

**Regular Year-End Report**  
ANNEX 2. DISCLOSURE OF INFORMATION ON SOCIAL AND  
ENVIRONMENTAL, INCLUDING CLIMATE, ISSUES

Draft chapter focused on practices, policies, processes and indicators related to environmental and social criteria implemented by the company.

Group A Securities Issuer  
Organización Terpel S.A.  
2023

## **Part three: Sustainability and responsible investment practices**

### **Strategies, policies, and practices**

Consistent with our goal of corporate excellence, we are committed to environmental, social, and governance (ESG) best practices. Throughout our value chain, we comprehensively manage our impacts on society and the environment. This commitment is reflected in our ESG Action Framework, which is supported by internal policies such as the Ethics and Compliance Policy, the Human Rights (HR) Policy, the Good Neighbor Policy, and the Corporate Affairs Policy. In addition, to incorporate and regulate the main changes in our work processes, we updated our telework policy and created a policy to prevent sexual harassment in the workplace.

Aligned with international standards from the OECD, ILO, UN Guiding Principles on Business and Human Rights, and the SDGs, these policies include mechanisms for due diligence and application of the precautionary principle. Their scope includes all of our stakeholders, subsidiaries, franchises, and allies, and all of the geographies in which we operate. Each of our businesses monitors the targets and indicators associated with these policies to ensure that they are properly implemented and that we are addressing issues that are fundamental to the well-being and protection of our stakeholders.

As part of our commitment to ethical, responsible, and sustainable business practices, we participate in the Responsible Business Conduct Program at the Bogotá Chamber of Commerce. It is an arena for meeting and collaborating with companies committed to sustainability and business ethics. Through these interactions, we share best practices, access educational resources, and build networks that foster the exchange of ideas and collaboration on responsible initiatives.

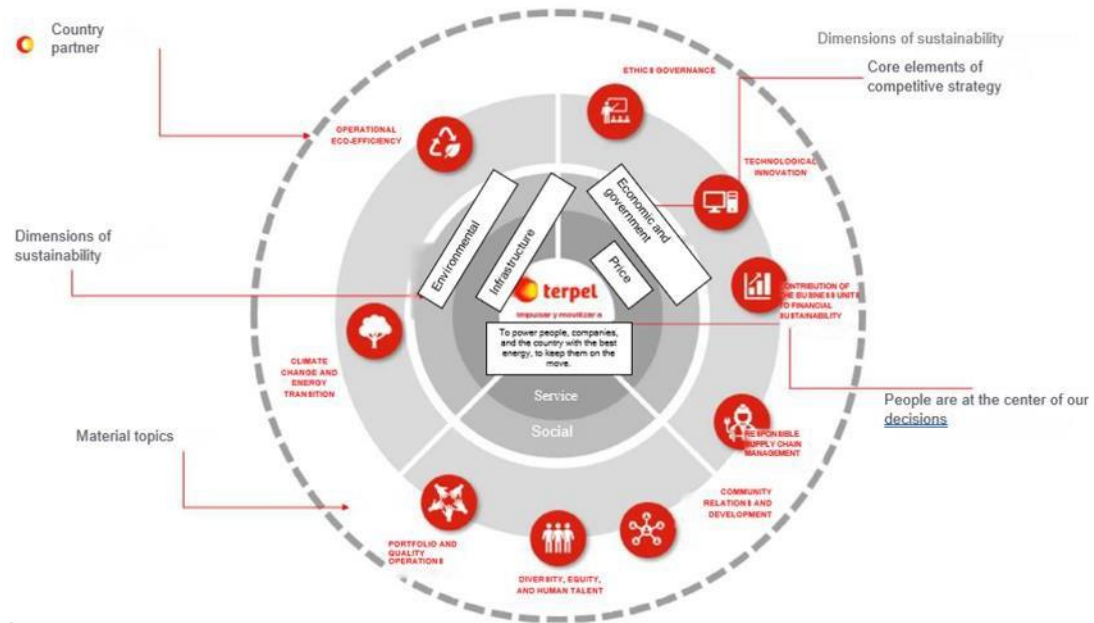
### **Our ESG action framework**

When a company, and especially its top management, is committed to making decisions based on ESG criteria, this tells the market, consumers, and other stakeholders that the company takes its non-financial risks seriously; it identifies, evaluates, manages, mitigates, and communicates them. Reporting those non-financial risks also generates transparency and builds trust with stakeholders.

At Terpel, we put people at the heart of our strategy. Integrating ESG management into our business has been a process that lines up with our purpose and vision of doing business responsibly.

Thanks to Terpel's organizational maturity and alignment with key global trends, we have been able to integrate ESG management into all areas of our business. Our sustainability model places people at the strategic center. This focus is surrounded by the key elements of our competitive strategy, the three dimensions of ESG, and the nine material issues of the organization that reflect

our commitment to all of our stakeholders and the environments in which we operate.



### (3-1). Process to determine material topics

#### Materiality Analysis

In 2023, we carried out a double materiality exercise. This analysis allowed us to identify the risks and opportunities that ESG issues create for the financial stability of the company, as well as the significant impact that Terpel's operations have on society and the environment.

This exercise was in line with the requirements of the Colombian Superintendency of Finance, in accordance with Circulars 031 of 2021 and 012 of 2022, as well as the new GRI Standards (December 2021 version), the provisions of the new IFRS S1 and S2, the SASB and TCFD guidelines on materiality, and the provisions of Circular 100-000010 of 2023 of the Superintendency of Corporations on sustainability reporting.

Double materiality analysis is the strategic foundation for identifying issues that affect the creation of economic, social, and environmental value, addressing stakeholder expectations and effectively managing ESG risks and impacts that could affect the financial continuity of the business.

#### Financial materiality: (outside-in perspective)

Also called the materiality of risks. Identifies ESG issues that may have a material impact on the financial condition, operating performance, or compliance with corporate strategy.

#### Environmental and Social Materiality: inside-out perspective.

Refers to the company's actual or potential, positive or negative, material impacts on people or the environment in the short, medium, and long term. These impacts range from those directly caused by the company to those associated with its operations, products, or services, considering the entire value chain.

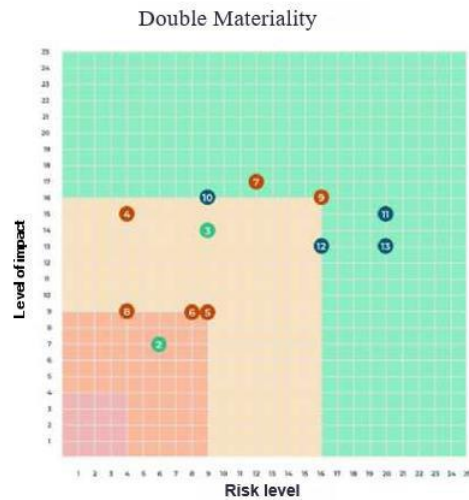
**Stages in the double materiality process:**

1. We conducted an exhaustive mega-trend analysis of strategic ESG issues for the different business lines, based on a documentary review of standards, rankings, ratings, consumer studies and emerging trends, peer reviews, risk ratings, parent company ESG issues, and ESG coalition guidelines.
2. For each identified issue, a diagnosis of Terpel's current and potential positive and negative impacts was made and a rating was given according to the magnitude and likelihood of the impact.
3. Subsequently, we consulted internal and external stakeholders to learn about their perception of Terpel's impacts and of the magnitude and likelihood for each of the identified ESG issues.
4. Based on the results of the diagnosis and the stakeholders' assessment, we averaged the scores for each issue and prioritized the impacts with high scores to determine the materiality of the organization's impacts.
5. In parallel, based on the issues identified in the megatrend analysis, we analyzed and rated the impact and likelihood of the ESG risks of each of the initially identified issues, with the participation of senior management and the Board of Directors of Organización Terpel.
6. Next, based on the risk analysis according to the international standard ISO 31000, we designed a risk heat map and prioritized the strategic risks to determine their financial materiality.
7. **Definition of double materiality:** based on the concept of double materiality of the European Financial Reporting Advisory Group (EFRAG), "a sustainability issue meets the criterion of double materiality if it is significant from both an impact and financial perspective, or both." As a result of this exercise, we gave priority to 9 double material issues that will guide Terpel's sustainability strategy and management in the coming years. Each of these 9 issues was associated with an exercise to prioritize risks.

No.	Dimension	Issue	Category	Materiality of impact	Financial
1	Environmental	Climate change and energy transition	Highly material	15	9
2	Environmental	Water resource management	Monitor	7	6
3	Environmental	Operational eco-efficiency	Material impact	14	6
4	Social	Diversity, equity, and human talent	Material impact	15	2
5	Social	Education and training in skills for the future	Monitor	5	2
6	Social	Comprehensive protection of human rights	Monitor	5	5
7	Social	Community relations and development	Highly material	17	12
8	Social	Products with a social impact	Monitor	5	4
9	Social	Portfolio and quality operations	Highly material	16	12
10	Governance	Ethics governance	Material impact	16	6
11	Governance	Contribution of the business units to financial sustainability	Highly material	15	20
12	Governance	Responsible supply chain management	Highly material	13	16
13	Governance	Technological Innovation	Highly material	13	20

Very high	17-25
High	10-16
Medium	5-9
Low	0-4

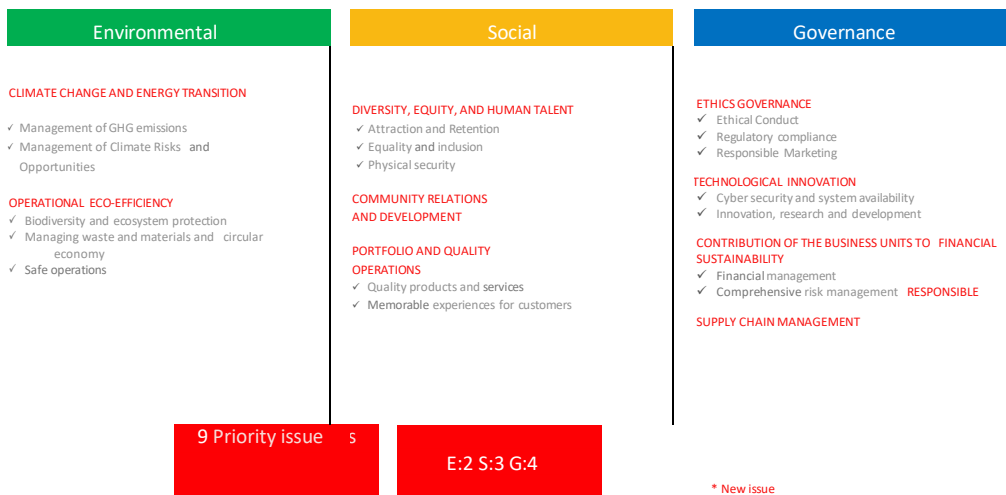
Threshold of materiality: 10



### Double materiality at Terpel

Terpel's new material issues are divided into 2 environmental, 3 social, and 4 governance issues. Each of these, in turn, contains a number of critical sub-issues. Their impacts, risks, and management are described in detail in the corresponding chapters of this report.

For future reporting periods, material changes or adjustments to material issues that have an internal or external impact on the current reporting period and the company's current ability to manage against ESG results will be considered material change updates. These will include new regulations, businesses, markets, and external factors related to risks and opportunities relevant to Terpel.



### Strategic alignment of materiality

At Terpel, we consider materiality analysis to be the basis of our sustainable management model, the effect of which is responsible management. Each of our pillars and strategic objectives, KPIs, projects, and actions are linked to the

material aspects and integrated with the Balanced Scorecard to form an integrated system for sustainable business management in all areas and for the proper identification and management of corporate risks associated with ESG.

We recognize and define ourselves as a "Country Partner," and frame our sustainability model within this higher purpose that transcends our business. This is reflected in our enduring commitment to people, the planet, and the countries in which we operate, creating high-quality jobs, efficient operations, and progress and prosperity for the communities where we operate, as well as economic and social development for the regions.

## **Our Stakeholders**

(2-29). At Terpel, we assess how our organization impacts our stakeholders and how stakeholders impact our organization through a detailed analysis based on the AA1000 SES standard. As a result of this assessment, we have prioritized nine major groups, which in turn are divided into 32 subgroups.

This detailed classification provides us with accurate information about their interests and the influence they can exert, enabling us to continuously improve our relationships in the short, medium, and long term. The goal of our engagement is to build trust and have a positive impact on these groups. We have a variety of mechanisms and roles within the organization to address their needs, resolve concerns, and maintain ongoing communication with our stakeholders.

Our stakeholders and their needs:

1. **Shareholders/ Investors:**
  - Transparency in the presentation of financial and operational information
  - Clear strategies for growth and return on investment
  - Ongoing communication about company performance and plans
  
2. **Customers and consumers:**
  - Continuous improvement in the quality of products and services
  - Efficient and personalized customer service
  - Loyalty initiatives and rewards programs
  
3. **Operation partners (partners and distributors):**
  - Close collaboration and mutual support on projects and operations
  - Clear and mutually beneficial agreements
  - Development of joint solutions that drive operational efficiency
  
4. **Suppliers:**
  - Business relationships based on trust and transparency
  - Timely payments and fair terms
  - Collaboration to improve the supply chain and sustainability

**5. Employees:**

- Wellness and professional development programs
- Strong organizational culture and effective communication
- Participation in decision-making and appreciation of work
- Timely payments and fair terms

**6. Institutions:**

- Regulatory compliance and participation in public policy
- Ongoing dialogue and collaboration on regulatory issues
- Support for initiatives that promote sustainable development

**7. Industry associations:**

- Participation in industry associations
- Collaboration in social and environmental responsibility projects
- Open discussion to address shared challenges

**8. Communities:**

- Social investment and community development projects
- Active listening and participation in local issues
- Educational and training programs

**9. Civil society:**

- Social investment and support for social and environmental initiatives
- Participation in solving social problems

(2-28). Membership in associations

We maximize our positive impact through relationships with other stakeholders in society who share our values and interests:

**Partnerships:**

- Agency for Reincorporation and Normalization (ARN)
- Victims Unit
- Casa Libertad
- Corporación Mundial de la Mujer - CMMC
- Corporación Matamoros
- Acción Internal Foundation
- Arcángeles Foundation
- Office of the District Secretary of Women
- Soy Oportunidad Foundation
- Gender Parity Initiative at the Ministry of Labor
- Best Buddies Foundation

In addition, we are committed to the following initiatives:

- United Nations Global Compact
- Global Compact Network, Colombia
- Colombian Network Against Child Labor
- LGTB Business Chamber
- UN Women
- Women’s Empowerment Principles
- Colombian Institute of Corporate Governance, ICGC
- Office of the Secretary of Transparency
- Colombian Route to Integrity
- Responsible Business Conduct (RBC) Community
- Drive at 50 live to 100 (Universidad de los Andes)
- “United for fresh air” compact, District Secretary of the Environment, Office of the Mayor of Bogotá
- IBIA
- IATA
- ALTA
- ICONTEC technical committee
- AFE: Association of Corporate Foundations
- RedAmérica: Association of Corporate Foundations of Latin America
- Business Owners for Education

And we work with other companies in the industry in favor of development of the industry through:

- Colombian Petroleum and Gas Association (ACP)
- National Business Association of Colombia (ANDI)
- Colombian Association of Natural Gas in Colombia (NATURGAS)
- Hydrogen Chamber (Andi - Naturgas)

Our contribution to these industry associations in 2023 was:

Industry association	Amount contributed (COP millions)	Purpose of involvement
ACP	518.7	To have an influence on public policies, regulatory issues, and the operating environment.
ANDI	107.3	
NATURGAS	110.9	

**WE MEASURE OURSELVES AGAINST THE WORLD'S HIGHEST SUSTAINABILITY STANDARDS**

**Terpel in the Dow Jones Sustainability Index (DJSI)**

For the eighth consecutive year, we conducted the Corporate Sustainability Assessment (CSA), a process that challenges us to evaluate our ESG practices and continuously improve our performance. It also allows us to compare our environmental, social, and economic performance against the highest standards in the global retail industry, the sector in which we are measured.

This year, we achieved a historic score of 63, representing a 6-point increase over 2022. This is the result of the coordination and commitment to sustainable development of the different parts of the organization.

In the economic dimension, our best scores were for transparency and reporting, product management and returns, business ethics, and cybersecurity, all with scores above 70/100.

In the environmental dimension, the highest scores were for greenhouse gas emissions, environmental policy and management, water, circularity and waste management, and food waste. (All also above 70/100). The largest increase was in the score for managing the reduction of food waste through the Convenience Services business' initiative with our partner EatCloud.

Finally, in the social dimension, the most outstanding results were seen in human talent development, sustainable marketing and brand perception, occupational health and safety, and human rights. All of these scores were above 80/100. This is also the dimension that showed the most significant growth, with a 13-point increase over the previous year.

