experience and certifications in information security, data protection, incident response, and other related areas.

Continuously improving information security systems

The continuous improvement of Aguas Andinas' information security systems is a central priority. Therefore, they are reviewed during the biannual meetings of the Information Security Committee and the CISO's quarterly oversight, in addition to the maintenance of ISO 27001 and PCI DSS certifications. As part of our ongoing commitment to strengthening information security across our value chain, we are currently updating our supplier engagement practices. Specifically, we are incorporating information security requirements into our Supplier Decalogue. This addition will formalize expectations around data protection, access control, and cybersecurity standards for third parties. The updated version of the Decalogue, including these new requirements, is scheduled to be finalized and published by the end of August 2025.

Ensuring integrity and protection of data

The company is regulated and must comply with the data protection, cookie usage, and privacy policies available on its website. This is supported by the security management system certified under ISO 27001 and PCI DSS v2, with automatic and manual controls justified during the annual corporate risk review.

Establishing information security requirements for third parties (e.g. suppliers)

It is included within the regulatory and compliance framework reviewed semiannually by the committee, with participation from the Legal and Compliance departments. Additionally, there is dedicated treatment for third parties in other policies, and in collaboration with the Procurement area, information security matters are addressed with suppliers through awareness plans and newsletters

1.8.2

Information Security Policy (2/2)

Establishing individual responsibilities for information security for the entire workforce: Roles and Responsibilities Defined by the Information Security Policy

Security Committee

- Ensure the validity and currency of the Information Security Policy, specific policies, and related procedures.
- Oversee the existence and proper functioning of an Information Security Management System.
- Decide on priorities regarding information security.
- Coordinate with other committees to maintain alignment and common management strategies.
- Report to the Board of Directors on opportunities for improvement in Information Security, as well as on relevant incidents and their resolution.

Information Security Officer

- Organize the activities of the Security Committee.
- Develop and keep security policies up to date, oversee their implementation, and ensure their proper application.
- Supervise the overall progress of the implementation of control strategies and risk treatment.
- Coordinate with other areas or units to support security objectives.
- Establish contact points with client and supplier security officers and external specialists to stay informed about current trends, standards, and security methods.

Information Asset Owners

- Implement the protection measures defined by the information owner.
- Report to the Information Security Officer any situation that hinders or prevents the proper protection of information assets.

Users of Information and Information Processing Systems

- Participate in training and other educational activities.
- Comply with the obligations set forth in the Information Security Policy and related policies and procedures.
- Report and encourage the reporting of actions that conflict with the Information Security Policy and its associated policies and procedures.

Information Asset Owners

- Implement the protection measures defined by the information owner.
- Report to the Information Security Officer any situation that hinders or prevents the proper protection of information assets.

Users of Information and Information Processing Systems

- Participate in training and other educational activities.
- Comply with the obligations set forth in the Information Security Policy and related policies and procedures.
- Report and encourage the reporting of actions that conflict with the Information Security Policy and its associated policies and procedures.

Information security-related business continuity plans

The Continuity area, together with IT and Technology Risk, designs the Disaster Recovery Plan (DRP) and the business continuity plans related to critical systems, considering information security and data protection.

Information security vulnerability analysis

Drills are conducted at least twice a year: a technical one (CSIRT) and an executive one, to analyze vulnerabilities.

The following mechanisms are used, to analyze the IT infrastructure and/or information security management systems

- Internal audits
- External audits
- Financial audits
- Ethical hacking
- Corrective Action Plan controller
- Payment Card Industry Data Security Standard

Escalation process for employees to report incidents, vulnerabilities or suspicious activities

There are established channels: an email to lalo@aguasandinas.cl to report phishing, seguridadoperativa@aguasandinas.cl to report problems or incidents, and the phone number +56 2 2569 2202.

Environmental Dimension

2.1.1

Environmental Policy

During 2024, Aguas Andinas conducted two training sessions with several modules each with the goal to provide training for employees to understand the impacts of the company on the environment. The training sessions comprehend the following modules:

Module 1	Identification of Environmental Aspects
Module 2	Hazardous Substances (SUSPEL)
Module 3	Hazardous Waste (RESPEL)
Module 4	Environmental Incidents
Module 5	Substance Spills
Module 6	Response to Noise Complaints

Module 1	Environmental Management System (ISO 14001); Environmental Policy, Environmental Objectives, Environmental Aspects and Impacts
Module 2	Environmental Monitoring of Projects: RCA, Emission and Quality Standards, RECT Single Window (Ventanilla única)
Module 3	Environmental Incidents: Importance of Reporting, How to Report an Environmental Incident
Module 4	Recycling: How to Recycle?

