

Whistleblower and Inquiries Channel Procedure



INDEX

1.	INTRODUCTION	3
2.	REPORTABLE ACTIVITIES	3
3.	CONTENT OF THE COMPLAINT	4
4.	FILING A COMPLAINT OR INQUIRY	5
5.	APPROVAL AND AMENDMENTS	5
6.	DISSEMINATION MECHANISM	5

1. INTRODUCTION

Empresas Copec S.A. has implemented a channel for filing complaints (hereinafter the "Channel"), so that any person can report to Empresas Copec S.A.'s Offense Prevention Officer (hereinafter the "OPO") about facts or situations that are illegal or contravene Empresas Copec S.A.'s Code of Ethics or Offense Prevention Model, committed by employees, executives or directors of Empresas Copec S.A., or by third parties related to Empresas Copec S.A. in the context of its activities.

Through the Channel, it is also possible to request information from the OPO in order to resolve any doubts that may arise regarding the legality or ethics of events or situations that may have occurred as part of Empresas Copec S.A.'s activities.

Notwithstanding the above, in the event that the law or Empresas Copec S.A. so provides for certain special matters, other reporting channels will be established, such as, for example, to report harassment at work, sexual harassment and violence in the workplace.

The person who uses this Channel will always have the option of remaining anonymous, if he/she so wishes. Notwithstanding the aforementioned, the Channel must be used in an honest, responsible and appropriate manner.

The Channel is managed by Empresas Copec S.A.'s OPO.

2. REPORTABLE ACTIVITIES

The situations or events that may occur as part of the activities carried out by Empresas Copec S.A., which may be reported through the Channel, are the following:

- Any fact or situation that may constitute the commission of one or more crimes, especially those indicated in Law 20,393 on Criminal Liability of Legal Entities.

- Any fact or situation that may be considered in breach of the provisions of Empresas Copec S.A.'s internal regulations, especially:
 - Empresas Copec S.A. Code of Ethics
 - Empresas Copec S.A. Policy on Relations with Public Officers.
 - Empresas Copec S.A. Internal Regulations on Order, Hygiene and Safety.
 - Empresas Copec S.A. Conflicts of Interest Management Policy.
- In general, any fact or situation that may be considered illegal or unethical.

3. CONTENT OF THE COMPLAINT

In order to facilitate the possible investigation by the OPO, the complainant should provide all the information available to him/her about the facts or situations reported. In order to guide the complainant in this process, the complaint should ideally contain the following elements:

- The complainant's personal data. Notwithstanding the foregoing, if the complainant so wishes, he/she may remain anonymous.
- A detailed description of the facts or situations that motivate the complaint.
- The names and positions of those who, in the complainant's opinion, could be involved in the facts or situations reported.
- The approximate date on which the facts or situations denounced took place.
- The city or place where the facts or situations denounced took place.
- Any evidence that the complainant considers relevant to prove the occurrence of the facts or situations denounced (photos, communications, witnesses, videos, documents, etc.)

4. FILING A COMPLAINT OR INQUIRY

To submit a complaint or inquiry, please visit the following Internet address:
empresascopec.eticaenlinea.com.

When a complaint or inquiry is made, an access code and password for the platform will be generated to follow up on complaints or inquiries. Through this platform, the person who filed the complaint or inquiry may be in contact with the OPO to cooperate with the possible investigation.

Likewise, a complaint or inquiry may be submitted by the following means:

- a) Post mail addressed to:
Empresas Copec S.A.
Offense Prevention Officer
Av. El Golf 150, Piso 17
Las Condes, Santiago
- b) Direct communication in writing to the direct supervisor, who will refer the complaint to the OPO.

5. APPROVAL AND AMENDMENTS

This document was approved by the Company's Board of Directors at its meeting held on August 29, 2024.

In the preceding paragraph, note should be taken of the dates on which the Board of Directors agrees to modify or update this document, in order to have traceability of the changes it undergoes.

6. DISSEMINATION MECHANISM

The complete and updated text of this document will be available to interested parties on the web page of Empresas Copec S.A.:
www.empresascopec.cl/en/.