We are very proud of these results, and they encourage us to continue improving our practices in order to further enhance the positive impact we have on society and our stakeholders.

### **Our commitment to the 2030 agenda**

As a signatory to the United Nations Global Compact, which we joined in 2011, we see sustainable development, socioeconomic progress, and environmental balance as opportunities for corporate responsibility and innovation. Demonstrating our commitment to ethics and improving social and environmental well-being, while being consistent in our discourse, ultimately prepares us as a company to meet challenges.

Our contribution to achieving the 2030 Agenda and the SDGs is evident in our business and in the actions, we take voluntarily as a Country Partner. With this in mind, we prioritize the following lines of contribution:



### **Contribution to the SDG's from our business:**

- SDG 5 and 8, through our "No Labels" campaign, which develops practices and activities that make Terpel more inclusive.

- SDG7. Targets 7.2 and 7b through the new electric mobility services with charging points at Terpel Voltex and the installation of CNG fueling stations along green corridors on Colombia's strategic routes.
- SDG 8: company-wide through the creation of quality jobs. Target 8.3 in particular with the Restoring Dreams program that supports productive activities, entrepreneurialism, and job creation. And target 8.5 through promoting jobs for disabled people through the "No Labels" program, in partnership with the Best Buddies Foundation.
- SDG 13, with two targets: 13.1 through the installation of solar panels at work centers, and 13.3 through the Reliable Service Station program that improves environmental education and raises awareness of environmental issues, including the impacts and effects of climate change.
- SDG 17, through partnerships with institutions such as the Agency for Reincorporation and Normalization and the World Corporation of Women Colombia, the Victims Unit, the Accion Interna Foundation, and Corporacion Matamoros, which also generated opportunities to make a contribution to SDG 10 in the areas of reconciliation and peace building. We also contribute to SDG 17 as part of G12, the group of companies that works in favor of sustainable development in Colombia.

### **Contribution to the SDGs through voluntary actions in the framework of our commitment as a Country Partner:**

#### **Donations of fuel:**

- SDG 2 - target 2.1: to the Food Bank.
- SDG 3 - targets 3.7 and 3.8: to the Colombian Civil Air Patrol and the Colombian Red Cross to facilitate medical and surgical campaigns, deliver medicine, and care for patients.

#### **Monetary donations:**

- SDG 3 - target 3.8: Funds donated to foundations that work to provide access to quality basic healthcare for vulnerable population groups, including surgery, medication, and general healthcare services.
- SDG 10 - target 10.2: support for organizations that promote social inclusion.

#### **Improving education:**

- SDG 4: (4.1) promoting quality education through high-impact programs implemented by the Terpel Foundation; target 4.a., through the new interactive classrooms; and target 4.c. through teacher training.

### **Our commitment to the Paris Agreement and global climate action**

As a company committed to environmental sustainability, we openly share our goals and strategies for achieving carbon neutrality by 2050, in line with the climate goals of the Paris Agreement. We intend to achieve 50% of this goal by 2030 through concrete actions such as reducing greenhouse gas emissions

from our operations and transitioning to renewable energy sources such as solar PV.

At Terpel, we recognize the importance of balancing economic, environmental, and social aspects, which is why we have decided to take concrete actions to strengthen the planet's resilience to climate change. Our environmentally responsible approach provides consumers with high quality products in line with their expectations, while taking care of our surroundings. Learn more about our [environmental stance](#) and the goals we have set for ourselves.

### **Disclosure of climate-related risks and opportunities**

The Colombian Superintendent of Finance issued Circulars 012 of 2022 and 031 of 2021 with instructions on the disclosure of periodic information by issuers. The information must include the performance and management of financially material ESG risks in the Colombian securities market, in accordance with the TCFD (Task Force on Climate-related Financial Disclosures) and the SASB (Sustainability Accounting Standards Board) standards.

At Terpel we are committed to transparency and the inclusion and disclosure of climate-related risks and the opportunities and financial implications of climate change on our business. In 2023 we published our first report. Click here for full details on the TCFD report on Terpel's website.

## **Ethics governance**

### **Analysis of corporate governance**

Our organization has established high standards for governance, ethics, and transparency that provide a strategic framework for our business decisions and actions.

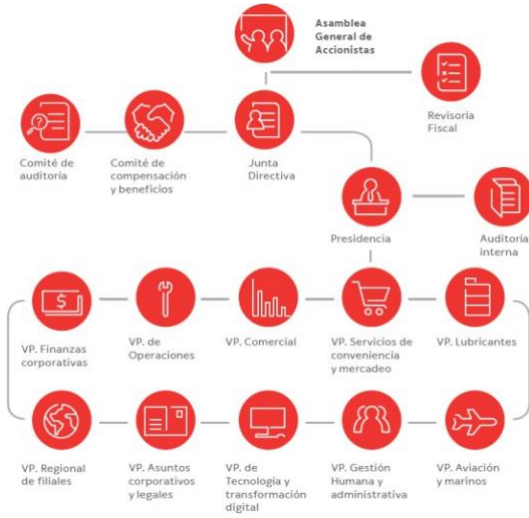
At Terpel, we foster transparent, equitable, and responsible relationships and behaviors to earn the continued trust of our stakeholders and ensure the sustainability of our business. We are committed to complying with applicable regulations, international standards, corporate policies, and industry best practices.

Practicing and promoting ethical principles such as respect, transparency, integrity, trust, fair treatment, and accountability are essential in all our relationships with our stakeholders. We engage in transparent, timely, and reliable conversations with them, creating an environment of trust that fosters long-term investment, financial stability, business integrity, and positive environmental, social, and economic impact.

### **(2-9) Structure and composition of the highest governance body:**

#### ***Terpel's Corporate Governance Structure***

Our corporate governance structure is shown below. It demonstrates our professionalism and diligence in ensuring that all our activities are conducted to the highest standards of excellence.



The Board of Directors is the highest administrative body and is responsible for ensuring that the company operates in a sustainable manner.

Item	Board member 1 President	Board member 2	Board member 3	Board member 4	Board member 5	Board member 6	Board member 7
Name of the board member	<b>Lorenzo Gazmuri Scheleyer</b>	<b>Jorge Andueza Fouque</b>	<b>Arturo Natho Gamboa</b>	<b>Sylvia Escovar Gomez</b>	<b>Jorge Alberto Bunster Betteley</b>	<b>Jose Oscar Jaramillo Botero</b>	<b>Bernardo Dyner Rezonow</b>
Principal or alternate?	Principal	Principal	Principal	Principal	Principal	Principal	Principal
Independent or shareholder-appointed?	Non-executive - shareholder-appointed	Non-executive - shareholder-appointed	Non-executive - shareholder-appointed	Non-executive - shareholder-appointed	Non-executive - shareholder-appointed	Independent	Independent
Date joined the company's Board of Directors/ tenure on the Board of Directors	14 years	14 years	8 years	2 years	9 years	More than 12 years	More than 12 years
Date of last reappointment or appointment	Shareholders' Assembly on March 18, 2022						
Professional profile: formal education	Civil electrical engineer, Universidad de Chile, currently serves as executive vice president of Compañía de Petróleos de Chile Copec. With a career spanning more than 20 years, he has held the positions of assistant manager of commercial planning and sales manager of the same company. In addition, he has been and	Civil engineer, Universidad de Chile, associated with the Angelini Group for 30 years. He is currently the general manager of Antar Chile S.A., vice president of Copec S.A., and vice president of Empresas Copec S.A. He also has been and continues to be a member of several companies in the energy, forestry, fishing, and financial sectors, including Empresas Copec S.A., Copec S.A., Arauco, Pesquera Orizon, Corpesca, and Cruz del Sur.	Civil industrial engineer, Universidad Católica de Chile, he currently serves as General Manager of Copec S.A. and is also a director of companies in the food, trading, metal mechanics, and architecture sectors, notably Selecta (Brazil), Kabsa, Astilleros Arica, and Elemental. He served on the Board of Directors of Terpel from May 2010 to March 2014.	Economist from Universidad de los Andes. After a distinguished career in both the public and private sectors, she served as the President of Organización Terpel S.A. for 8 years. Some of the highlights of her professional career have been her positions of leadership in Colombian and international government institutions such as the Colombian National Planning Department, the Colombian Bank of the Republic, the	Economist, Universidad Católica de Chile, MBA from IESE, Universidad de Navarra, Spain, former Minister of Energy and former Vice Minister of Foreign Trade of Chile. He was general manager of Copec for 19 years, deputy general manager of Compañía de Seguros Generales Cruz del Sur S.A., general manager of Bresler Alimentos S.A. and prior to that general manager of AFP Alameda S.A. He has been and continues to be a director of	Agricultural technologist from the Politécnico Colombiano in Medellín with a degree in food engineering from the University of California in the United States. Starting in 2006 and to date, he has worked as a managing partner of Gomar y Cia. He has had an impressive managerial career in Colombia working for Vehicaldas S.A., Industrias Normandy S.A., and Mercaldas S.A.	Marketing technologist, Escuela Superior de Mercadotecnia ESUMER, San Jose, Costa Rica. He has held various administrative and managerial positions in companies such as Industrias Kent y Sorrento, Aguirre Pelaez Ltda., and has also been a promoter and sponsor of the Moises and Katie M. School of the Las Golondrinas Foundation in Medellín, Antioquia, and the Natasha and
Professional profile: current role or position							
Professional profile: experience in the industry (years and positions held in the oil and gas sector)							

	continues to be a member of the Board of Directors of companies in the fuel, shipping, transportation and retail sectors, such as Abastible, Metrogas, Sonacol, Sonamar, Transcom, and Arco Prime.			Secretaries of Education and Finance with the Office of the Mayor of Bogota, and the World Bank.	companies in the fuel, forestry, fishing, retail, insurance, and energy sectors, such as Abastible, Metrogas, Sonacol, Sonamar, Celulosa Arauco, Pesquera Orizon, Eperva, Empresa Eléctrica Guacolda S.A., Seguros Cruz del Sur, and Arco Prime.		Michael School of the Granito de Arena Foundation in Bello Antioquia.
<b>Committees of the Board of Directors</b>	N/A	N/A	N/A	N/A	N/A	Compensation and Benefits and Audit Committees	N/A
<b>Other board memberships</b>	<ul style="list-style-type: none"> <li>• ICARE</li> <li>• Educación 2020 Foundation</li> <li>• Sumate Foundation</li> <li>• Vinculación SPA</li> <li>• COPEC S.A</li> </ul>	In accordance with the Regulations of the Board of Directors, Directors may not be members of more than five (5) Boards of Directors of joint stock companies at the same time, unless they are members of the Board of Directors of Simplified Joint Stock Companies-S.A.S. or they certify and guarantee the immediate correction of such situation.	In accordance with the Regulations of the Board of Directors, Directors may not be members of more than five (5) Boards of Directors of joint stock companies at the same time, unless they are members of the Board of Directors of Simplified Joint Stock Companies-S.A.S. or they certify and guarantee the immediate	<ul style="list-style-type: none"> <li>• Organización Corona</li> <li>• Empresa de Telecomunicaciones de Bogotá</li> <li>• GeoPark</li> <li>• EPS Sanitas</li> </ul>	<ul style="list-style-type: none"> <li>• COPEC S.A</li> <li>• Celulosa Arauco y Construcción S.A</li> <li>• Nutrisco S.A</li> <li>• Blue Express S.A.</li> <li>• Belltech S.A.</li> </ul>	In accordance with the Regulations of the Board of Directors, Directors may not be members of more than five (5) Boards of Directors of joint stock companies at the same time, unless they are members of the Board of Directors of Simplified Joint Stock Companies-S.A.S. or they certify and guarantee the immediate correction of such situation.	In accordance with the Regulations of the Board of Directors, Directors may not be members of more than five (5) Boards of Directors of joint stock companies at the same time, unless they are members of the Board of Directors of Simplified Joint Stock Companies-S.A.S. or they certify and guarantee the immediate correction of such situation.

			correction of such situation.				
Percentage of Board meetings attended during the year	92%	83%	92%	83%	100%	100%	100%
<b>Item</b>	<b>Board member 8</b>	<b>Board member 9</b>	<b>Board member 10</b>	<b>Board member 11</b>	<b>Board member 12</b>	<b>Board member 13</b>	<b>Board member 14</b>
Name of the board member	Juan Diuana Yunis	Vacant	Jorge Andres Garcés Jordán	Rodolfo Castillo Garcia	Leonardo Ljuretic Garib	Gabriel Jaramillo	Tulio Rabinovich Manevich
Principal or alternate?	Alternate	Alternate	Alternate	Alternate	Alternate	Alternate	Alternate
Independent or shareholder-appointed?	Non-executive - shareholder-appointed		Non-executive - shareholder-appointed	Non-executive - shareholder-appointed	Non-executive - shareholder-appointed	Independent	Independent
Date joined the company's Board of Directors/tenure on the Board of Directors	5 years	N/A	More than 12 years	9 years	10 years	8 years	More than 12 years
Date of last reappointment or appointment	Shareholders' Assembly on March 18, 2022						

Professional profile: formal education	Civil and industrial electrical engineer, Universidad Católica de Chile, currently serves as administrative and financial director of Compañía de Petróleos de Chile Copec and is a member of the board of directors of Transcom, Sonam and Via Limpia. With a career of more than 20 years in administration and finance positions before joining the Copec group, he was corporate finance manager of Ripley Corp. S.A., Corporate Manager of Finance at Masisa S.A., and a member of the board of directors at Banco Ripley, Mall Concepción, and Mall Marina Arauco.	N/A	Psychologist, Universidad Católica de Chile, has worked for the last 20 years as human resources manager for Compañía de Petróleos de Chile S.A.	A business administrator, for more than 28 years he has been associated with the company Icoharinas SAS, of which he is president and founding partner. He has been and is currently a member of the Board of Directors of several companies in the agribusiness, finance, health, communications, and construction sectors, including Agrotropical, Nutra & Foods, Promisión, Promitec Sumas Construcciones, and Vanguardia. In the area of business associations, he has served several times on the Board of Directors of ANDI and the Bucaramanga Chamber of Commerce.	Industrial civil engineer from Pontificia Universidad Católica de Valparaíso, MBA from Universidad Adolfo Ibáñez, with post-graduate studies in the United States. He has extensive experience in the retail, fuel, and food sectors. He currently holds the position of corporate manager of development and management at Copec S.A. He is and has been a member of the Board of Directors of several companies, including Abastible, Metrogas, ArcoPrime, and Arco Alimentos. He also participates and has participated in the past in a number of non-profit organizations such as the Copec-UC Foundation, the Council of the School of Industrial Engineering of the PUCV, the Retail Center at the University of Chile and the International Committee of NACS (The Association for Convenience & Fuel Retailing) in the United States.	Business administration and a Master's in multinational business, more than 15 years of experience in commercial and strategic management in different sectors of the economy, both in Colombia and abroad. He has served on the Board of Directors of companies in the automotive, food, and hydrocarbon sectors - both gas and liquid fuel distribution - such as Organización Terpel S.A., Hidrocarburos de Casanare S.A., Transgas de Occidente S.A., Súper de Alimentos, S.A., Ayura Motor S.A., and others.	Electrical engineer from Universidad Pontificia Bolivariana de Medellín. He is currently president and partner of Celsa SAS and manager and partner of Saturde SAS. He was previously a manager at Productora Electroindustrial. He is the founder of the Museo de Arte Moderno de Medellín and was its director for 10 years.
Professional profile: current role or position							
Professional profile: experience in the industry (years and positions held in the oil and gas sector)							
Committees of the Board of Directors	Audit and Risk Committee	N/A	Compensation & Benefits Committee	N/A	Audit and Risk Committee	Audit and Risk Committee	Audit and Risk Committee

Other board memberships	In accordance with the Regulations of the Board of Directors, Directors may not be members of more than five (5) Boards of Directors of joint stock companies at the same time, unless they are members of the Board of Directors of Simplified Joint Stock Companies-S.A.S. or they certify and guarantee the immediate correction of such situation.	N/A	<ul style="list-style-type: none"> <li>• Belen Educa Foundation</li> <li>• Juan Pablo II Foundation</li> <li>• TRANSCOM</li> <li>• CSI (Compañía de Servicios Industriales)</li> <li>• Terpel Foundation Colombia</li> <li>• Terpel Foundation Panama</li> </ul>	<ul style="list-style-type: none"> <li>• ANDI Nacional</li> <li>• ANDI Santander</li> <li>• Universidad Autónoma de Bucaramanga (UNAD)</li> <li>• Promisión S.A.</li> <li>• PROSANTANDER</li> <li>• Terpel Foundation Colombia</li> </ul>	In accordance with the Regulations of the Board of Directors, Directors may not be members of more than five (5) Boards of Directors of joint stock companies at the same time, unless they are members of the Board of Directors of Simplified Joint Stock Companies-S.A.S. or they certify and guarantee the immediate correction of such situation.	In accordance with the Regulations of the Board of Directors, Directors may not be members of more than five (5) Boards of Directors of joint stock companies at the same time, unless they are members of the Board of Directors of Simplified Joint Stock Companies-S.A.S. or they certify and guarantee the immediate correction of such situation.	In accordance with the Regulations of the Board of Directors, Directors may not be members of more than five (5) Boards of Directors of joint stock companies at the same time, unless they are members of the Board of Directors of Simplified Joint Stock Companies-S.A.S. or they certify and guarantee the immediate correction of such situation.
Percentage of Board meetings attended during the year	100%	N/A	100%	100%	100%	100%	100%

## **General Shareholders' Assembly**

The General Shareholders' Assembly is our highest governing body and is held each year during the first quarter. In 2023, we held the shareholders' meeting in person, with real-time streaming for those shareholders who could not attend in person.