2.2.1

Energy Management Programs

Energy Audits

Aguas Andinas conducts audits to evaluate the current conditions of their facilities and their energy efficiency, to identify opportunities for improvement in this area.

Energy training

Aguas Andinas has a training platform where employees can access training on various topics. One of these modules is "Energy Management System," which covers the following topics: 1. Introduction to Energy Efficiency Management 2. Energy Management System (ISO 50001) 3. Energy Efficiency in Asset Management Introduction 4. Energy Efficiency Law In 2023, 40 employees accessed this course.

2.2.3

Energy Intensity

Energy intensity	Unit	2021	2022	2023	2024
Energy used per unit of wastewater treated	megawatt hour per million liter (MWh/ML water)	0.323	0.34	0.336	0.290
Composted, reused, recycled, recovered waste from water business (including sludge)	% of total waste from water business	74	73.1	63.3	60.8
Data coverage (as % of denominator)	Revenues	100	100	100	100

Energy intensity	Unit	2023	2024	2024 target
Energy in whole urban water cycle (drinking water and wastewater treatment) used per unit of water supplied	megawatt hour per million liter (MWh/ML water)	0,469	0,453	0.456

2.3.1

Waste Management Programs

Waste audits to identify opportunities for improving waste performance

Environmental performance is indirectly audited through ISO 14001, a standard that supports the identification and management of environmental risks associated with the company's operations. In 2024, follow-up audits were conducted under this standard, confirming that the processes remain in compliance.

Action plans to reduce waste generation

In 2024, Aguas Andinas concluded a five-year strategic cycle that began in 2018 with the launch of its first corporate roadmap. This period culminated in a successful rate-setting process, which defined new development plans aligned with the company's strategic vision—particularly the Biociudad initiative. As we enter a new five-year period (2025–2030), the challenges have evolved significantly. The intensifying effects of climate change are giving rise to new meteorological phenomena that may impact the delivery of sanitation services. These environmental pressures are compounded by increasing expectations from customers and the broader public, which reinforcing the need for resilient, sustainable, and community-centered waste management programs.

Investment in innovation or R&D to minimize waste

Organic waste from corporate cafeterias: In 2024, Aguas Andinas launched a project to manage the organic waste generated in the cafeteria of its corporate headquarters, where most of the the company's staff work. To support this initiative, the company acquired an Oklin-brand biodigester, which uses high-temperature bacteria to transform organic waste into compost within 24 hours. Since its implementation in July 2024, the system has processed and valorized 2.6 tons of organic waste. This year, the company plans to expand the use of this technology to two additional facilities.

Waste reduction training provided to employees

Aguas Andinas has organized training sessions for the entire operations area on waste management. Through these training sessions, AA will mark the several classifications of waste: according to its origin (municipal or industrial) and its characteristics (non-hazardous and hazardous). And detailing the recycling collection points within the facilities for each of these types of waste.

Awareness campaigns are also carried out, particularly in connection with Recycling Day. This year, the initiative reached 12 AA facilities, engaging a total of 250 workers. These campaigns aim to promote sustainable practices, raise awareness about proper waste segregation, and encourage active participation in recycling efforts across the organization.

2.5.7

Climate-Related Management Incentives

DEO (Dirección Estratégica por Objetivos, Strategic Management by Objectives in English) is the system used by Aguas Andinas to set and evaluate annual performance objectives, linking them to monetary incentives for employees based on goal achievement. The DEO framework is structured into three weighted components, reflecting their strategic impact: Global Objectives (35%), which apply across all employees from executive level downward; Scope of Influence Objectives (40%), divided into Business Objectives (20%)—which are also applied company-wide—and Functional Objectives (20%), which are specific to business units or departments; and Individual Objectives (25%).

For 2024, specific climate-related incentives were incorporated into two components: Business and Individual Objectives.

One of the key KPIs included in the Business Objectives, accounting for 10% of the total variable compensation, is 'Hydraulic Efficiency – Climate Change.' This KPI includes specific targets for Non-Revenue Water (NRW) and is part of the variable compensation scheme for the CEO, executive directors, and the broader organization.

Additionally, Functional and Individual Objectives have been established for Energy Optimization within the Operations Division, and for Emissions Reduction within the Sustainability Unit. The manager of this unit, along with other team members, is responsible for defining and implementing the emissions reduction curve through 2030 and 2050, including the development of new targets and initiatives to achieve these goals.