The meeting had a sufficient quorum to ensure the ability to deliberate and make decisions, thus guaranteeing the transparency of each decision. Attendance at the meeting was 80.08% of outstanding shares.

## **Board of Directors**

The Board of Directors is the highest governing body of the company. In accordance with the bylaws and the delegation of authority, it is the responsibility of the assembly to elect the board. Our Board of Directors was elected to serve for the period from April 2022 to April 2025 and consists of seven directors (principals and alternates), none of whom is an executive officer of the company. In accordance with the legal requirements for issuers of securities, 25% of the members of the Board of Directors are independent.

(2-11) The Chairman of the Board of Directors is elected by a favorable vote from all members and exercises the functions and powers attributed by law, the bylaws, the board's regulations, and the Code of Good Corporate Governance.

The Board of Directors is the company's decision-making body and exercises its duties independently of the company's other management bodies.

## **(2-9) Committees of the Board of Directors**

Our Board of Directors has two formal committees: the Compensation and Benefits Committee, which consists of two directors and three senior managers, and the Audit Committee, which consists of its independent members and whose secretary is the internal audit manager or his or her designee, who may be an employee of the company.

In addition, the Statutory Auditor shall attend the committee with the right to speak, but not vote, and the president, vice president of corporate finance, vice president of corporate and legal affairs, and/or any other member of the administration may attend as guests, when deemed convenient. These committees performed their duties diligently and presented their reports and recommendations to the Board of Directors during the year.

**Compensation and Benefits Committee:** The main objective of this committee is to ensure that Terpel and its affiliated companies manage human resources in accordance with the company's policies and best practices in favor of the welfare and integral development of employees. The Committee is also charged with maintaining an equitable and competitive compensation system that facilitates attracting and retaining the talent necessary to fulfill the company's mission and strategic goals.

### **Composition for the period from April 2022 to April 2025:**

- José Oscar Jaramillo (independent member of the Board of Directors)
- Jorge Andrés Garcés (member of the Board of Directors)
- Oscar Bravo Restrepo (president of Organización Terpel S.A.)
- María Mercedes Carrasquilla, (vice president of human resources and administration)
- María José García (administrative and human resources manager)<sup>1</sup>

**Work of the Committee:** At the first regular meeting of the Compensation and Benefits Committee in 2023, an analysis of the tax reform that was passed in December 2022 and its impact on employees was presented. It described in detail the impact on the personal income tax of wage earners of the reduction of the exemptions and the establishment of limits on deductions and on tax exempt income. The Committee was also presented with the actions taken within the company, which included the organization of a webinar to explain the reform and its impact, as well as individual counseling for employees. These actions were approved by the committee. Mirta Arévalo Antonio, director of compensation and personnel administration, was in attendance as a special guest.

During the second regular meeting of the Compensation and Benefits Committee in 2023, the labor reform projects currently underway in the Congress of the Republic were reviewed, as well as their main impact on the organization from an individual and group perspective. The committee also approved the negotiation of the collective bargaining agreement for an additional 4-year period, considering its expiration in December 2023. Felipe Álvarez, the company's external labor law advisor, attended as a special guest.

**Quorum and attendance:** A sufficient number of Committee members was present at the meeting to conduct deliberations and make decisions.

**Audit Committee:** The primary function of the Audit and Risk Committee is to advise the company's Board of Directors in the discharge of its oversight responsibilities. It does this by evaluating accounting practices, managing the relationship with the statutory auditor, and comprehensively reviewing the company's control architecture. It also includes auditing the risk management system and verifying compliance with the principles of good corporate governance established by law, the competent authorities, and the company itself.

### **Composition for the period from April 2022 to April 2025: Regular members**

- Bernardo Dyner Rezonzew (independent)

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<sup>1</sup> At its October 2023 meeting, the Board of Directors approved the replacement of María Cristina Romero with María José García on the Compensation and Benefits Committee. She assumed the position of administration and human resources manager as of January 1, 2024.

- José Óscar Jaramillo Botero (independent)
- Juan Diuana Yunis

#### **Alternate members**

- Tulio Rabinovich Manevich (independent)
- Gabriel Jaramillo (independent)
- Leonardo Ljubetic

**Work of the committee:** The Audit and Risk Committee, in the performance of its duties and in accordance with the provisions of its charter, carried out the following activities during the year 2023:

- (i) It reviewed the company's financial statements and monitored compliance with the generally accepted accounting practices. In that process, it reviewed the annual and regular financial information prior to submitting it to the Board of Directors, giving emphasis to changes in accounting methods, accounting estimates, important adjustments as a result of auditing, and evaluations of business continuity and of compliance with the current laws and regulations that affect the company.
- (ii) It served as a communication channel between the Board of Directors and the external auditor, supervising the services of the latter.
- (iii) It confirmed the effectiveness of the company's control, risk management, and disclosure systems.
- (iv) It monitored compliance with the annual internal audit program and follow-up on action plans evaluating the company's various processes, as well as the company's risk management system.
- (v) It verified that the Board of Directors fulfilled its duties and functions.
- (vi) It complied with the legal and regulatory requirements that are applicable to it. It also verified that the transactions between Organización Terpel S.A. and its related parties took place under market conditions and did not violate the equality of treatment of shareholders.
- (vii) It highlighted the importance of continuing to strengthen the internal control and risk management systems of Organización Terpel and of its related companies. During 2023, the Audit Committee met four times, as recorded in the minutes.

**Quorum and attendance:** In 2023, 100% of the regular committee members were in attendance, providing a sufficient quorum to deliberate and make decisions.

**Evaluation of support committees:** Each year, the Board evaluates the support committees by means of a self-assessment questionnaire that is completed by the members of the committees. This evaluation assesses the performance of each committee based on the support it provides to the Board during the period.

#### **Additional auxiliary committees<sup>2</sup>:**

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<sup>2</sup>Auxiliary committees support the Board of Directors, and the standing auxiliary committees are the Compensation and Benefits Committee and the Audit and Risks Committee.

**Sustainability committee:** This is the highest governance body responsible for overseeing sustainability management, particularly ESG issues. Its responsibilities include the review and approval of all activities that are carried out within the framework of materiality. The committee meets two or three times a year to assess progress, challenges, and next steps on key issues related to the company's sustainability model and the implementation of concrete initiatives.

This committee is chaired by the president and includes the vice presidents of corporate and legal affairs, human resources and administration, operations, corporate finance, sales, convenience services and marketing, the director of corporate affairs, the director of the Terpel Foundation and the head of corporate responsibility. The internal audit manager and the director of risk management also participated as guests. Throughout the year, the Committee shares relevant information as needed for decision making.

Audit and Risk Management regularly attend the Committee meetings, as well as key guests depending on the issues to be discussed. The president of Terpel delegates the functions of planning, management, and communication of the organization's sustainability issues to the vice president of corporate and legal affairs and the director of corporate affairs. The director presents the organization's sustainability performance to the committee and provides minutes to the board so that the board is kept abreast of the issues discussed.

**Communications Committee:** This committee is led by the president with the participation of one representative of the Board of Directors and the vice presidents of Corporate and Legal Affairs, Convenience Services and Marketing, Sales, and Human Resources and Administration. This committee is the highest decision-making body responsible for defining, evaluating, and monitoring the reputation management strategy, viewing reputation as a critical intangible asset of the organization. All members of the Board of Directors who belong to this committee attended all the meetings scheduled during the year in their capacity as regular members.

**Ethics committee:** the vice presidents of Human and Administrative Management, Corporate Affairs, and Legal Affairs, as well as the audit manager, lead the Ethics Committee. The compliance officer, the administrative manager, and the head of labor relations also sit on the committee. This committee is responsible for identifying, handling, and resolving potential conflicts of interest disclosed by employees or third parties, or otherwise brought to the company's attention. Such conflicts must not violate the guidelines set forth in the Code of Conduct and other company rules and policies.

The committees connected with the highest management body (the Board of Directors) that are responsible for making decisions and overseeing the management of the organization's economic, social, and environmental impacts are the Compensation and Benefits Committee, the Audit Committee, the Sustainability Committee, the Communications Committee, and the Compliance and Ethics Committee.

## **(2-16) Communicating Critical Concerns**

The shareholders' meeting identifies the critical issues that require review and approval as set forth in the bylaws. In addition to the above-mentioned decisions, the highest governance body addresses market-relevant shareholder concerns or questions raised through the right of inspection. Responses to these inquiries will be provided in the same manner they are made and will be posted on the company's website.

**(2-10) Nomination and selection of the highest management body**

The members of the Board of Directors are elected for a term of three years by means of the electoral quotient mechanism. Prior to their election, the candidates' experience and background are presented to the shareholders. Directors are required to be experienced both in the sector and in their respective roles. The Board of Directors currently consists of fourteen (14) members. The person holding the position of Second Alternate resigned for purely personal reasons, effective as of May 31, 2023, all duly recorded, and the position is currently vacant.

The Audit Committee members shall have the same term of office as the Board, and shall be elected by the Board by a simple majority. The Compensation Committee shall consist of five (5) members who shall be elected as follows: (i) two (2) members of the Board of Directors; (ii) the president; (iii) the vice president of human and administrative management; and (iv) the administrative and human management manager of the company. The Board of Directors may appoint other members in addition to those referred to in the preceding paragraph. These may include people who are not members of the Board of Directors, but who must have a broad knowledge of human and organizational management. The members of the Board of Directors and the additional members referred to in (ii), (iii) and (iv) above shall be elected unanimously for a term of three (3) years and may be re-elected indefinitely. In any event, until new members are appointed, the composition of the Committee shall remain the same.

**Independence criteria for the appointment of members of the Board of Directors and its supporting committees:** In accordance with the legal requirements for securities issuers and as described in section 2.2.3 of the Code of Good Corporate Governance, 25% of the members of the Board of Directors (two sets of regular and alternate members) must be independent. For more information, see our [Corporate Governance Code](#).

**Compensation of the Board of Directors**

Topic	2023
Salaries for board members	8 current legal minimum salaries for each session attended

The members of the Board of Directors meet monthly to analyze the organization's performance and, when appropriate, to discuss the organization's economic, social, and environmental impacts, risks, and opportunities. A total of 12 meetings were held in 2023, including in-person and virtual meetings.

## **(2-12) Functions of the Board of Directors**

The Board of Directors is the body in charge of directing and supervising the company and making strategic decisions regarding its management. The Board's primary responsibilities include:

- Appointing the president of the company and the officers of any subsidiary, affiliate, or branch of the company.
- Carrying out the sale of shares owned by the company.
- Developing, approving, and updating the organization's purpose, either directly or by delegation to its committees or senior management.
- Entering into partnerships or strategic agreements with third parties.
- Deciding on the alienation, in any form, of its assets and investments.
- Making investments in other companies.
- Issuing guarantees with respect to the obligations of the company, its affiliates, or subsidiaries.
- Establishing its own bylaws and the company's internal regulations.
- Electing each year the president of the company and his deputy, as well as the legal representative and his deputy.
- Authorizing the most significant transactions and investments of the company.
- Evaluating and managing the company's strategic, financial, and operational risks.
- Defining the values or mission of the organization, either directly or by delegation to its committees or senior management.
- Enforcing compliance with the laws, rules, and regulations applicable to the company.
- Auditing, directly or through a committee, the company's books, accounts, documents, and cash, at its discretion.
- Supervising the organization's due diligence processes, either directly or by delegation to its committees or senior management.
- Overseeing, either directly or by delegation to its committees or senior management, the management of sustainability (ESG) issues, including, therefore, the discussion and approval of all sustainability activities developed to address the environmental, social, and economic impacts of the company.
- Appointing the members of the Audit and the Compensation and Benefits committees.
- Submitting to the General Shareholders' Meeting, with the president of the company, the balance sheet for each financial year and the other annexes and reports referred to in Article 446 of the Code of Commerce, after having been examined by the Audit Committee, and, if deemed appropriate, proposing to the General Shareholders' Assembly any amendments to the corporate bylaws that it deems appropriate.
- Ensuring strict compliance with all provisions set forth in these by-laws and such as may be adopted for the proper operation of the company,

and making such decisions as may be necessary to enable the company to fulfill its purposes.

With respect to risk management, its responsibilities include addressing issues related to risk management at each of the monthly meetings of the Board of Directors, with the possibility of inviting Internal Audit as appropriate. In addition, the Audit Committee, as a subcommittee of the Board of Directors, meets on a quarterly basis, with the participation of the president, senior executives, and internal and external audit, to discuss issues related to risk appetite and the progress of audits, including environmental, social, and corporate governance aspects.

### **(2-12; 2-13) Role in overseeing the management of impacts and delegation of responsibility**

Juan Diuana Yunis, a member of the Board of Directors, has been appointed as the person responsible for overseeing ESG issues and impacts within the highest governance body. Senior management in turn delegates this responsibility to the vice president of corporate and legal affairs, who has a dedicated department to manage ESG risks and impacts. The director of sustainability, who reports directly to the director of corporate affairs, is responsible for the company's sustainability management.

This team reports to two additional instances:

1. The Sustainability Committee - the highest committee where decisions are discussed and made in this area.
2. The member of the Board of Directors designated for this purpose, through the vice president of corporate and legal affairs.

### **(2-15) Conflicts of interest**

Terpel has implemented various mechanisms for identifying and managing conflicts of interest in accordance with Colombian law, particularly Article 23 of Law 222 of 1995 and other applicable regulations that establish the obligation to report such conflicts. Members of the Board of Directors make a declaration of compliance at the beginning of each term of office, disclosing any financial, personal, professional, or other relationships in order to manage potential conflicts of interest.

In addition, all employees complete an annual conflict of interest form to identify situations of a financial, personal, professional, or other nature that could give rise to a conflict of interest. The company maintains the form continually active on an internal platform (GenTe) so that employees can report conflicts as they arise. The Compliance Committee evaluates this information and forwards it to direct supervisors, who manage conflicts in accordance with the Committee's guidelines. And our suppliers and customers, by means of a declaration on the

forms used to update their information, indicate any situation that they believe could affect their contractual relationship with the company.

### **(2-17) Collective knowledge of the highest governance body**

Throughout the year, the Corporate Affairs team provides monthly sessions for training in and raising awareness of ESG-related information. During 2023, information was shared on environmental, social, and governance risks, ESG regulations and trends in sustainability technology, the reporting ecosystem, and challenges. Training was also provided on climate change, in particular on the TCFD framework and its relevance to the organization. These initiatives are ongoing and involve the Board member responsible for these issues, thus ensuring that person's informed participation in the most important processes in this area.

### **(2-18) Evaluation of the performance of the highest governance body**

Each year, the company evaluates the Board of Directors using a self- assessment tool that measures knowledge, skills, and experience, and identifies opportunities for improving the Board's work. The questionnaire addresses issues related to managing the organization's impact on the economy, the environment, and people, and the results obtained are used to schedule specific training programs for directors in accordance with their individual needs. To date, the identified opportunities for improvement have not required changes in the composition of the governing bodies.

### **Mechanisms in place for related party transactions**

Notwithstanding the independence of each company in the conglomerate and the responsibilities of its governing bodies, the business group has a defined organizational structure for the three levels of governance: Shareholders' Assembly, Board of Directors, and senior management. The structure identifies the key bodies and positions and the relationships between them. This structure is transparent, clear, and public.

In the year 2023, Terpel engaged in transactions with affiliates, subsidiaries, shareholders, and related parties in the framework of the laws currently in effect.

In development of these transactions and with a view to greater transparency, the vice president of corporate and legal affairs submitted a report each month to the Board of Directors on Related Party Transactions to disclose all transactions between Terpel and/or its related parties with company administrators, and/or their related companies.

This was done in the understanding that, in accordance with current legislation, "The administrators include the legal representative, the liquidator, the factor, the members of boards or steering committees, and those who, in accordance with the bylaws, exercise or hold those functions." Likewise, two or more natural

or juridical persons are considered to be related parties if one of them participates directly or indirectly in the management, control, or capital of the other. A related party may also be a natural person who exercises control or significant influence over the reporting entity by virtue of their position or who is a member of the reporting entity's key management personnel.

It should be noted that as of December 31, 2023, none of Terpel's related parties has any legal restrictions on the development of its corporate purpose, nor have there been any legal convictions that could substantially affect their financial results at the close of 2023.

In addition, due to our strict compliance with the laws and regulations governing our activities, our adherence to free market principles, and our continuous respect for consumer rights, there have been no judicial convictions imposing fines or significant sanctions against any of the group's companies.

There were no material transactions outside the ordinary course of business between the controlling company or its subsidiaries or affiliates and the respective controlled company within the Group during the respective fiscal year. Notwithstanding the foregoing, the controlling company and its subsidiaries have entered into transactions in the ordinary course of business, the most significant of which are described in Note 10 to the financial statements. Similarly, there were no significant transactions between the controlled companies and other entities under the influence or in the interest of the controlling company. Nor were there transactions between the controlling company and other entities in the interest of the controlled company, nor were relevant decisions made or not made by the controlled companies based on the influence or in the interest of the controlling company. Furthermore, there were no important decisions made or not made by the controlling company in the interest of the controlled companies.

**Fees paid to the statutory auditor or external auditor for the services of statutory audits, audits, and other services contracted for the corresponding period, and approved by the General Shareholders' Assembly.**

For the 2023 period, the Assembly approved the amount of COP 1,121 million (excluding VAT) for the services of the statutory auditors.

**Functioning of the internal control system, including a description of internal audit mechanisms and committees**

The Internal Audit Department is responsible for safeguarding the internal control system of Terpel and its subsidiaries. It accomplishes this by reviewing internal processes and controls as part of the annual audit plan previously approved by the Audit Committee. The preparation of this plan is based on risk analysis and follows a clearly defined methodology.

Internal Audit also works closely with the various business units to follow up on action plans derived from the audit work. These plans are defined by the process owners, who manage their risks and are therefore responsible for implementing the action plans. The internal audit team is taking a focused approach to continuous auditing and is implementing automated testing with ACL Robotics

to process 100% of the data and monitor key business processes more frequently.

### **Governance structure to ensure equitable treatment of investors and encourage their participation.**

Paragraph 1.3 of the Code of Good Governance establishes the "Shareholders' Right to Equality," which states that "The management and administration of the businesses of Organización Terpel S.A. by the Board of Directors and the company's legal representative shall at all times guarantee the recognition and effective respect of the right to equality of all the company's shareholders. The members of the Board of Directors and the legal representative of the company must constantly strive to ensure that the equal rights of the shareholders are safeguarded in the decisions made by the company's various governing bodies."

Similarly, Article 47 (paragraph 23) of the company's bylaws states that it is the duty of the Board of Directors "to consider and respond in writing to any proposal submitted and duly substantiated by any shareholder or group of shareholders." The Board of Directors, through the legal representative, shall provide a response within sixty (60) calendar days from the date of the request."

In addition, there are a number of channels for communicating with shareholders, as described in the Code of Good Governance:

**Paragraph 3.4 - Means of information:** The information to be provided by the company to its shareholders and investors will be available at the main offices of Organización Terpel S.A. in the city of Bogotá.

**Paragraph 5.6 - Shareholder / Investor Services Office:** The purpose of the Shareholder / Investor Services Office is to create a preference for investing in Terpel, through knowledge of the company, the provision of quality information that is transparent and symmetric, proper disclosure of its activities, and regular contact with the community of shareholders, investors, and local and international analysts.

In addition, it serves as a liaison between the company's governing bodies and shareholders and investors, and is generally concerned with learning about their needs, requirements, and suggestions. If an investor believes that there has been a violation of these rules, they should send a written communication to the vice president of corporate and legal affairs, Investor Services Office, located at Carrera 7 No. 75-51 Office 1301, in the city of Bogotá D.C., or to the e-mail address: [accionistas@terpel.com](mailto:accionistas@terpel.com). This office will notify the Board of Directors at its next scheduled meeting, at which time the relevant decisions will be made and communicated to the petitioning shareholder.

**Paragraph 5.7 Website:** The website for Organización Terpel S.A. ([www.terpel.com](http://www.terpel.com)) is available to its different audiences, presenting information of interest to its shareholders and investors, as well as to other people interested in its operations (customers, analysts, the community, journalists, suppliers, etc.). The Code of Good Governance and the company's financial statements are published on the referenced website.

This procedure is also described in the "Investor Services Manual," published in both English and Spanish, in which the Company explains to shareholders the channels they can use to submit their requests, claims, and proposals, further facilitating fluid communication, using the following link: <https://www.terpel.com/en/shareholders-investors/services/investor-services>

### Executive committee

Our Executive Committee is a group of senior executives who are committed to pursuing and achieving the company's goals and commitments:

NAME	POSITION
Oscar Bravo Restrepo	President
José Carlos Barreto Barrios	Vice president of operations
Daniel Perea Villa	Vice president of corporate and legal affairs
Alonso Botero Pardo	Vice president of corporate finance
Johand Patiño Vega	Vice president of sales
Maria Mercedes Carrasquilla	Vice president of human resources and administration
Liliana Tovar Silva	Vice president of aviation and marine fuels
Nelson Yobani Pabón	Vice president of technology and digital transformation
Alejandra Londoño Carulla	Vice president of convenience services and marketing
Rodrigo Marcelo Ferreira	Vice president of lubricants
Kenneth Alexander Siefken	Regional vice president of subsidiaries

*Structure effective as of December 31, 2023*

### Senior management profiles

#### **Óscar Bravo Restrepo, president**

A native of Medellín, Mr. Bravo graduated from the Pontificia Universidad Javeriana with a degree in industrial engineering and went on to earn a master's degree in international management from the University of St. Thomas. He also holds degrees from Harvard University, the University of Pennsylvania, and Thunderbird University. For more than 15 years he served as the vice president of corporate finance at Terpel. Prior to that he held various management positions at Rohm and Haas, most recently as worldwide manager of financial planning and analysis.

**Main responsibilities:** To lead the organization's strategic processes and guide the business units toward the achievement of their objectives, in accordance with the policies established by the Board of Directors, in order to obtain the desired results and generate value for all stakeholders.

#### **José Carlos Barreto, Operations & logistics**

Born in Corozal, Sucre, Mr. Barreto holds a degree in civil engineering from the Universidad de los Andes, a diploma in project management from UIS, and an MBA from Universidad de los Andes. He has served as project manager at Cementos del Caribe, mine manager at Carbones del Caribe, and exploration manager at RTZ. He was also the production manager for Carbones del Cerrejón.

**Main responsibilities:** To establish and regulate the fuel supply chain, construction projects for new service stations and convenience stores, and new infrastructure for plants and for health, safety, environment, and quality, in accordance with corporate policies and current regulations, in order to ensure operational and logistical compliance with the value propositions, and seeking the most cost-effective solution.

#### **Daniel Perea Villa, *Corporate & legal affairs***

Mr. Perea was born in Bogotá and studied law at the Pontificia Universidad Javeriana. He has more than 25 years of experience in managing legal and corporate affairs in national and multinational companies. He holds a master's degree in business administration and leadership from the EADA Business School in Barcelona, Spain. A specialist in commercial and administrative law, Perea has also served as legal affairs manager at GlaxoSmithKline and as legal compliance officer at Glass Technology Investments.

**Main responsibilities:** To define the reputation strategy and the direction of the company's ESG strategy and to integrate those strategies into the business in accordance with regulatory requirements and environmental trends.

To lead the Foundation's programs and the company's social impact initiatives, and to manage the organization's intangible assets, including, but not limited to, the strategy for communications, outreach, and interaction with groups outside the organization

To determine the company's legal strategy in accordance with the legal framework, the company's policies, and other applicable regulations or contracts, in order to ensure legal certainty.

#### **Alonso Botero Pardo, *Corporate finances***

Mr. Botero holds a degree in economics from the Universidad de los Andes and an MBA from the MIT Sloan School of Management. He has more than 25 years of experience in finance, strategy, and new business development, pursuing his career in local companies and multinationals in the consumer and pharmaceutical sectors. He worked for Tecnoquímicas for 17 years, where he began as the financial planning manager, was promoted to vice president of corporate planning, and was later named vice president of finance and IT.

**Main responsibilities:** To establish and regulate the financial strategy and the organization's system for purchasing and contracting goods and services in accordance with the applicable legal and regulatory framework. To establish guidelines, directives, policies, and procedures to ensure the company's

sustainability and operation in the short, medium, and long-term, in accordance with the requirements and needs of the business.

#### **Johand Patiño, *Fuel sales***

Born in Bucaramanga, Mr. Patiño holds a degree in marketing engineering from the Universidad Autónoma de Bucaramanga, and an MBA from the Inalde Business School. With more than 25 years of experience in business, strategy, and marketing, he has been working with Terpel for the last 20 years. His career with Terpel began in 2002 in Terpel Bucaramanga as a sales consultant, and he later joined the team responsible for the integration of the seven Terpels into Organización Terpel.

**Main responsibilities:** To manage sales at the national level (service stations and demand for natural gas, electricity, and industry fuels), within the framework of the corporate and competitive strategy, in order to meet targets for sales, coverage, service, and safety, as well as market share and expected profitability.

#### **María Mercedes Carrasquilla, *Human resources and administration***

Born in Bogota, Ms. Carrasquilla holds diplomas in high-level management and in high government from the Universidad de los Andes. With more than 30 years of experience, she has held the positions of administrative and financial director of the coffee-growers census of 1990 by the National Federation of Coffee Growers of Colombia, and was twice secretary general of Fedesarrollo, for more than 10 years of her career. She has been director of the donations program at the Universidad de los Andes, regional director of the FES Leadership Institute in Bogotá, manager of government affairs, communications, and regulation at Coltabaco, director of corporate affairs at El Tiempo Casa Editorial and the Consul General of Colombia in Rome, Greece, and Malta.

**Main responsibilities:** To determine the strategy and provide guidance on human resources, administration, wellness, onboarding, training, performance evaluations, leadership, diversity, culture, internal communications, and innovation, to ensure alignment of the company's strategic framework at the national level. To establish the company as a benchmark of practices for countries in order to create value for employees and for the company

#### **Liliana Tovar Silva, *Aviation & marine fuels***

Born in California, in the United States, Ms. Tovar earned a degree in industrial engineering from the Universidad Javeriana and has an MBA and a master's degree in leadership from the EADA Business School. She has more than 25 years of experience with Terpel and has witnessed the changes in the company over time, starting when it was made up of regional companies. She was a member of the team that developed the competitive strategy of the business units.

**Main responsibilities:** To establish and direct the competitive strategy for the Aviation and Marine Fuel businesses, in accordance with the organization's strategic guidelines, ensuring results in terms of sales, profitability, market share, brand recognition, and service in the segments in which it operates, guaranteeing sustainability and growth for the business.

**Nelson Yobany Pabón Caviativa, *Technology & digital transformation***

Mr. Pabon holds a degree in systems engineering from the Escuela Colombiana de Ingeniería and a specialization in project management from the Universidad Piloto de Colombia. He has more than 18 years of experience in technology in financial sector companies such as Grupo Aval, A Toda Hora, Banco AV Villas, Unisys, and Compañía Latinoamericana de Software. During his career he has served in positions such as technology services manager, digital services manager, and project director.

**Main responsibilities:** To lead, advise, regulate, and execute the technological and digital transformation strategy and ensure the standardization of the company's applications, communication systems, and technological infrastructure in accordance with the applicable legal and regulatory framework, establishing guidelines, directives, policies, and procedures for ensuring their proper functioning, proper use of the allocated budget, and the impact on the strategy and needs of Terpel.

**Alejandra Londoño Carulla, *Convenience services & marketing***

Ms. Londoño holds a degree in industrial engineering from the Universidad Javeriana and a diploma in marketing from University of Chicago. She has more than 20 years of experience in companies such as Unilever in positions such as brand and innovation manager and trade marketing manager for the Colombian and North American markets. At Juan Valdez she served as vice president of marketing and vice president of international sales, developing the brand and operations in different countries.

**Main responsibilities:** To coordinate the sales and operations of convenience services with Terpel's value proposition in order to guarantee the expected market share and profitability by meeting targets for sales, coverage, and service established in the organization's strategy.

To establish and oversee Terpel's brand strategy, leading its communications and 360 activities for all Organización Terpel businesses. To lead the company's loyalty and data strategies.

**Rodrigo Marcelo Ferreira, *Lubricants***

A native of the Valparaiso region in Chile, Mr. Ferreira holds a degree in business administration from the Instituto Profesional de Ciencias y Artes INCA CEA. He studied auditing at Universidad de Viña del Mar. He has worked in the financial

sector, holding positions at the National Bank and in the Chilean Navy's finance department, Directemar. He served in the lubricants sales area for more than 20 years at Petr6leos de Chile, Copec S.A., and joined the Terpel team in 2017.

**Main responsibilities:** To manage the process of manufacturing, marketing, and distribution of lubricants at the national level in accordance with established standards, within the framework of the competitive strategy, in order to achieve targets for sales, market share, expected profitability, and brand value.

#### **Kenneth Alexander Siefken, *Regional subsidiaries***

A native of Medell6n, Mr. Siefken is an industrial engineer from Barranquilla with a specialization in business administration from the Universidad del Norte, another in marketing from the Universidad Javeriana de Cali, and an MBA from the Universidad de los Andes. He is also a certified coach and has taken several classes on leadership in recent years. During his 28-year career, he has worked in a variety of sectors, including the financial sector and public utilities, in companies such as Banco de Bogot6, Gases del Caribe S.A. E.S.P., and Triple A S.A. E.S.P.

**Main responsibilities:** To direct operations in countries outside of Colombia by overseeing the management of the business and establishing objectives in line with the organization's expectations. To transfer best practices from the parent company to subsidiaries to ensure competitive alignment, with market and business-specific adjustments, to meet expectations for sales, financial results, and customer experience.

**The Executive Committee is evaluated each year, at the same time as the rest of the company.** This information is presented in greater detail in the section "Our commitment to people" in this same report.

The compensation and incentive system for members of senior management is defined and approved by the president of the company and the chairman of the board of directors. Terpel commissions a salary study by an expert compensation consulting firm.

## **OUR COMMITMENT TO CORPORATE GOVERNANCE**

### **Listing on the Colombian Stock Exchange (BVC)**

We have been listed on the Colombian Stock Exchange (BVC) since 2014. In 2023, we received the Investor Relations (IR) Award for issuers for the tenth consecutive year, highlighting our performance and commitment to the disclosure of transparent and reliable information. As part of our commitment to transparency and best practices in corporate governance, we are an active member of the Colombian Institute of Corporate Governance (ICGC). We participate in its Board of Directors and share our performance through the Corporate Best Practices Report "Country Code Survey," which is available to the public on our website and as an annex to this report.

## Good Governance Code

The purpose of our Good Governance Code is to monitor the proper functioning of our governance and management bodies. It ensures optimal levels of trust and transparency, strengthens internal controls and corporate responsibility, and ensures that the rights of our shareholders are respected and protected. During 2023, we maintained a centralized approach from Colombia to monitor and manage high-impact processes such as the prevention of money laundering and the fight against corruption for subsidiaries in Peru, Ecuador, the Dominican Republic, and Panama.

To address all aspects of corporate governance in more detail, we have included the Integrated Legal and Financial Report in the last chapter of this document. The report clearly communicates the importance we place on maintaining high standards of corporate governance throughout the company.

Learn more about our [Good Governance Code, here](#).

## Ethical Conduct

(3-3). At Terpel, ethical behavior is one of the pillars of who we are. This approach establishes a framework of values and principles that guide all our actions and decisions. We believe that strong business ethics build trust and credibility with our various stakeholders, which contributes directly to our reputation and is reflected in customer loyalty, talent retention, operational readiness, and access to financing, among other things.

By adopting the highest ethical standards and transparent practices, we meet our legal obligations while fostering an environment of respect, fairness, and social responsibility. This approach benefits our organization and has a positive impact on its responsible and sustainable growth, thereby creating long-term value for our company and for society as a whole.

We have a number of mechanisms for managing this area:

- **Ethics Management System**

(2-24). Terpel has implemented an Ethical Management System to ensure transparency and integrity in our business conduct in all operations and processes. We have an Ethics Committee, made up of the vice president of human resources and administration, the vice president of corporate and legal affairs, the audit manager, the administrative manager, the corporate legal director, and the head of labor relations. This committee meets regularly at the request of its members or when a special case requires, to evaluate and ensure compliance with the ethical principles established in our organization. The Committee's main function is to promote a values-based corporate culture in which transparency, integrity, and ethics are basic pillars.

Our Compliance and Ethics Management System is regularly audited by Terpel's Internal Audit Department.

- **Code of Conduct**

(2-23). Terpel has a Code of Conduct that is the official statement of the principles, values, and ethical standards that guide the operation of our organization. This Code describes the behavior expected of our employees and provides guidelines and possible consequences for any failure to comply. Click here to consult our Code of Conduct: [Terpel Code of Conduct](#).