2.5.8

Climate Risk Management

Aguas Andinas integrates climate-related risks into its corporate risk management system and considers the company's own operations as well as its upstream and downstream activities. In fact, one of its main risk -as stated in its 2024 Annual Report (pg. 273)- are the physical impacts of climate change considering drought, atmospheric rivers and the intensification of extreme events. This same report (pages. 162 to 164) also shows the main physical and transition risks the company has identify. More deeply, on its TCFD risk analysis, there are technology and reputational risks assessed as well. These consider, for example, the need for more climate and energy efficient technologies given the diversification of current water extraction and potabilization technologies in a climate stressed area as Santiago. Reputational risks include greater demands on the reduction of water losses or the weakening of positive perception among clients and investors for non-compliance with the climate action plan. In the legal aspects, risks mainly imply fines from regulatory bodies mainly associated with massive water supply cuts that can happen during water shortages or extreme weather events that cause turbidity in the rivers.

The time horizons covered by climate risk assessments are:

Short-term: 1 year or risks that have already materialized

Medium-term: 5/6 years (with 2030 as the horizon for the Biociudad Plan)

Long-term: 15 years (considering more complex or worse climate scenarios and water availability/ decrease in the river flows).

2.5.9

Financial risks of climate change

Driven by changes in regulation	Driven by change in physical climate parameters
<p>According to the 2021 sanitary regulator (SISS) sector report, 33.1% of the drinking water produced in the country for urban sectors does not reach end users or is not billed. Although this percentage is in a medium range for the international context, it is higher than in other OECD countries, such as Poland, England and New Zealand. This implies a regulatory risk that greater demands will be established by the regulator to reduce non-revenue water, especially considering the drought and water scarcity situation that the main concession areas administered by Aguas Andinas face towards the future and the rising costs this would imply.</p>	<p>Both, the last TCFD assessment of Aguas Andinas and the current risk evaluation process of the company, identify the prolonged/ increased drought as one of the most important risks the company faces. For 2030 a significant reduction of 10% of the rivers flows is expected in both scenarios (SSP2-4.5 or SSP5-8.5). An ongoing drought could affect the drinking water supply for Santiago, especially during the summer/dry season, causing massive cuts due to low availability of the resource which can, in turn, give rise to fines and even a decrease in total annual billing.</p>
<p>If higher requirements are established for non-revenue water and the company is unable to meet them, there could be a financial impact associated with fines and sanctions from the regulator.</p>	<p>The financial impact would be mainly associated with massive water supply cuts and its related fines, as well as a decrease in total annual billing.</p>
<p>Currently, Aguas Andinas has an ongoing strategic hydraulic efficiency plan for detecting more leakages and reducing non revenue water. This hydraulic efficiency plan is part of the Biocidadad strategic investment plan the company has set for managing climate change impacts through 2030.</p>	<p>Mitigation actions consider buying more water use rights (according to Chilean current water legislation) for legally utilizing more water from the rivers when their flow decreases significantly.</p>

Based on change-related opportunities, Aguas Andinas has 3 projects on its pipeline to harness the financial its benefits :

Photovoltaic Plant project

The project involves the installation of a photovoltaic plant at La Farfana for self-consumption. It is planned to be executed in two stages: the first stage will involve the development of a 2.99 MW solar plant, which will later be expanded to reach a total connected capacity of between 9 and 10 MW. An optional component of the project includes a battery energy storage system, which would allow for better energy management and enable peak shaving. The initial 2.99 MW installation is expected to generate approximately 8.7 GWh per year.

The financing model is based on an ESCO (Energy Service Company) structure, meaning Aguas Andinas will not invest any capital nor incur operational or maintenance expenses. Instead, the project will be paid for through the energy savings it generates. This model also allows for potential discounts on current energy prices. Estimated annual savings range from CLP\$42 million to CLP\$250 million, based on the 2.99 MW configuration. The plant is expected to be operational by 2027. Thanks to the ESCO model, there will be no costs associated with the installation, operation, or maintenance of the plant for Aguas Andinas.

Nitrous oxide emissions reduction project

Aguas Andinas studied the possibility of capturing and destroying methane currently released into the atmosphere by implementing encapsulation systems connected to a flare. Under the baseline scenario, emissions amount to 84,629.39 tons of CO₂ equivalent (tCO₂e), while the project scenario is expected to reduce emissions to 2,655.9 tCO₂e, resulting in net operational emissions savings of 81,973.49 tCO₂e. The estimated annual financial benefit of this opportunity is approximately USD 550,861.85, with a projected payback period of 5 to 10 years. Current annual costs associated with the development of this opportunity are estimated at USD 36,000 for the first year and USD 59,338.36 from the second year onward. These figures do not include CAPEX or OPEX costs. In case the decision to go forward has been taken, the expected timeline for the start of this project is between 5 and 10 years, depending on environmental permitting and other external factors.

Thermal sludge drying project

Aguas Andinas studied another opportunity at the Mapocho Trebal biofactory, which aims to reduce emissions by utilizing biogas more efficiently through thermal drying systems, rather than its current use in electricity cogeneration. In the baseline scenario, emissions amount to 20,029.83 tons of CO₂ equivalent (tCO₂e), while the project scenario is expected to reduce emissions to 974.09 tCO₂e, resulting in net operational savings of 19,055.74 tCO₂e. The estimated annual financial benefit of this opportunity is USD 69,744.02, equivalent to USD 3.66 per ton of CO₂e reduced. The payback period for these financial benefits is projected to be between 5 and 10 years. Current annual costs associated with the development of this opportunity are estimated at USD 36,000 for the first year and USD 41,239.03 from the second year onward. These figures exclude CAPEX and OPEX costs. In case the decision to go forward has been taken, the expected timeline for the start of this project is between 5 and 10 years, depending on environmental permitting and other external factors.

The physical scenarios used in the Climate Change impact estimation for the period 2021 to 2100 are RCP 2.6, RCP 4.5 and RCP 8.5.

The Santiago Sanitation Plan—which made it possible to achieve 100% wastewater treatment in the city—was implemented under the innovative biofactory concept, transforming wastewater into energy, biomethane, fertilizers, and treated water suitable for further use. At these facilities, all generated sludge undergoes anaerobic digestion, resulting in stabilized sludge that is used to produce agricultural fertilizer, as well as biogas and biomethane.

As part of these commitments to sustainability and circular economy principles, Aguas Andinas initiatives have generated sustainable revenue amounting to 40.835 million CLP.

Biogenera

It operates and maintains the methanation plant, built in 2009 and expanded in 2017, which transforms the biogas generated in La Farfana into biomethane that is injected into the natural gas networks of Santiago, which is equivalent to the consumption of 100,000 inhabitants. Biogenera has been charged with marketing and managing the sale of the fertilizer produced in El Rutil Biosolids Management Center since 2022 (Huechún fertilizer). These fertilizers, derived from the water treatment process, contribute to climate change mitigation by replacing conventional fertilizers that typically have a higher Global Warming Potential (GWP). By enabling the reuse of resources and reducing reliance on carbon-intensive inputs, this approach supports both efficient resource use and the transition to a low-carbon economy. Huechún agricultural fertilizer, produced at CIGB El Rutil from biosolids generated in the biofactories, with the ambition to sell over 25,000 tons/year in the medium term and 40,000 in the long term. Additionally, Biomethane was injected into the city's gas networks, equivalent to 40,000 households.

ECORILES

The company offers a comprehensive range of water and wastewater treatment services. These include the operation of industrial wastewater treatment plants (RILES) and domestic wastewater treatment plants, as well as the integration of water treatment systems and equipment for sludge treatment. Additionally, the company provides odor control solutions through the integration of specialized equipment, and treatment services for excess organic load in industrial wastewater. It also manages the reception and treatment of wastewater discharged by septic tank cleaning trucks, ensuring proper handling and environmental compliance.

ANAM

A) Inspection, Sampling, and Analysis

This involves conducting technical inspections, collecting samples, and performing laboratory analysis at an accredited facility for the following environmental matrices: Water (including drinking water, wastewater, surface water, groundwater, brackish water, and seawater); Solid waste; Sludge, sediments, and compost; Odors and odorous gases. The initiative has demonstrated significant contributions across several key areas: First, it supports the sustainable use and protection of water resources by identifying contamination risks and assessing water quality. This enables informed water resource management and helps prevent overexploitation or pollution of waterbodies. Second, it contributes to the prevention and control of pollution. Through laboratory analysis, hazardous substances, regulatory deviations, and pollution sources can be detected, allowing companies to implement corrective and preventive measures effectively. Third, the project plays a role in the protection of biodiversity and ecosystems. By evaluating environmental quality, it helps avoid negative impacts on flora, fauna, and sensitive ecosystems, particularly in relation to water, soil, and air. Finally, it supports the transition to a circular economy. The analysis of compost, sludge, and waste enables the development of valorization and recycling strategies, promoting the closure of production cycles and more sustainable resource use.

B) Environmental Telemetry

It refers to the implementation and remote monitoring of critical environmental parameters using telemetry systems. These systems ensure continuous data collection, traceability, and efficient real-time data management, enabling proactive environmental oversight and decision-making. The initiative has demonstrated significant contributions across several key areas: Firstly, it contributes to the sustainable use and protection of water resources by allowing more efficient and timely operational decisions. This helps reduce water losses and detect anomalies early, improving overall resource management. Secondly, it supports climate change adaptation. Access to real-time data enhances the ability to respond to extreme events such as droughts, heavy rainfall, or sudden changes in water quality, enabling more resilient and informed decision-making. Thirdly, the system strengthens pollution prevention and control. By continuously monitoring environmental parameters, it becomes possible to anticipate failures or potential pollutant discharges, allowing for proactive action before environmental damage occurs.