Our Code of Conduct applies to all employees in the countries where we operate. The Code is adapted to local laws, while maintaining the corporate commitments defined in Colombia. All employees sign a written agreement and participate in annual training on these established policies and guidelines.

(415-1) As a matter of corporate policy, Organización Terpel does not make financial contributions or express direct support for election campaigns, political organizations, or candidates with the intent of influencing public policy.

**Our Code of Conduct covers the following topics:**

- Corruption and bribery
- Discrimination
- Confidentiality of information
- Conflicts of interest
- Antitrust / anti-competitive practices
- Money laundering and/or insider-trading
- Environment, health, and safety
- Whistleblowing

(2-25). When conduct that violates our Code of Conduct is identified, we conduct an internal investigation to determine the facts. If a violation is established, disciplinary action will be taken. In this process, the employee is notified of the alleged facts and misconduct and is invited to a hearing to present his or her side of the story. Appropriate actions or sanctions will then be taken based on the severity of the violation. These can range from feedback on the event and appropriate behavior to termination of the contract.

- **Employee training on ethics and compliance**

In 2023, we developed the course "At Terpel, we take care on the way," which addresses fundamental issues such as the right to free competition, prevention of money laundering and terrorist financing, socio-political risks, and human rights. We also organized an online seminar on "Free Competition" with the participation of the SIC. The seminar highlighted how important it is to have free competition in markets to promote business efficiency and provide the best products and services. By acting with respect and integrity, and inspiring confidence at all times, we as an organization will continue to be relevant in the marketplace, to distinguish ourselves from others, and to provide our customers with a fair and high-quality value proposition.

<b>2023</b>	
Number of employees covered by the Code of Conduct *Does not include Masser, a subsidiary with its own code.	1,555
Percentage of employees covered by the Code of Conduct	100%
Total number of Code of Conduct training sessions provided to employees in the last three years  2021: 2  2022: 2  2023: 3	<b>7</b>
Percentage of affiliates covered by the Code of Conduct	100%

***Employees trained in the Code of Conduct in the last three years (Organización Terpel Colombia)***

	<b>Number of Employees trained</b>
2021	1,439
2022	1,144 <sup>3</sup>
2023	503 <sup>4</sup>
Number of subsidiaries / countries that signed written agreement regarding the Code of Conduct	No written consent is signed
Number of Code of Conduct training sessions in the last three years for subsidiaries / countries	No training on the Code of Conduct was provided to subsidiaries by the parent company.
Number of violations of the Code of Conduct	21

<sup>3</sup> Employees trained during annual corporate induction and re-induction

<sup>4</sup> The decrease from one year to the next is due to the fact that there was no corporate induction in 2023. Only new employees and existing employees who did not go through the induction in 2022 received this type of training.

## Communication Channels

(2-26). Our ethics management system includes whistleblower mechanisms and confidential communication channels that allow employees and other stakeholders to safely and anonymously report potential ethical violations. This initiative is designed to foster an environment of trust and openness in which all members of the organization feel a commitment to the highest ethical standards.

The following confidential means are available for informing, reporting, and denouncing any situation that violates the Code of Conduct or our corporate policies:

***E-mail: [reporteconfidencial.terpel@resguarda.com](mailto:reporteconfidencial.terpel@resguarda.com)***

***Confidential reporting line:***

***<https://www.terpel.com/en/confidential-reporting> Toll-free***

***line: 01-800-752-2222***

External providers receive and evaluate complaints, ensuring international quality standards in their handling, and maintaining the confidentiality of the complainant. The complaints are then forwarded to the vice presidents of Human and Administrative Management and Corporate and Legal Affairs, and to the Audit Department, which directs them to the appropriate department for a response. Reports of violations of the Code of Conduct are referred to the Ethics Committee. The Committee then initiates investigations and develops action plans as appropriate.

## Policy for the Prevention of Sexual Harassment in the Workplace

In terms of work practices, both the Internal Work Regulations and the Code of Ethics contain chapters that establish the framework of behavior expected of our employees to prevent harassment in the workplace. To keep them informed, we regularly send out internal communications about the existence of the Labor Relations Committee as a channel for reporting possible cases of harassment in the workplace.

We also have a Policy on Preventing Sexual Harassment in the Workplace, which sets forth guidelines for investigating, correcting, and sanctioning alleged instances of sexual harassment, and establishes the process for addressing and resolving complaints in this area. At Terpel, we reject workplace harassment in all its forms and modes, regardless of who the victim or perpetrator is and regardless of his or her rank in the company hierarchy.

We also have a **Labor Relations Committee**. This is a safe space where work can be done to prevent workplace harassment, maintain a good environment between managers and subordinates, and protect our employees.

The cases that can be reported to this committee are:

- Mistreatment

- Workplace harassment
- Workplace discrimination
- Workplace disruption
- Workplace inequality
- Workplace insecurity

Any violation of this policy or harassment may be reported to the following email address: [comite.convivencia@terpel.com](mailto:comite.convivencia@terpel.com).

*The confidential reporting line:*

<https://www.terpel.com/en/confidential-reporting/> Toll-free

*line:* 01-800-752-2222

There were no sexual harassment complaints in 2023.

We received 7 complaints of workplace harassment against employees of the organization, which were referred to the Labor Relations Committee for proper investigation, processing, and closure.

### **Anti-corruption**

(2-24). At Terpel, we have a series of manuals that frame permitted behaviors, actions, and decisions for all employees and third parties associated with the organization, such as the [Business Ethics Program](#) and the [MLFT Prevention and Control Policy Manual](#). These documents reflect high standards for the prevention of money laundering and terrorist financing, and include policies to prevent any form of bribery. They also include guidelines and references for preventing direct and indirect political contributions, which are also defined in the Corporate Affairs Policy.

Our System for Managing the Risk of Money Laundering and Financing of Terrorism – SARLAFT - implements rigorous due diligence across the company, including strict know-your-customer policies (beneficial owners, managers, shareholders, etc.) and the screening of sanctions lists.

We have also implemented the following processes to strengthen our mechanisms for fighting against corruption:

### **(205-1). Operations assessed for corruption risk.**

The company conducts anti-corruption risk management for 100% of its operations and activities, including the seven regional offices in Colombia and subsidiaries in four countries: Ecuador, Peru, the Dominican Republic, and Panama.

The procedures include an assessment of practices related to bribery, facilitation payments, fraud, extortion, collusion, money laundering, and offering or receiving gifts, loans, fees, compensation, or other advantages that could induce an action that is dishonest, illegal, or an abuse of trust.

**(205-2). Communication and training about anti-corruption policies and procedures**

All members of our Board of Directors, our employees, and our business partners (suppliers) have received a communication on our anti-corruption policies and procedures. Similarly, 100% of our employees have received training on the subject.

**(205-3).** In 2023, there were four cases of corruption. Of these cases, the first resulted in the dismissal of 3 employees, the second resulted in the dismissal of 1 of our employees and 2 employees of a supplier, the third resulted in the dismissal of 3 employees, and the fourth resulted in the resignation of an employee during the investigation.

**Training in free competition**

Topic	2023
Employees participating in courses on free competition	<b>Trained:</b> 956 men 485 women <b>Total: 1,414</b>

**Regulatory compliance**

Ensuring that we comply with applicable laws, regulations, and agreements, both locally and internationally, protects us from potential legal and financial contingencies and sanctions, and builds stakeholder confidence. Meeting these requirements promotes our company's transparency, stability, and credibility in the marketplace and supports our integrity and ethics. Proper compliance can open up new business opportunities, strengthen business relationships, and cultivate an environment conducive to the sustainable growth of our organization.

(2-27). There were no material non-compliance events in 2023.

**Human Rights**

Terpel is committed to respecting and promoting Human Rights (HR) in all our actions and decisions, those of our stakeholders and our subsidiaries abroad, and at all stages of our value chain.

The scope of our commitments is outlined in the [Human Rights Policy](#). Its purpose is to establish guidelines for respecting and promoting human rights and to encourage actions to promote their enjoyment inside the company and in relations with stakeholders.

To ensure and promote respect for human rights, we adhere to the following standards and principles:

- Universal Declaration of Human Rights
- Recommendations of the United Nations Guiding Principles on Business and Human Rights to "protect, respect, and remedy."
- Organization for Economic Cooperation and Development (OECD) Guidelines for Multinational Enterprises.
- International Labor Organization (ILO) Declaration on Fundamental Principles and Rights at Work.
- Principles of the United Nations Global Compact

***Acquired commitments to uphold human rights standards and principles:***

Through the policy we make a commitment to:

- Ensure that all stakeholders in the countries where Terpel operates follow the guidelines described in this Human Rights Policy and incorporate them in their work.
- Respect, promote, and value diversity, inclusion, and equal opportunities. At Terpel, we recognize the competitive advantage and opportunities of learning from differences. That's why we promote the inclusion of people from diverse nationalities, ethnic groups, beliefs, gender identities and expressions, and sexual orientations in our team of employees and in the highest governing body.
- Evaluate the actual and potential human rights impacts of our operation and establish mechanisms for preventing, mitigating, and remediating any possible impacts.
- Safeguard freedom of association and recognize the right to collective bargaining.
- Prohibit and reject forced labor, child labor, and discrimination throughout our supply chain.
- Establish safe working environments for the well-being of our employees and contractors.
- Respect the culture and customs of communities near our operations.
- Develop plans that contribute to a safe and healthy environment for society.

## Human rights monitoring bodies

In recognition of the importance of respecting and promoting human rights, we monitor, track, and control the organization's work in this area and potential risks throughout our value chain. We have therefore defined the following internal bodies and mechanisms for monitoring human rights:

### Bodies:

- Ethics Committee
- Confidential reporting line

### Mechanisms:

- **Communication:** The company's human rights policy is shared with all stakeholders involved in the operation and is available on our website for consultation by any interested party. The relevant departments, such as Corporate Affairs, Human Resources, Internal Communications, Suppliers and Internal Control, are responsible for reporting on progress and on any changes or new commitments Terpel makes in this area. This information is then disseminated through channels such as the website, quarterly reports to shareholders and/or the Board of Directors, regular meetings of the Sustainability Committee, and this report.
- **Evaluation:** The results of human rights management are the subject of an annual evaluation by the Sustainability Committee.

This is complemented by our risk management system, which implements measures to prevent, identify, address, and manage compliance and integrity risks, including human rights risks arising from the organization's direct activities and business relationships with suppliers, allies, and franchise owners.

(411-1) In 2023, no cases of violations of indigenous peoples' rights were identified in the areas where we operate.

Nor were there cases of violations of human rights.

## Human rights mitigation and remediation measures

Terpel manages human rights and socio-political risks to prevent their materialization in our areas of operation and value chain. We establish control plans to mitigate any impact on our business relationships and reputation.

We have taken the following steps to avoid any potential impact on the basic rights of our stakeholders:

1. Adherence to the Good Neighbor Policy
2. Compliance with the Community Relations Protocol
3. Development of Public Affairs committees
4. Implementation of the engagement strategy in complex operating environments
5. Preparation of the human rights due diligence process

## **Tax management and control and tax risk management**

(207-1). Our tax strategy is aligned with the tax management policies of each country in which we operate. These policies define the tax principles and framework for our company, as well as our tax planning behavior, risk appetite, and relationship with tax authorities. Consult our [Tax Management Policy](#) here.

Meeting our tax obligations is our primary objective, and we are committed to complying each year with national and local regulations in each of the countries in which we operate. We take a comprehensive approach to tax management at Terpel, ensuring that our projects, programs, and initiatives consider tax issues from the outset.

(207-2). Our Board of Directors is the highest authority responsible for approving our tax policies and for reviewing and approving the Tax Management Policy and any amendments to it on an annual basis. This body delegates responsibility for ensuring compliance with our tax policies to the Finance, Accounting and Tax Management, and Tax Departments.

We have integrated tax risk control and management systems that include approval levels for penalties and interest that are authorized by senior managers only, or higher. Each year, the tax management process is reviewed by the Audit area and its team of tax professionals, in collaboration with independent third parties, to ensure compliance with the applicable regulatory framework. The results for the period are reported to the vice president of finance and the corresponding financial statements are prepared.

At Terpel, we have specific approval levels for managing tax risks. As part of this process, we analyze and coordinate tax actions and decisions with the leadership of each business unit and with the assistance of tax counsel. This approach allows us to manage tax risks efficiently and to respond appropriately to threats in this area.

(207-3). We interact with our stakeholders on tax matters through our participation in associations such as the Colombian Association of Petroleum Companies (ACP) and ANDI. These organizations keep a close eye on current legislation, giving the company insight into possible future regulatory changes. This approach allows us to proactively manage the associated risks and impacts. Terpel also responds to requests and actively cooperates with municipalities and organizations that issue requirements related to tax compliance issues.

### **The Tax Policy includes the following:**

- A commitment to comply with both the spirit and the letter of tax laws and regulations in the countries in which Terpel operates.
- A commitment not to shift value created to low-tax jurisdictions.
- Guidelines for avoiding the use of tax structures that are designed to evade the payment of taxes.
- The company's approach to transfer pricing.

- Guidelines for avoiding the use of secrecy jurisdictions or so-called "tax havens."

### **Responsible marketing**

We are committed to total transparency in all of our marketing and communications with the public. In 2023, we established an ethical advertising and marketing policy, accessible to all our stakeholders, that guides our actions and is based on honesty and consideration of social and environmental impact. For more details, click [here](#).

### **Responsible supply chain management**

(3-3). Our supply chain enables us to deliver on our value promise through the products, services, and experiences we provide to customers and consumers. Excellence in supply chain management is fundamental to ensuring the quality of our work and positioning us as a preferred option in the marketplace.

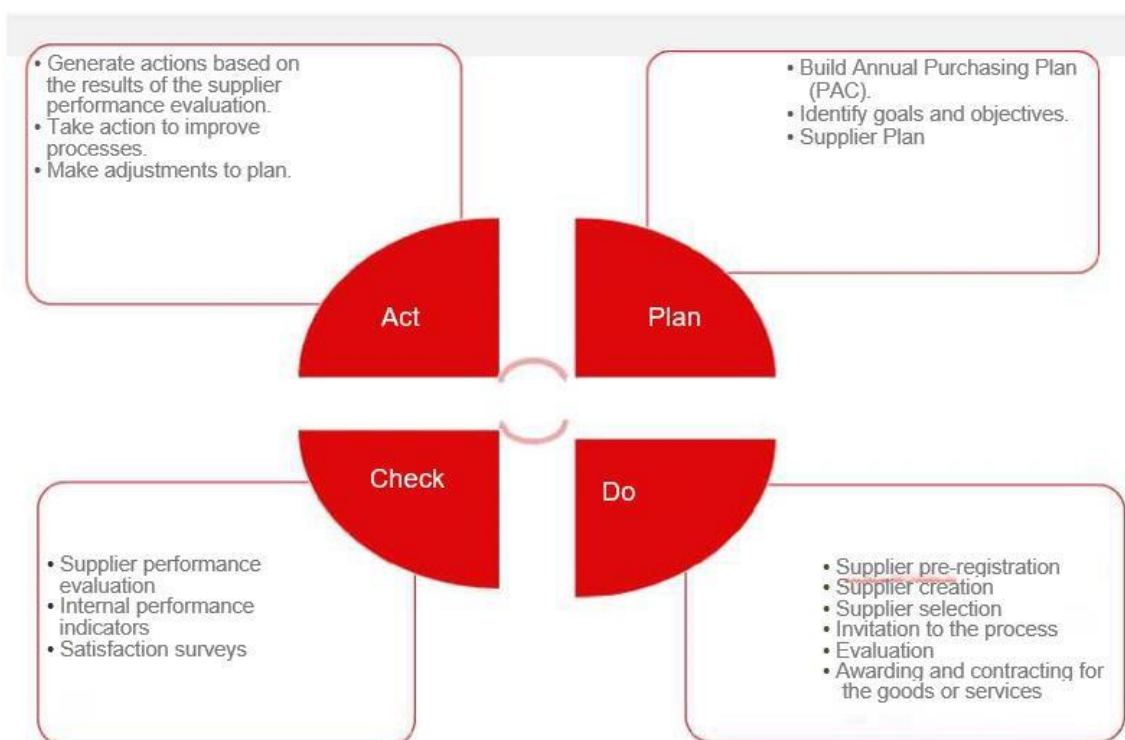
Aligning suppliers with our policies and organizational vision influences the way we do business, how we are perceived in different environments, and the impact we have on our stakeholders. For this reason, we strive to ensure that each link in our chain is sustainable and meets minimum standards in terms of legal, quality, environmental, safety, and other aspects. We work to make sure that each process is efficient and contributes to well-being in our surroundings and in the communities where we operate, and that it includes actions to care for the planet and mitigate any impacts the supply chain may have. At Terpel, we know that a sustainable supply chain is the key to building a strong and responsible business for the future.