C) Metrological Services

This includes the certification, verification, calibration, and maintenance of measurement and sampling equipment, both in the field and in laboratory settings, in accordance with national and international standards. The initiative has demonstrated significant contributions across several key areas: Firstly, it contributes to pollution prevention and control. Properly calibrated equipment ensures accurate measurements, which are critical for identifying and correcting emissions or discharges that exceed regulatory limits. Secondly, it supports the transition to a circular economy. By maintaining and extending the lifespan of measurement instruments, the project helps reduce the generation of electronic waste and minimizes the need for new equipment purchases. Lastly, it plays a key role in the protection of biodiversity. Precise environmental measurements form the foundation for decisions that directly impact fragile ecosystems, ensuring that interventions are based on reliable data.

D) Technical Training

This refers to the design and delivery of theoretical and practical training programs related to the services offered. These programs are aimed at operators, industry professionals, and institutional clients, with a focus on current regulations, best practices, and quality assurance. Training professionals and technicians in environmental best practices, pollution control, efficient water use, and regulatory compliance has a multiplier effect. It strengthens the capacity of organizations to operate sustainably, fostering long-term environmental responsibility and resilience across sectors.

Social Dimension

3.1.1

Labor Practices Commitment (1/2)

Paying a living wage

Aguas Andinas is committed to fair compensation practices and ensures that all employees receive wages above what is considered a living wage in the Chilean context. While there is no official national definition of a living wage in Chile, independent research by [Fundación SOL](#)—based on the CASEN household survey—suggests that a dignified salary should exceed CLP \$700,000 net per month, considering the real cost of living and basic needs such as food, housing, healthcare, education, and transportation.

According to this benchmark, all Aguas Andinas employees earn salaries above the proposed living wage threshold. Furthermore, the study highlights that workers in large companies, such as Aguas Andinas, generally receive higher compensation levels, reinforcing the company's alignment with responsible labor practices.

This approach reflects Aguas Andinas' broader commitment to social sustainability and employee well-being

Avoiding or reducing overtime or excessive working hours, Paying Workers for Annual Leave and Setting Maximum Working Hours

Aguas Andinas is committed to upholding fair labor practices, as outlined in its *Reglamento Interno de Orden, Higiene y Seguridad* (RIOHS, Internal Regulations of Order, Hygiene and Safety), which aligns with Chilean labor law.

According to Title VI of the RIOHS, employees with more than one year of service are entitled to fully paid annual leave. Article 20 ensures that if an employee leaves the company before using their accrued leave, they receive financial compensation equivalent to the proportional amount of unused vacation time. Article 21 specifies that legal vacation must be taken for at least 10 consecutive days, preferably during the summer, and may be split by mutual agreement. The company cannot arbitrarily deny vacation requests and must ensure operational continuity while respecting employee rights (Articles 22–23).

Title IV of the RIOHS establishes that the standard workweek shall not exceed 40 hours, in accordance with Law 21.561. Title V further regulates overtime, stating that it must be agreed upon in writing, cannot exceed 2 hours per day, and must be limited to temporary business needs. Overtime is compensated as required by law (Articles 17–18), and specific protections are in place for workers with childcare responsibilities.

Equal remuneration for men and women

The Diversity Policy covers the aspect of "Equal remuneration for men and women". This policy can be found on the Aguas Andinas website (Diversity Policy) in Spanish, below you may find the translation:

For Aguas Andinas, diversity and inclusion are core objectives in the way we do business. They provide us with a competitive advantage for the sustainable development of our company, and allow us to put our vision into practice, advance our strategy, and live the values of our culture. By Diversity, we understand the importance of ensuring that our teams are made up of people of different genders, backgrounds, cultures, perspectives, ideas, nationalities, ethnic groups, union affiliations, generations, sexual orientations, abilities, capacities, and all the characteristics that make each of us unique. By Inclusion, we mean promoting a work environment that respects, accepts, and values individual differences, and that rejects all forms of discrimination, offense, harassment, abuse of authority, or any other form of hostility and/or aggression—toward our female and male employees, our customers, and all our stakeholders—while complying with all applicable legal and regulatory provisions. We are convinced that by advancing in diversity and inclusion—promoting freedom of opinion, equality, and fraternity—we will have more committed, creative, and empathetic teams, and we will be better able to understand and meet the needs of our customers.

Our Diversity and Inclusion Policy prioritizes four main areas of work:

Gender Equity: We are committed to ensuring equal opportunities and non-discrimination for all individuals, regardless of gender, from the moment they apply and throughout their professional development. We also promote work-life balance, including family and personal life. Additionally, we comply with the requirements and continuously improve the effectiveness and efficiency of the Gender Equality and Work-Life Balance Management System.

People with Disabilities: We are committed to creating physical spaces and a work environment that includes and respects all our employees, including people with disabilities, ensuring their integration and professional development under equal conditions.

Cultural Diversity: We are committed to fostering internal opportunities to positively share the different cultural, ethnic, and social backgrounds, as well as the diverse beliefs and thoughts of our employees, enhancing multicultural teams.

Sexual Diversity: We are committed to promoting a work environment where all our employees can express who they are, regardless of their sexual orientation or gender identity.

“We are convinced that diversity and inclusion, when managed responsibly, enhance the competitiveness of our business and reflect a commitment to respecting differences.”

Ensure adequate wages at or above cost-of-living estimates or benchmarks

Aguas Andinas has established a Compensation and Organization Procedure aimed at providing a clear and comprehensive guide for determining and adjusting employee compensation within the Andinas Group. This procedure applies to all roles and levels across the organization and considers factors such as market competitiveness, internal equity, performance evaluations, and budgetary constraints.

The procedure is grounded in principles of equality, ensuring that all employees—regardless of their position—have fair and equal access to compensation. It reflects the company's commitment to transparency, meritocracy, and inclusivity in its compensation practices.

Monitor working hours including overtime management

The Internal Regulations of Aguas Andinas establishes that the standard workday shall not exceed forty hours per week. Employees at Aguas Andinas are required to record the start and end of their workday using the company's attendance system, in line with their contracts and assigned shifts. Those not working in the field must also log their lunch breaks. Any departure from the workplace during working hours must be pre-approved by a supervisor and properly documented. Clocking in during designated rest periods is strictly prohibited. Supervisors are responsible for ensuring compliance with work schedules and preventing unauthorized time entries. Violations of these rules will lead to disciplinary action. In locations without an attendance system, a manual logbook will be used as a backup. These rules do not apply to employees who are legally exempt from work hour limitations.

Ensure employees are paid for overtime work

The Internal regulation of Aguas Andinas states, that all hours worked beyond the regular work schedule and carried out with the employer's knowledge will be considered overtime. Overtime must be agreed upon between the company and the employee through a document issued by the company for this purpose. It must respond to temporary business needs and may not exceed two (2) hours per day. Each agreement may not be valid for more than three (3) months. Hours worked beyond the agreed weekly schedule will be paid as overtime and must be recorded in the company's official attendance system.

Regularly engage with workers' representatives on working conditions

Aguas Andinas' Internal Regulations state that when a Joint Health and Safety Committee is formed, the company must provide the necessary support for its establishment and take the required measures to ensure its proper functioning. The committee shall meet regularly once a month, but may also convene extraordinary meetings at the joint request of one workers' representative and one representative from Aguas Andinas S.A. In any case, the committee must meet whenever a workplace accident occurs that results in the death of one or more workers.

Routinely monitor the gender pay gap to achieve equal remuneration for men and women

According to Aguas Andinas' Compensation and Organization Procedure, the company conducts an annual salary review process aimed at aligning employee compensation. This process considers the company's external and internal competitiveness positioning policy, recognition of performance, among other factors.

Ensure employees are taking their paid annual leave entitlements

Each month, the organization's leaders are informed of the vacation days pending for employees, to encourage their use. Monthly follow-ups are conducted to ensure that these are properly managed and approved. Also, another incentive is given in the month of January, when the majority leaves, when is high season for taking vacations. AA grants an annual vacation bonus to each employee equivalent to 24% of their monthly salary, which cannot be less than CLP 351,085. This bonus is paid at the beginning of the year, during the summer season when most employees take their vacations. It serves as an incentive to encourage employees to actually take their time off. This benefit is established as part of the collective labor agreements.

Provide training or reskilling to mitigate negative effects of industrial or climate transition changes

Aguas Andinas has a Training Guideline that outlines the responsibilities of the Training Team within the Organization and Talent Management Department for carrying out the training management process. This includes identifying training needs, defining an annual training plan, handling exceptional training requests, processing training applications, executing training activities and courses, evaluating training effectiveness, and assessing training providers.