Diligently managing our supply chain allows us to leverage it as a competitive and sustainable advantage, mitigating risks and impacts on our operations. So, we evaluate and identify opportunities for improvement and implement actions to develop our chain through assessments and collaboration programs to ensure the progressive integration of environmental, social, and governance (ESG) issues into our operations. Plus, the promotion of local sourcing strengthens local economies and also reduces the environmental footprint associated with transportation.

#### **(2-6). Our supply chain**

A supplier is a natural person, legal entity, or any type of association that provides a specific good or service to satisfy the company's contractual needs. A contractor, according to Article 34 of the Labor Code, is any employer, natural person, or legal entity that contracts the performance of one or more works or the provision of services for the benefit of third parties, for a determined price, assuming all risks. The Contractor is the natural or legal person who, by virtue of the contract resulting from the tender or direct award, undertakes the obligation to execute the physical works that are the subject of the contract and assumes the responsibilities imposed by that contract.

The PDCA (Plan, Do, Check and Act) cycle is a fundamental tool for managing suppliers at Terpel. We use this cycle to carefully plan our supplier relationships, implement agreed-upon strategies, monitor performance, and act to continuously improve. This cycle allows us to maintain high standards of quality, efficiency, and sustainability in our operations. It also facilitates rapid adaptation to market changes and promotes solid and sustainable cooperation with our business partners.



At Terpel, we recognize that the PDCA cycle is not only a methodology, but an essential pillar driving excellence in our supply chain and building strong and lasting relationships with our suppliers.

### Composition of the supply chain Type of supplier

The total number of active suppliers in 2023 was 1,353. This figure corresponds to the purchase of goods/services, fuel supply, transportation of fuel and lubricants, consumables, additive bases, gas, and payments made by Terpel.

Domestic suppliers	1,264	93%
International suppliers	89	7%
<b>Total Suppliers</b>	<b>1,353</b>	

## Criticality analysis

At Terpel, we conduct a criticality analysis to identify our key suppliers. It classifies products, goods, services, and suppliers into categories of high, medium, or low criticality, allowing us to understand the impact they have on the organization. This approach helps us allocate resources efficiently and prioritize the management and detailed follow-up of those suppliers that have the greatest impact on our operations.

Suppliers to whom we pay more than COP1,000 million and/or who have a high impact through the service or good they provide are classified as Highly Critical.

**In 2023, total spend on highly critical suppliers accounted for 98% of the total spent that year.**

Criticality of Suppliers	2021		2022		2023	
	# of Suppliers	%	# of Suppliers	%	# of Suppliers	%
High Criticality	140	9%	157	10.6%	169	12%
Medium Criticality	803	58.8%	744	50.2%	672	50%
Low Criticality	471	33.3%	579	39.1%	512	38%
<b>Total</b>	<b>1,414</b>	<b>100%</b>	<b>1,480</b>	<b>100%</b>	<b>1,353</b>	<b>100%</b>

### (204-1). Local suppliers

We are firmly committed to strengthening and developing the communities in which we operate. We give priority to hiring local suppliers and workers<sup>5</sup> and actively encourage our contractors to do the same. In doing so, we seek to have a positive impact on the economic and social fabric of each region, contributing to the sustainable growth and well-being of the communities in which we operate.

We have 1,264 domestic suppliers in our supplier database, equivalent to 93% of all suppliers. The total expenditure on those domestic suppliers in the year 2023 was COP\$ 19,599 million.

Purchases from suppliers by type					
Type of supplier	Total suppliers	% of all suppliers	Value of purchases (MM COP)	Percentage of total purchases	
<b>Domestic suppliers</b>	1,264	93%	19,599.40	95%	
<b>International suppliers</b>	89	7%	924.30	5%	

<sup>5</sup> For Terpel, a local supplier is any domestic supplier who is from the country where the service is provided. For example, Colombia.

<b>Total</b>	<b>1,353</b>	<b>100%</b>	20,523.80	100%
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### Value of domestic purchases by type of service

Amount in MM COP	Type of goods or services
523.90	<b>Supplies and services:</b> Purchases of goods and services, domestic suppliers
31.30	<b>Civil works:</b> Works, domestic suppliers
19,044.20	<b>Others:</b> Fuel supply, fuel transportation, transportation of lubricants, inputs, base oils, additives, and natural gas. <sup>6</sup>
<b>Total: 19,599.40</b>	

### Transportation providers

Transporting fuel by tanker is very important and has a high impact on our operations, as it ensures business continuity and timeliness of service to our customers. We supply our service station, industrial, aviation, and marine customers entirely by tank truck. The same is true for our supply to our plants that are not interconnected. We also transport the products coming from our biodiesel and additive suppliers via tank truck.

To guarantee these supply operations and customer service, in 2023 we worked with 39 transportation companies to move 1,470 million gallons of fuel across the country.

As part of our commitment to the safety and well-being<sup>7</sup> of our drivers on the road, we are working to implement a fatigue management project that includes the installation of an internal camera called Gauss Alert to monitor driver behavior and health and well-being. We also run a test called Cognus at the beginning of the workday, which confirms that our drivers are in optimal condition to start their workday. Cognus has already been implemented at our Baranoa, Mansilla, and Apiay plants for delivery to end customers, and Gauss Alert has been implemented in one vehicle at Baranoa and one at the Mansilla plant.

<sup>6</sup> In 2023, supplies amounting to COP 2,221 million were purchased through the subsidiary Terpel Exportaciones. In previous years, these purchases were made by Organización Terpel. This is the explanation for the variation in total purchases in relation to supply.

<sup>7</sup>

## Supplier selection

At Terpel we implement a rigorous supplier selection process based on the principles of transparency, competitiveness, and equality. Our procurement policy establishes the requirements for becoming a Terpel supplier.

The [Suppliers and Contractors Manual](#) defines the guidelines for safety, occupational health, quality, and environmental management and specifies the legal, technical, and regulatory requirements to be met by Terpel's contractors, subcontractors of goods and services, independent workers, and suppliers.

The manual applies to domestic suppliers and defines the obligations that suppliers or contractors must fulfill when they are contracted by Terpel. At the beginning of the business relationship, all suppliers must confirm in writing that they accept and agree to comply with the provisions of this document.

The selection process includes criteria such as a detailed review of sanctions lists to ensure anti-corruption and LAFT compliance, an assessment of environmental practices, and an evaluation of service or product quality criteria, delivery times, after-sales service, and aspects related to health, safety, environment, and quality (HSEQ). These criteria are validated by formal certifications submitted by the prospective company during the evaluation process.

At Terpel we have 3 different assessments depending on the category of purchase: goods, services, or transportation. The percentage weight of ESG factors in the scores for each category is as follows:

- Goods: 60%
- Services: 50%
- Transportation: 31%

(308-1) (414-1) We hired 187 new suppliers in 2023, representing 14% of the total, who passed the selection filters, including the environmental and social requirements described in our manual.

## Supplier assessment and supply chain risk identification

As part of our supplier creation and update process, we validate the risks associated with money laundering and terrorist financing in our supply chain, at the same time we re-assess the criteria already used in the selection process.

To this end, we require our suppliers to provide the documentation necessary to validate compliance with occupational health and safety (OHS) regulations.

**100% of the critical suppliers in our supply chain for goods and services are evaluated on an annual basis.**

This evaluation helps us diagnose and identify opportunities for improvement, design action plans, monitor supplier operations, and recognize achievements in our supply chain. Contract managers - the people who receive the service directly from the supplier - must evaluate their suppliers every year using the

previously mentioned criteria. When the evaluation score is less than 70%, the contract administrator will establish an improvement and gap closure plan. The plan is later evaluated by the contract administrator to determine the progress made since the initial evaluation.

Failure to properly manage the supply chain can result in legal ramifications, reputational damage, and operational disruptions that directly impact cash flow and business continuity. We are therefore mindful of the risks, impacts, and effects we may have throughout our value chain so that we can develop action and mitigation plans where necessary.

The main types of impacts we identified in our supply chain in 2023 were:

1. **Social impacts:** Events related to the opening of a new facility by a supplier that may trigger community protests with blockades of the facility based on demands to hire local labor.
2. **Environmental impacts:** fuel spills by transportation suppliers.

(308-2) As a result of the assessments, we have identified 8 critical suppliers with negative environmental impacts related to spills from vehicle rollovers that have impacted soil and water sources. Measures taken as a result of the identification of these impacts include:

1. Revision and disclosure of the risk matrix.
2. Dissemination of the lessons learned to the drivers of the operation.
3. Training on the process of loading, transporting, and unloading fuels.
4. Analysis of the speeds driven in the sector known as La Línea.
5. Raising of the tank truck operator's awareness of driving on rough or uneven roads.
6. Dissemination of the strategic highway safety plan.
7. Contingency plan training for the operations coordinator and plant coordinators.
8. Random OHS inspections to verify that the forms are completed correctly by the operators.

(412-2) We also identified an event with a supplier that had a social impact on its relationship with local communities. Mitigation measures implemented included:

1. Meetings with the community to reach agreements.
2. Training in social management and community relations.
3. A report of the situation to the police and governmental authorities so that appropriate measures could be taken to manage the event.

## Supplier audits

Suppliers audited	71
Percentage of suppliers audited out of total suppliers	5%
Percentage of critical suppliers that represent a high risk to the company.	31% of audited suppliers are critical
Percentage of critical suppliers evaluated and/or audited that have an action plan.	100% of the suppliers audited have an action plan.
Percentage of suppliers who improved performance as a result of an action plan	100%

(407-1) (408-1) (409-1) In 2023, there were no suppliers in our supply chain that posed a risk to freedom of association and collective bargaining, had instances of child labor, or had instances of forced labor. To prevent these things from happening, however, we have included specific clauses in the Contractors' Manual that provide guidelines on the behavior expected by Organización Terpel from its contractors.

Exposure to supply chain risk	
Total number of Tier 1 suppliers (both critical and non-critical) identified as having a high level of sustainability risk.	169 (12%)
Total non-Tier 1 suppliers for which a high level of sustainability risk has been identified	0
Total suppliers	1,353
Percentage of Tier one suppliers with high risk	12%
Percentage of non-Tier one suppliers with high risk	12% of Terpel's Tier 1 suppliers are in the high-risk category.

In 2023, we conducted on-site audits of 71 selected suppliers to verify compliance with occupational health and safety standards and other legal requirements applicable to the service.

### Supplier development on ESG issues

We made great strides in updating our sustainable management strategy for suppliers in 2023, focusing mainly on two fronts:

1. Gathering information to determine the level of maturity of our suppliers in terms of ESG.
2. Raising awareness and engaging suppliers in ESG initiatives and programs for a long-term relationship. To do that, we took the following actions:
  - Creating incentives for collaborative learning spaces in the supply chain
  - Disseminating the best practices of Organización Terpel and external organizations to open channels of communication with suppliers for continuous improvement.

We support our suppliers in improving their practices, thereby reducing risks to our supply chain and contributing to business development:

- We launched the ***Companies in a Mega Trajectory*** program in collaboration with the Bogota Chamber of Commerce.
  - We successfully completed Module 1: Strategy, environment, and competitive advantage, with the participation of 38 companies out of 42 registered, of a total of 5 modules programmed. We also involved 7 Terpel volunteers who took on the role of program mentors, sharing their experience and knowledge with our participating suppliers. In 2024, we will continue with the next modules and open the program to a new group of companies.
- In partnership with the Universidad Externado de Colombia, we conducted 2 cycles of the **First Steps in CSR 2023** program, mentoring 8 suppliers to help them improve their competitiveness and contribute to social and environmental development.
- Together with Deloitte and the Universidad Javeriana, we implemented the **Best Colombian Companies - MEC** program, which focuses on three phases for improving business performance. We had 6 suppliers participate, with 4 advancing to Phase II and one company completing the program.

Forty-seven suppliers received a total of 22 hours of training in the three programs.

## **Our commitment to the planet**

At Terpel, we recognize the importance of strategically managing the environmental impacts associated with our operations. Our commitment to sustainability is expressed in our need to understand and address the impacts, both positive and negative, that our activities can have on the environment and people.

Managing the environment requires a deep understanding of the context in which we operate and its risks, anticipation of situations that may impact regulatory compliance, and shared responsibility to and with stakeholders.

We also recognize the importance of constantly monitoring emerging regulatory requirements and global issues that may affect the viability of our

business, and developing policies that enable us to be proactive, timely, and strategic.

Our corporate structure includes an environmental compliance program, an integrated waste management program, a spill and leak control program, a discharge control program, energy and water conservation and efficiency programs, and environmental communications. In parallel, we conduct regular inspections to assess strict compliance with established policies and engage in detailed investigations, followed by action plans, to address any deviations detected in our system.

### **Policy for Occupational Health, Safety, Environment, and Quality (HSEQ)**

Terpel's Health, Safety, Environment, and Quality (HSEQ) Policy is the framework that guides our operations to identify, mitigate, and compensate for any negative impacts that may result from our activities.

The policy covers a number of important aspects that reflect our key commitments in the following areas

- **Health and Safety:** we prioritize the safety and well-being of our team, contractors, and communities by implementing practices that ensure a safe and healthy environment.
- **The environment:** We recognize the importance of preserving and protecting the environment. Our operations are guided by sustainable practices that minimize our impact on the environment and promote conservation.
- **Quality:** we offer products and services of the highest quality. We set high standards to ensure excellence in every aspect of our operations, throughout our value chain.

Our policy<sup>8</sup> establishes minimum guidelines and commitments that include:

- Ensuring strict compliance with relevant environmental laws and regulations.
- Proactively identifying, assessing, and controlling environmental risks for safe and sustainable operations.
- Responding in a timely manner in the event of environmental emergencies during the development of our operations.
- Following through with the roles and responsibilities established in our management system.
- Collaborating on programs for our partners that share standards of operational excellence and promote cleaner operations and environmental stewardship.
- Responsibly managing waste generated, minimizing its environmental impact.

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<sup>8</sup>For further information on the HSEQ Policy, see the information in the lower part of this link: <https://www.terpel.com/quienes-somos>

- Conducting our business with the goal of protecting biodiversity in the environments in which we operate.
- Promoting sustainability through actions to offset our footprint, operate safely, and adopt circular economy practices.
- Maintaining a commitment to continuous improvement of our environmental performance by continually evaluating our practices in order to optimize processes and results.

### **Commitments and strategic actions to further develop our environmental management**

The energy transition has become a key facet of the global landscape, and of the fuel industry in particular, due to the challenges and opportunities it implies for the medium and long term. Terpel recognizes the importance of adapting and leading this shift to more sustainable and cleaner energy sources. Although this transition is in response to growing expectations relative to sustainability, at the same time it opens up opportunities for innovation and the development of more efficient and environmentally friendly energy solutions. So we are committed to this transition, exploring new technologies and ways to deliver products and services that contribute to a more sustainable and resilient future.

As a result, in 2021, we defined an [environmental stance](#) that allowed us to establish the commitments, targets, and indicators we want to achieve as an organization in environmental matters. We defined three action fronts based on the identification of our key impacts:

- Climate change and energy efficiency
- Circular economy and waste management
- Safe operations

For each of these fronts, we set short-, medium-, and long-term commitments, which then led us to analyze our performance, the challenges we face, and the future actions we need to take to get where we want to be.

In 2023, we focused on reviewing the first two years after the establishment of our stance, with the understanding that this is a living document that should be updated periodically in accordance with the dynamic context in which we find ourselves, the demands of the environment, and the capabilities of our businesses to achieve the goals we have set. We reviewed our progress against our targets and recalibrated some of the indicators we use for annual monitoring and follow-up. We also defined new goals to give the position a broader reach and expanded the scope of previously established goals

Our senior managers and board members were involved in this exercise through reviews and strategic discussions. This provided sufficient corporate support for the environmental stance to ensure that all those directly responsible for the work were pulling in the same direction.

#### **Environmental initiatives:**

- In 2023, we updated our HSEQ policy to include new commitments in the environmental component. These include conducting environmental risk

assessments prior to acquisitions or affiliations, working to preserve the biodiversity around each work center, preserving existing vegetation at work centers, and compensating for the use of forest products as required by environmental authorities. In addition, we are committed to adhering to the roles and responsibilities defined in our management system.

- We implemented changes in how we consolidate energy consumption indicators in the supply plants for a more detailed and effective control, facilitating the identification of the largest sources of consumption and the implementation of intervention strategies.
- As part of the discharge control program, we installed new treatment facilities at service stations to ensure proper wastewater management.
- We strengthened the Reliable Service Stations program, which shares operational best practices in safety, environment, and quality, focusing on the 5 key elements of operational control:
  - Risk identification
  - Education and training
  - Emergency response
  - Event investigation, and
  - Leadership
- We also launched the second Reliable Service Stations Training Camp in the northern part of the country, ensuring the competency of our operators through classroom and hands-on training.