Discrimination training during 2024

Course	Profile / positions of attendees	Number of attendees
Ley Karin (workplace harassment and violence prevention)	Cross to the organization	1236
Diversity and Inclusion Training		984
Raising awareness about parental rights		135

3.1.6

Gender Pay Indicators

Level	Average Women Salary (CLP)	Average Men Salary (CLP)
Executive level (base salary only)	\$12.223.408	\$14.546.761
Executive level (base salary + other cash incentives)	\$17.263.157	\$17.263.157
Management level (base salary only)	\$7.315.659	\$6.796.407
Management level (base salary + other cash incentives)	\$10.147.411	\$11.785.401
Non-management level (base salary only)	\$1.290.492	\$1.442.664

3.2.2

Human Rights Due Diligence Process

Aguas Andinas current Human Rights Due Diligence Process was performed in 2022. Different risks were analyzed considering their link and importance for the company's assets, operations and strategy, including, among others, working and contractual conditions, child labor, discrimination and gender discrimination in particular, freedom of association and collective bargaining, health and safety, environmental rights, and access to water and sanitation. Groups considered in this analysis were own employees, contractors and suppliers' employees, local communities and clients. Women and children were indirectly assessed through particular risks for which they are considered more vulnerable (discrimination, or child labor).

3.3.3 Human Capital Return on Investment

	2020	2021	2022	2023	2024
Total revenue (CLP)	\$478,773,563,000	\$506,459,633,000	\$580,468,054,000	\$640,855,854,000	\$662,701,294,000
Total Operating Expenses (CLP)	\$187,218,497,000	\$187,800,299,000	\$212,776,830,000	\$240,565,295,000	\$247,626,719,000
Total employee-related expenses (salaries + benefits) (CLP)	\$55,045,719,000	\$55,077,943,000	\$66,369,413,000	\$76,458,923,000	\$68,041,849,440
Resulting HC ROI	6.2966	6.78561	6.54007	6.23537	7.10028
Total Employees	1,729	1,725	2,083	2,133	2175

3.3.5 Employee Turnover Rate

Voluntary employee turnover rate

The following table shows the voluntary turnover rate for the last four years. This is calculated based on the voluntary resignation divided by the total FTEs, and it covers 100% of the FTEs.

Year	2020	2021	2022	2023	2024
Voluntary employee turnover rate	4,1	6,8	4,1	5,8	5,7

Data Breakdown

Internally, AA also breaks down the employee total turnover rate data according to their management level.

3.3.6

Long-Term Incentives for Employees

Employee stock ownership plans

Aguas Andinas has a program called Sequoia, in which controller shares can be purchased at a preferential cost and with attractive modalities, which ensures that at least the initial investment will not be lost. This benefit applies for all workers in the group (53.48% used it in 2024), regardless of position, and it has a period of 5 years.

Equity-linked bonds associated with ESG themes

Among the evaluated variables for these incentives are items such as: Sustainability Index and Circular Economy (Carbon Footprint, Waste treatment, energy efficiency), Sustainability Indexes (DJSI, Water Footprint), and Climate Change Projects, on which Aguas Andinas is evaluated as a company.

3.3.7

Employee Support Programs

In addition to the programs already published in the Annual Report, there is a well-equipped nursery room in the Company's Corporate Building for the exclusive use of breastfeeding. The space is designed to provide a calm and comfortable environment where women can express breast milk effectively, reducing stress and promoting their emotional and physical well-being. It supports work-life balance by helping women feel supported in both areas.

Moreover, according to Chilean law 20.545 the company's workers have the benefit of paid parental leave. This law states that the worker is entitled to a maternity leave of 6 weeks before childbirth (prenatal) and 24 weeks after it (postnatal). The father will be entitled to a paid leave of five days in case of birth of a child, which may be used at his choice from the moment of birth, and it can be continuous, excluding the weekly rest, or distributed within the first month from the date of birth. This leave will also be granted to the father who is in the process of adoption and will be counted from the notification of the resolution that grants the personal care or accepts the adoption of the minor, in accordance with Articles 19 and 24 of Law No. 19,620.

More information about this law is available at: [Law 20.545](#)

Chilean law also indicates special cases for which there is paid family or care leave beyond parental leave. While primarily intended for parents, individuals holding a caregiver credential, as defined by the law, may also qualify.

More information about this law is available at: [Law 21.645](#)

3.3.8

Type of Performance Appraisal

The following table shows the different types of performance assessment modalities applied in 2024:

Management by objectives	This refers to a systematic process in which employees have predefined measurable goals that are established collaboratively at least once a year together with their immediate superior, and there is a routine follow-up thereof. It is an assessment to align cross-sectoral, individual and strategic goals, further valuing attributes of individual performance, such as commitment and motivation levels reached in teams. Once the process has been completed, new challenges and goals for the next period are agreed to.
Multidimensional evaluation	This refers to a system in which employee performance is assessed by using a variety of data, not just the objectives set by a manager. This may include assessments of how employees fulfill the values and objectives of their area or company, receiving feedback from their peers, direct reports, and other employees, which provides a 360° vision of their performance. It is a modality applied to all Company's employees, consisting of measuring the frequency with which certain attitudes and behaviors appear these reveal a person's job performance. This assessment covers four subject matters: willingness to learn, thinking beyond boundaries, personal maturity and resilience, and understanding of others. The end is to identify gaps between the current and the desired behavior, depending on the position. Based on the findings, the competencies that need to be strengthened are determined through different methods, such as training, projects, among other.
Agile conversations	During the performance evaluation process, one of the stages is called an interview. At this stage, the worker and direct management must meet to provide feedback on their evaluation, performance and co-construct a development plan. After the interview process and the closing of this process, talent committees are held, led by the assistant manager for talent and culture, whose objectives are to discuss the performance and the potential of all the people in the company, and in 2023 more than 40 talent meetings were held with the different hierarchical lines where career development plans are defined, This process is strategic, as it has an impact on internal promotions and mobility and requires several conversations and dialogues to agree on plans that contribute to the development of technical, relational, emotional and leadership skills.

3.3.9

Trend of Employee Wellbeing

Aspects used in the tracking of employee metrics

The following table shows the statements used in the survey to evaluate different aspects.

Job satisfaction	When I see what we have accomplished, I feel proud. I feel good about the way we contribute as an organization to the community. People like coming to work here. I am proud to tell others that I work here. I would like to work here for a long time to come. I would highly recommend this organization to friends and family as a great place to work.
Purpose	My job has a special meaning: this is not "just a job". I feel that my participation makes a difference.
Happiness	I can be myself in my workplace. Our infrastructure contributes to a good working environment. We have special and unique benefits here. This is a fun place to work. All things considered; I would say this is a great place to work.
Stress	I feel good about the way we contribute as an organization to the community. People are encouraged to balance their work and personal lives.

3.5.1 Customer Satisfaction Measurement

The company utilizes both internal and external metrics to assess customer perception of service quality. The study was conducted by ACTIVA RESEARCH as a quantitative analysis based on the proprietary database of the market research firm Activa. The target population included men and women aged 18 and older, belonging to the socioeconomic groups ABC1, C2, C3, and DE, all residing in Santiago and identified as customers of Aguas Andinas. A total of 5,836 surveys are conducted annually, with a quarterly sampling error of $\pm 2.6\%$. This margin of error is calculated at the total sample level, under the assumptions of simple random sampling, a 95% confidence level, and maximum variance of the estimators.

The goal for 2024 was to achieve a global net satisfaction rate of 57%, which was met at 57%.

3.7.1 Affordability & Access

Engaging with local communities to promote access to clean energy or water

“Agua en Curso” (Goal: 100 schools per year). It is an educational program for schoolchildren from vulnerable communities in the Metropolitan Region, by Aguas Andinas in collaboration with Kyklos and the Interescalar Ambiental, aimed at reinforcing water care and proper usage among children and adolescents.

Aimed at raising awareness about climate change, the role of the urban water cycle, and good environmental practices. It uses a dual methodology, balancing reach (mass participation) and depth (in-depth learning) to maximize impact.

In 2024, the program has integrated 200 new schools from the Metropolitan Region to learn and participate in activities designed in alignment with the learning objectives established by the Ministry of Education (MINEDUC). After experiencing the educational program, students gain access to a digital platform that guides them—together with their families—to continue learning about water usage habits and recommendations.

For more information see [this link](#).

3.7.3

Stakeholder Engagement Programs

Clear communication channels for local stakeholders to communicate with the company

In the case of interventions or public works on the streets, we deploy the 'Citizen Connection' program so that the community is informed about the progress of the interventions and has access to territorial managers in case any concerns arise.

Stakeholder engagement programs are applied at all local operations

Stakeholder engagement programs are implemented in all operations where there is an RCA, including the communities surrounding La Farfana, Mapocho-Trebal, and Rutal. However, we also have other focus areas, like education, engagement, and social investment programs that involve the participation of different communities.

Education	Guided Tours: Educate about the integrated urban water cycle, Inclusion of specific groups
	Agua en Curso: Education on the integrated urban and natural water cycle, Dual methodology, balancing reach and depth
Engagement	Working Groups: Strengthen the bond and shared responsibility with surrounding communities, integrating operations and environmental teams; Highlight social and environmental attributes
	Citizen connection: Communication and educational outreach; Consolidation of databases and georeferencing (cross-cutting)
	Territorial integration: Identification of key stakeholders in the vicinity of facilities; Synergies for educational and engagement programs
Social investment	The future is female: Industry-relevant content; Employability within the contractor chain
	Competitive grants: Engagement with municipalities; Focus on environment and sanitation; Inclusion of an entrepreneurship theme
	Start-up fund: Integration with AA areas (new services, engagement, territory); Public-private collaboration program