**As part of our work to implement the TCFD methodology, we conducted a strategic exercise that allowed us to diagnose climate change risks by identifying the most vulnerable areas and work centers in terms of physical, transition, and financial risks.**

**The total environmental investments in 2023 amounted to COP 18,705.10 million and were distributed as follows:**

- Repair of pavements and dikes at plants and airports, COP 562.4 million
- Improvement of waste management warehouses, COP 40.5 million
- Improvements to pavement, trench drains, water treatment systems, and tank linings at service stations, COP 11,575.20 million.
- Construction of a Reliable Service Stations training camp, COP 265.20 million
- Improvements to wastewater and effluent treatment facilities at factories and airports, COP 403.90 million.
- Environmental expenses to ensure compliance with environmental legislation (includes environmental studies, characterization,

consulting, forestry, remediation, waste disposal, and preventive maintenance of wastewater treatment systems), COP5,857.6 million.

## **Climate change and energy transition**

**(3-3). At Terpel, we recognize that climate change is the most significant challenge for our generation and we are committed to mitigating and adapting to its effects. Our climate risk management focuses on addressing the environmental impacts of our operations, as well as identifying climate risks and opportunities for the business.**

We recognize that extreme weather events can cause damage to facilities and equipment, affecting both our operations and the distribution of our products.

Both the transition to sustainable energy sources and climate change expose us to regulations that could increase operating costs and affect the hydrocarbon industry, including Terpel. High emissions could lead to additional financial costs, such as carbon taxes.

In this context, we have set clear goals, including the pursuit of carbon neutrality by 2050 and a 50% reduction in emissions by 2030, as well as establishing a roadmap to achieve those reductions. At Terpel we are proactive and regularly monitor our carbon footprint and promote electric mobility, the use of cleaner fuels, investments in green initiatives, solar energy, and energy efficiency projects.

We are determined to take decisive action toward a more sustainable future and to actively contribute to mitigating the effects of climate change.

### **Our Scope 1 and 2 carbon neutrality goals.**

Reduce GHG emissions by 50% by 2030. Achieve zero emissions by 2050.

To meet this commitment, we develop mitigation initiatives focused primarily on transforming our energy consumption matrix, through the following actions:

- Developing energy efficiency projects in our operations to rationalize and optimize energy consumption.
- Migrating our energy consumption toward non-conventional renewable energy sources through projects to install solar panels for self-consumption.
- Participating directly or indirectly in projects that generate carbon credits.
- Supporting sustainable mobility projects, including the use of fuels such as CNG, LPG, and hydrogen.

### **New mobility**

At Terpel, we are committed to powering people, businesses, and the country with the best energy, keeping them on the move by offering robust and reliable

mobility solutions. That's why we launched Terpel Voltex in 2019 to support electromobility.

Since then, we have been implementing a strategy to build electric charging stations for electric cars, buses, and trucks in the country's major cities and along its highways.

We also installed charging hubs for heavy electric vehicles. In this way, we support the industry's transition to new mobility models.

Learn more about Terpel Voltex [here](#).

### **Managing climate risks and opportunities**

We are fully committed to the proactive management of climate risks and opportunities. We recognize the growing importance of addressing climate challenges and opportunities in the business context and, consequently, we have developed a comprehensive process to identify climate risks and opportunities in each of our business lines. The aim is to integrate them into our strategy and organizational risk matrix.

The exercise gave us an updated and specific climate vision for Terpel. We identified diverse risks associated with climate change, ranging from the physical and operational impacts of extreme weather events, such as storms, hurricanes, and floods, to reputational risks associated with deficiencies in ESG management. We also identified risks related to business continuity, infrastructure adaptation costs in the face of unavoidable impacts, market loss due to the energy transition, conflict with communities, and failure to meet stakeholder expectations.

The significance of these findings led us to prioritize the integration and disclosure of climate risks and opportunities, as well as the financial implications of climate change. Detailed information is provided in the annex to this report on the Task Force on Climate-related Financial Disclosures (TCFD). As part of this work, we also participated in the Carbon Disclosure Project (CDP) assessment to measure our climate change performance, and we incorporated the results into our climate strategy.

This active engagement in the management of the risks and opportunities associated with climate change is an important step forward in terms of strategy and resilience. When we understand and mitigate climate risks, we safeguard the sustainability of our operations, open the door to new opportunities, and strengthen our contribution to a sustainable business future. At Terpel, we see this initiative as both a responsibility and a driver for innovation, continuity, and long-term growth.

### **Our work in emissions**

#### **(305-1). Direct (Scope 1) GHG emissions**

Scope 1 corresponds to emissions generated by the direct operations of the organization and includes emissions from the use of fuel for the organization's

own vehicles, the use of fuel to transport products from plant to plant, and the use of the fire-fighting network and electrical generators.

**In metric tons of CO<sub>2</sub> equivalent**

	2022	2023
Direct CO <sub>2</sub> e emissions (tons)	3,089.1	55,610.9

This year we saw an increase in Scope 1 emissions due to the inclusion of the fuel consumption of the fleet contracted for plant-to-plant fuel transfers. It is important to note that in previous years, this consumption was included in Scope 3.

**(305-2). Energy indirect (Scope 2) GHG emissions from power generation**

Scope 2 corresponds to emissions that are indirectly generated by the consumption of electricity for our own operations and over which we have control.

**In metric tons of CO<sub>2</sub> equivalent**

	2022	2023
Indirect CO <sub>2</sub> emissions	9,760.33	7,985.8

**Self-Generation of Energy**

Over the course of 2023, we began operating 11 new solar plants for self-generation of electricity for various work centers. With this achievement, a total of 25 work centers are now powered by non-conventional renewable energy. With an installed capacity of 923.2 kW peak, our new facilities contribute to a total capacity of 2,273 kW peak.

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

Scope 3 emissions are those that occur outside of the organization's premises and include the transportation of product to end users, the energy consumption of the network of affiliates, and the transportation of people for business travel.

**In metric tons of CO<sub>2</sub> equivalent**

Other indirect (Scope 3) GHG emissions	2022	2023
CO <sub>2</sub> e emissions	93,610.64	29,007.4

**Total carbon footprint:**

Year	tons of CO <sub>2</sub> e
2021	174,318.31
2022	106,460.16

<b>2023</b>	92,604.2
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<b>Emission factors:</b>	
<b>Scope 1 and Scope 3: Fuel</b>	<ul style="list-style-type: none"> <li>• Diesel: 10,133 Kg CO2/gal</li> <li>• Gasoline: 9 Kg CO2/gal</li> <li>• JET: 9,867 Kg CO2/gal</li> <li>• CNG: 6,110 Kg CO2/gal</li> </ul>
<b>Energy Scope 2 and 3</b>	<ul style="list-style-type: none"> <li>• 0.112TonCO2e/MWh.</li> </ul>

The most significant sources of our emissions are:

<b>Scope</b>	<b>Source</b>	<b>Explanation of relevance</b>	<b>tons of CO2e</b>
Scope 1	Direct transportation	Fuel consumption for plant-to-plant fuel transportation and fuel consumption of the organization's own vehicles.	55,032.1
	Use of stationary equipment	Fuel consumption for use of fire suppression systems and electrical generators.	578.8
Scope 2	Self-generated energy	Power consumption from own operation.	7,985.8
Scope 3	Transportation and distribution downstream	1) Fuel consumption of our fleet under contract for the transportation of fuel to end users, both liquid fuels and lubricants.	20,927.6
	Use of energy	2) Emissions from the energy consumption of the network of affiliated service stations.	7,723.7
	Business trips	3) Emissions caused by business trips of Terpel employees	355.9

<b>(305-4) Emissions intensity</b>	<b>2022</b>	<b>2023</b>
Expressed as tons of CO2/million gallons sold	58.4	51.9

**Our energy management**  
**(302-1). Energy consumption within the organization**

<b>Total energy consumption 2023 (GJ)</b>	<b>2022</b>	<b>2023</b>
<b>Total consumption of renewable energy:</b>	<b>3,825.79</b>	<b>8,436.28</b>
Renewable energy generated	14.98	5.16
Total renewable energy purchased	3,810.62	8,431.11
<b>Consumption of energy purchased from the grid</b>	<b>278,866.6</b>	<b>248,251</b>
<b>Total consumption of fuels from nonrenewable sources</b>	<b>44,974.71</b>	<b>804,849.8</b>
Diesel	19,155.5	784,248
Gasoline	12,260.5	13,291
Jet A1	9,067.45	3,184.18
CNG	4,491.26	4,126.32
	<b>3,825.9</b>	<b>1,061,537.08</b>

In recent years we have increased our operation's consumption of renewable energy:

<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
599.15 GJ	39,765.96 GJ	3,835.7 GJ	8,436.28 GJ

(302-1) Our energy consumption corresponds to the fuel consumption of Terpel's own fleet of vehicles, which includes refueling trucks at aviation service

stations, power generators, and firefighting systems. In 2023, for the first time, we included the fuel consumption of the contracted fleet for plant-to-plant fuel transfers in the category of our own consumption. In previous years it was included in consumption by third parties.

The amount of electricity consumed is derived from the consumption records of the work centers and from Terpel and Masser's financial data. In the specific case of photovoltaic energy, Terpel Energía is the entity that provides the data related to generation and consumption.

**(302-2). Energy consumption outside of the organization<sup>9</sup>**

Source	GJ
Energy consumption at affiliated service stations	248,264.7 GJ
Fuel consumption for last-mile transportation and lubricant distribution.	302,716 GJ

**(302-3). Energy Intensity**

	2022	2023
Expressed as GJ of energy consumed per million gallons sold:	179.95 GJ/ millions of gallons	595.9 GJ/ millions of gallons
Types of energy included in the intensity ratio: fuel, grid electricity, and renewable energy.		

Energy intensity increased compared to the intensity reported in 2022, because this year the fuel consumed by the contracted fleet for transportation between Terpel's plants was included in the calculation.

**(304-2). Reduction of energy consumption**

<b>Reduction of energy consumption achieved as a direct result of conservation and efficiency initiatives</b>	8,436.28 GJ
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In 2023, we replaced 8,436.28 Giga Joules of electricity that Terpel consumed from the grid with our own solar energy production.

<sup>9</sup> The consumption data for contracted fuel was provided by the transportation area and the Lubricants Plant. The energy consumption data for affiliated service stations is calculated by projecting the average consumption for four categories of service stations based on their sales volume. The average consumption is multiplied by the number of stations and by the 12 months of the year.

## Costs of energy consumption<sup>10</sup>

<b>Total cost of energy consumption 2021 (COP millions)</b>	74,435
<b>Total cost of energy consumption 2022 (COP millions)</b>	101,279
<b>Total cost of energy consumption 2023 (COP millions)</b>	57,801 <sup>11</sup>
<b>Specific parameters (denominator) selected to calculate the ratio. Example: GJ / tons of product</b>	The data is calculated by multiplying the energy consumption in KWh by the average KWh value.
<b>Types of energy included in the intensity ratio (fuel, electricity, heat, cooling, steam, or all).</b>	Electricity and fuel (energy purchased for consumption from the grid + solar panels + fuel)

## Emissions offset with carbon credits

Terpel is committed to reducing our customers' emissions by purchasing carbon credits from projects that combat and reduce the impact of activities that lead to deforestation, such as logging, mining, and related illegal practices.

Notable examples of these projects include

- [Crima Predio Putumayo y Andoque de Aduche](#), which has achieved an overall reduction of 8,146,378 tons of CO<sub>2</sub>e and has benefited more than 1,000 people in 14 communities.
- The Doña Juana Sanitary Landfill in Bogotá, the largest sanitary landfill in Colombia and one of the most important of the United Nations Clean Development Mechanism (CDM) projects in South America.  
The operation of this plant prevents the emission of 800 thousand tons of carbon dioxide into the atmosphere every year. The project's CO<sub>2</sub> sequestration is equivalent to the sequestration of a forest of 160 million mature trees per year.<sup>12</sup>

These projects include actions such as landfill gas capture, flare treatment, and thermal energy generation. These initiatives not only help mitigate the effects of climate change, but also promote the conservation of large tracts of forest and native species.

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<sup>10</sup> The data on the cost of energy consumption reported for 2021 and 2022 represent the cost of energy for the company's own operations plus the estimated cost of operating affiliated service stations.

<sup>11</sup> The data included in energy consumption costs correspond to the company's own operations.

<sup>12</sup> <https://www.biogas.com.co/index.php/biogas/>

In 2023, we purchased a total of 2,091,719 metric tons of CO<sub>2</sub>e, demonstrating our firm commitment to effectively reducing our customers' emissions and promoting sustainable practices in line with global climate goals.

## Operational eco-efficiency

(3-3). **Terpel's operational eco-efficiency reflects its fundamental commitment to responsible and sustainable management of our day-to-day operations. It encourages the adoption of practices that ensure responsible management to protect biodiversity and ecosystems, as well as the implementation of circular economy principles with efficient waste and materials management.**

This approach is an ethical imperative for us and reflects our awareness that business excellence must go hand in hand with environmental stewardship. In a global context where the urgency of addressing environmental challenges is becoming increasingly apparent, we at Terpel recognize the need to take decisive action. These are a few concrete examples of our eco-efficiency in 2023:

- We implemented effective strategies to **reduce the use of plastics** in containers and packaging, helping to reduce plastic waste and its impact on the environment.
- We **significantly reduced our water consumption** through more efficient practices and sustainable technologies in our operations.
- **We implemented strategies to reduce the use of non-renewable materials**, to promote resource conservation, and to minimize our impact on ecosystems.

These efforts reflect our ongoing commitment to eco-efficiency as a way to comprehensively manage our impacts and promote practices that deliver tangible benefits to both our business and the environment.

Below, we share our impacts, achievements, performance, and strategies related to implementing circular economy principles and protecting biodiversity and ecosystems.

## Circular economy

At Terpel, we are committed to the principles of the circular economy, recognizing that properly managing waste and maximizing the life cycle of materials are essential to achieving our environmental goals.

(306-2). Guided by this vision, we developed the following initiatives in 2023, reflecting our commitment to continuous improvement and innovation in the circular economy.

- **Green Pass Program:**  
As part of our extended responsibility as a manufacturer and our commitment to sustainability, we have implemented a container and packaging collection program in our Lubricants business. The focus of this program is on the maximization of material recovery and the re- introduction of those materials into new production cycles.

The GREEN PASS program closes the life cycle of these materials in an efficient and sustainable manner through **three key initiatives**:

1. **Collection, recycling, and transformation of containers:** We collect post-consumer lubricant containers at participating POS. The collected containers are washed and transformed, allowing the material to be reused in various applications.  
By the end of the year, we were able to collect 26.2 tons of containers, broken down as follows: Bogota and Savanna 19.7 tons, Medellin 2.9 tons, Monteria 2.5 tons, and Villavicencio 1.1 tons. We then transform the collected containers into objects used in the lubrication centers, such as roller seats, mechanics' creepers, and cleaning tools.
2. **POS certification.** This certification recognizes excellence in implementing best practices in lubricant management, providing exceptional customer service, and properly managing recyclable and hazardous waste. We currently have 258 POS certified.
3. **Bulk sales:** We implemented an innovative strategy to sell lubricant in a 150g tank at the point of sale. This ensures product integrity and excellent service, while reducing environmental impact by eliminating the use of plastic containers.

Learn more about Greenpass [here](#)

- **Metal Drum Return:** Recognizing the importance of minimizing hazardous waste and contributing to responsible materials management, we have implemented a metal drum return program at our lubricants plant. These drums are recycled, which significantly reduces the amount of hazardous waste generated, helps conserve resources, and reduces the environmental footprint associated with manufacturing new drums.
- **Pallet repair and reuse:** We implemented an innovative pallet repair and reuse program at the Lubricants plant. In addition to reducing waste, this initiative prevents deforestation by encouraging the reuse of pallets instead of using wood to make new ones.
- **Waste oil recovery:** We actively participate in the recovery of used oil as part of the Used Oil Fund (FAU) at the ACP (Colombian Petroleum Association), working with other lubricant manufacturing companies to promote the proper handling, use, and disposal of waste oil in Colombia, and with environmental authorities to raise awareness and share best practices.

By the end of 2023, the amount of used lubricating oil collected and recovered by UAF-supported operators was 17.1 million gallons, representing 65% of the estimated total ULO generated in the country. It

was then evaluated for delivery to a UAF-approved waste oil processor. Certification is in the form of a seal of excellence approved by Icontec.<sup>13</sup>

- **Separation at the source:** We promote separation at the source in the POS and work areas of lubricant stores, service stations, and Altoque convenience stores by installing collection points and complying with existing regulations.
- **Ambitious reduction of plastic use in Altoque stores: Reduction in the use of plastic in food packaging materials**

We set an ambitious goal to reduce the amount of plastic used in food packaging in our Altoque stores: 95% by 2025. In addition, our goal is to completely eliminate the use of plastic in these packages by 2030, using innovative and environmentally friendly solutions that will set the standard for the convenience store industry.

**Altoque Agua Madre bottles with recycled raw materials:** In line with our commitment to the circular economy, we have set specific goals for producing the bottles for Altoque Agua Madre, our own line of bottled water, using recycled raw materials. Our goal is to reach 50% recycled content in these bottles by 2025. This initiative reduces the demand for virgin resources and the amount of plastic waste, contributing to the development of a more sustainable and responsible business model. Looking ahead, we have set an even more ambitious goal: to achieve 90% recycled content in these bottles by 2030, demonstrating our ongoing commitment to innovation and sustainable practices.

- **Reduction of food loss in Altoque stores:**

At Terpel, we recognize the negative impact that food loss and waste can have on the fight against hunger, food security, land use, and waste management. As a result, we are committed to minimizing food loss, particularly in our Altoque convenience stores, with the goal of keeping it below 1.5% of total net sales. In addition, we are committed to donating 80% of food waste by 2027 and 100% by 2029, ensuring sustainable practices that have a positive social and environmental impact.

In 2023, we continued our partnership with the company EatCloud, solidifying our commitment to reducing the amount of food waste or shrinkage previously disposed of in sanitary landfills. By closely monitoring inventory in our Altoque stores, we are able to accurately identify and quantify shrinkage. Then, using EatCloud's technology, we can connect directly with local foundations and social service organizations that receive this food.

Having this direct connection makes it possible to channel our food surpluses to these organizations quickly, while the food is still in good condition and safe for human consumption. In this way, we not only reduce shrinkage, but also help combat food insecurity and have a positive social impact on our communities.

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<sup>13</sup> The Colombian Oil and Gas Association's Waste Oil Fund, FAU, is a voluntary initiative of major lubricant companies to promote and encourage organized systems with high environmental standards for corporate self-management of proper handling, recovery, and disposal of used oil.

### Main results:

We have implemented this initiative in 35 stores in the Savanna, North, South, and Antioquia regions, covering key geographic areas for our operations and reaching diverse communities.

Our donations have positively impacted a wide variety of beneficiaries, including the homeless, seniors, low-income families, and 18 different foundations.

In 2023, we were able to collect the equivalent of 4,423 plates of food to feed the most vulnerable.

We rose to the challenge in 2023 of managing a total of 10,557 kilograms of food waste generated by all Altoque stores, and were able to donate 1,252 kilograms, or 12% of the total.

- **Training**

At Terpel, we understand the importance of waste management training for our employees and other stakeholders. We have a comprehensive approach that addresses various aspects to ensure effective compliance and promote sustainable practices under the "Zero Waste" principle. As part of this, we conducted training workshops on local and international regulatory compliance related to waste management. We also addressed issues such as identification, waste classification, waste reduction and reuse, and promoted the 5Rs: Refuse, Reduce, Reuse, Repurpose, and Recycle.

These initiatives are just the beginning of our journey toward a more complete and efficient circular economy. We will continue to identify and capitalize on opportunities in our lubricants and convenience store businesses to extend the life cycle of our materials.

In 2023, we collected and recovered 16,082 tons of lubricant containers, 2.8 tons of recyclable waste (cardboard and plastic), and 1.2 tons of food waste for use elsewhere.

### Key figures of our management

(306-1) Potential environmental impacts associated with waste, if that waste is not properly managed, include soil contamination, water contamination, and landscape disturbance. We implemented a waste management program at all of our work centers that specifically describes the actions necessary to properly manage waste, prevent environmental impact, and ensure proper disposal. We provide regular training to our employees on current regulations and guidelines for the implementation of the integrated waste management plan. We also conduct regular inspections at the work centers to ensure compliance with the defined activities.

(301-1) Materials used		Metric tons
Renewable materials	Wood (pallets)	865.8
	Stretch Plastic	31.35
	PP 5 (Polypropylene designation 5)	20.18

Non-renewable materials	Plastics for packaging	2,707.51
	Metal for packaging	1,678.25
	Cardboard for packaging	915.81
	Base oils	71,319
	Additives	8,446

<b>(306-3) Total weight of waste generated</b>	<b>Tons</b>
Total weight of hazardous waste	11,800.8
Total weight of non-hazardous waste	595,511
<b>TOTAL WASTE GENERATED</b>	<b>12,396.31</b>

<b>(306-5) Waste directed to disposal (tons)</b>		
<b>Destination</b>	<b>Hazardous Waste</b>	<b>Non-hazardous Waste</b>
Incineration (without energy recovery)	71.88	0
Transportation to a landfill	83.23	583.95
Other disposal options	10,790.12	0
Stored by third parties for disposal	766.78	0
<b>TOTAL</b>	<b>11,712</b>	<b>583.9</b>

<b>(306-4) Waste not for disposal (tons)</b>		
<b>(SASB EM-RM-150a.1) Quantity of hazardous waste generated, percentage recycled</b>		
<b>Recovery operations</b>	<b>Hazardous Waste</b>	<b>Non-hazardous Waste</b>
Reuse	0	0
Recycling	88.81	11.56
Other recovery operations	0	0
<b>TOTAL</b>	<b>88.8</b>	<b>11.56</b>

<b>TOTAL WASTE</b>	<b>11,800</b>	<b>595.51</b>
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(306-1) The activities that generate the greatest amount of these wastes and their associated potential impacts are as follows

1. Lubricant production, sales, and distribution
2. Maintenance activities such as washing tanks, grease traps, and API/ CPI
3. Operation of convenience stores and Ziclos (car wash)
4. Fuel handling

<b>Indicator</b>	<b>Results 2023</b>	<b>Goal</b>
Total weight (tons) of all plastic containers.	2,707.5	ND
Percentage of plastic packaging that can be recycled (as % of total weight of all plastic packaging)	100%	100%
Percentage of plastic packaging compostable (as % of total weight of all plastic packaging)	0%	0%
Percentage of recycled content in plastic packaging (as a % of the total weight of all plastic packaging)	0%	0.37%
The plastic used corresponds to liter, pint, gallon, and bucket size containers.		

<b>Total tons of waste generated at service stations</b>	<b>2022</b>	<b>2023</b>
Contaminated sand	103.21	54.63
Contaminated filters	8.84	7.45
Oil in water	1,737.3	1,383.62
Other liquid hazardous waste products (including fuel)	44.68	68.6
Plastic containers	16.93	20.76
Used cloths	1.81	4.88
Used oil	83.47	75.31

## **Biodiversity and ecosystem protection**

At Terpel, we recognize the critical importance of managing significant impacts on biodiversity resulting from our operations; therefore, we are committed to implementing preventive measures, safety protocols, and specific tools to minimize the impacts generated in our operations, especially spills that could affect the soil and bodies of water, and operational activities that could disturb natural habitats. Such events threaten the integrity of local ecosystems and pose significant risks ranging from fines, economic damage, and damage to our corporate reputation and stakeholder confidence.

Terpel's commitment to protecting biodiversity can be seen in all our lines of business. The practices we have adopted prevent negative impacts and contribute to the conservation and restoration of biodiversity in the areas where we operate.

### **Main initiatives:**

#### **HSEQ policy expansion**

In 2023, we expanded our HSEQ policy to give an expanded scope to our commitment. We declared that we at Terpel will always pursue the protection of biodiversity in the surroundings of each work center, and our entire value chain will diligently identify areas of high biodiversity value. We can thus avoid generating impacts in these areas, in accordance with national and international guidelines for their protection. We also made the commitment that, when we do identify areas of potential biodiversity impact, we will apply the mitigation hierarchy to determine how to avoid, reduce, and/or compensate any unavoidable impacts.

#### **Plant conservation and forest compensation**

Terpel is also committed to preserving the plant life at our operating centers. In operations where intervention is necessary, we are committed to compensation through forest product use agreements that follow the guidelines of environmental authorities.

#### **Commitment to biodiversity and the transition to TNFD**

In line with our commitment to responsible management of our impact on biodiversity, we are committed to moving even further in this direction, ahead of more demanding standards. In this regard, we are working to identify and learn more about new methodologies, frameworks, and emerging standards, such as the principles of the Task Force on Nature-related Financial Disclosures (TNFD).

Like its climate change-focused counterpart (TCFD), the TNFD seeks to provide a global framework for disclosing and assessing nature-related risks and opportunities. The framework's structured approach will facilitate assessment and transparent communication of how we manage the risks associated with biodiversity loss in our operations.

## Spill prevention

We have a strong commitment to the prevention of spills. Four key complementary strategies underpin our integrated approach:

1. **Training:** We implement targeted training programs for our employees to increase their awareness and prepare them to prevent spills. These sessions cover topics such as safe substance handling, identifying potential hazards in a variety of operations, and best practices for preventing spills.
2. **Updating operating procedures:** We keep our operating procedures for handling hazardous substances and preventing spills up to date and review them regularly. This constant updating ensures that our teams stay current on protocols and best practices in all critical areas.
3. **Simulations and response capabilities:** We conduct regular simulations of a variety of spill scenarios to evaluate and improve our ability to respond to emergency situations. Our teams practice operational procedures to improve their coordination in real time. In addition, we have specially trained spill response brigades that receive in-depth training in spill control techniques, coordination with other emergency services, and the use of containment equipment.
4. **Continuous risk assessment and preventive measures:** Continuous risk assessment is an integral part of our approach. We conduct regular assessments to identify potential hotspots and, based on the results of these assessments, implement preventive measures such as improving storage infrastructure and installing containment barriers.

In doing so, we ensure that our operations are safe for both people and the environment. Our ongoing commitment to continuous improvement in incident preparedness and response is a reflection of our proactive approach to minimizing the impact and risk of incidents and maintaining the safety of our operations.

## Spills

In 2023, we had 47 spill events. Twenty-seven were classified as negligible or very low impact, 13 as low impact, 6 as moderate, and 1 as critical. The critical event resulted in significant environmental impacts due to soil and water contamination.

The main measures taken were the following:

- Groundwater and soil remediation
- Elimination of the section of buried pipe in the work center
- Strengthening of controls and procedures for inventory control, indicators, and alarms when limits and tolerances are exceeded
- Dissemination of lessons learned bulletin

The materials spilled in the events were: gasoline, diesel, lubricants, Jet A1, alcohol, and additives. The locations of the spills were:

- 11 at plants
- 6 at airports
- 11 during transportation
- 1 in industry
- 5 at the Lubricants Factory
- 12 at service stations

The total volume spilled was 211.21 m<sup>3</sup>, or 55,730 gallons.

### **Water resource management**

**At Terpel, we implement comprehensive measures to ensure the efficient use and conservation of water resources at all our operations. Our commitment is reflected in the establishment of conservation goals directly related to water consumption, the collection and use of rainwater, and the reuse of wastewater.**

To optimize the use of this natural resource, we have developed a program that ranges from the identification of consumption points to the implementation of practices for the efficient use of water. The program includes monthly inspections to detect and correct leaks or losses, ensuring efficient water management in every phase of our operations.

(303-1) The water used in our operations comes from a variety of sources, including groundwater, surface water, water mains, purchases from third parties, and rainwater. These sources are used for domestic consumption, including activities such as bathing, washing, and cleaning. The resulting discharges are directed to municipal sewers, the soil, and/or surface water bodies, depending on the specific case.

(303-2) We ensure that each discharge meets the standards set by the appropriate environmental agency prior to discharge. We also ensure that our facilities have the necessary permits to undertake such discharges. We're committed to strict compliance with environmental regulations, and we have specific procedures established in our Environmental Management Manual. These policies provide clear guidance on the control and treatment of discharges, ensuring transparency and sustainability in all our practices related to water resources.

<b>(303-3) Water withdrawal by source (MI)</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Fresh surface water	99.04	7.63	19.74
Fresh groundwater	46	38.7	34.36
From municipal supplies (or other water utilities)	445.43	513.63	408.29

(303-5) In 2023, our total water consumption was 462.4 MI.

## **Our commitment to people Diversity, equity, and human talent**

*At Terpel, people play a fundamental role in our strategy and decisions. We strive to create working conditions that support our teams' well-being and holistic development in an engaged and inclusive environment.*

### **Human talent**

At Terpel, people are always at the center of our decisions. We cultivate a culture of respect for diversity, practice inclusion, and encourage the development of talent. This commitment translates into a comprehensive approach to the well-being of our more than 6,500<sup>14</sup> employees at Terpel and its affiliates and subsidiaries, creating a safe, healthy, equitable, diverse, and productive work environment. We believe such a culture not only benefits our team, but also creates a broader positive impact that contributes to society at large and aligns with our long-term strategic goals.

### **Our work in 2023**

The year 2023 was a year of transformation, learning, and adaptation. We developed several initiatives that addressed crucial aspects of training, benefits, workplace dynamics, diversity, and equity, as well as leadership and performance. During this time, we launched innovative programs and implemented cutting-edge technology enhancements to provide a memorable experience in accessing key information about our team and its processes. We also redesigned our physical space to accommodate new work formats in our administrative offices and improved our operational spaces.

These actions have been instrumental in cultivating a more dynamic, collaborative, and wellness-focused work environment, reflecting our continued commitment to strengthening the work experience and empowering our talent at Terpel

### **A great place to work**

As part of our goal to position ourselves as a great place to work, we reach out to young people who want to rank among the best. We actively participated in 13 university fairs and 7 national forums. In this way, we strengthened our presence in the academic environment, presented the main milestones of our work, and communicated our pride, sense of ownership, and varied opportunities for growth.

As part of this commitment, our corporate office hosted 5 visits by high school and college students who spent a day on the job with supervisors, directors, managers, and vice presidents to experience firsthand the dynamics of the day-to-day work environment.

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<sup>14</sup>Includes Organización Terpel, Terpel Exportaciones, Terpel Energía, the Terpel Foundation, Masser, and countries.

We continued our in-house "Young Talent" program, which develops the talents of college students nearing graduation by offering them not only an internship but also a full-time employment contract for up to two years. As they carry out their assigned processes and functions, they grow and learn more about the organization. The program fosters productivity, decision making skills, and leadership from the earliest stages of their work experience.

**We were ranked as a LinkedIn Top Company 2023.** This positions us as one of the top 25 companies in Colombia for experiencing career growth and development.

### **Digital transformation at the service of people**

Inspired by the productivity benefits of digital transformation, we successfully launched the new corporate intranet across all our subsidiaries. By the end of the year, it was positioned as the central point of access to work tools and information, significantly improving internal communication and access to business resources. By December 2023, we had more than 100,000 visits. All employees use it at least once a year, and our team is increasingly adopting it as a tool for daily use.

We also developed dashboards to optimize strategic processes in human resources, covering key areas such as onboarding, learning, leave management, headcount, personnel expenses, gender, and SuperT. These dashboards provide efficient and centralized data visualization to facilitate informed and streamlined human resources decision making.

### **We are transforming ourselves and getting better**

To improve the quality of life for our employees, we redesigned the cafeterias, bathrooms, and locker rooms at several of our work centers across the country.

We also completed three remodeling projects in strategic locations, including the Cartagena Lubricants plant, the Mansilla plant and the cafeteria at the main office. We are always looking to create more comfortable and modern work environments to contribute to the overall well-being of our teams.

### **Organizational culture**

At Terpel, we believe that a strong organizational culture contributes to the well-being and satisfaction of our employees. It also has a direct impact on the company's performance, innovation, and ability to adapt to the changing challenges around us.

To achieve this goal, in 2023 we took several actions aimed at developing leadership skills for strategic positions, strengthening the relationship between different levels of the organization, and fostering sensitivity to diverse environments.

Main actions:

- Through our Leadership School, we organized two group coaching sessions, eight virtual sessions, and one face-to-face session with forty-five people from different countries, divisions, levels, and areas. The school empowered

leaders with new tools to share with their teams, peers, and supervisors, actively living out the characteristics of a Terpel leader.

- We conducted 22 mentoring sessions for vice presidents, managers, and directors, reinforcing previously learned traits, strengths, and opportunities for improvement, and developing an action plan to close identified gaps and enhance existing skills.
- We understand the importance of creating opportunities to get to know leaders better and build stronger relationships with them. As a result, we launched "Coffee with our Executive Committee," organizing six coffee meetings with our president and 25 coffee meetings with the vice presidents. The purpose is to encourage informal and intimate conversations to get to know the executive committee and to develop a friendlier atmosphere at all levels of the company.
- As part of our commitment to a diverse and inclusive culture, we conduct monthly training sessions on diversity, equity, inclusion, and unconscious bias called *Let's Talk Without Labels*. We ended the year having run a total of 32 such training sessions.
- We advised the Executive Committee, the vice presidents, and the countries on the formulation and implementation of action plans based on the results of the measurement of the work environment in 2022. Over the course of 2023, we implemented 50 action plans in Colombia, covering all business areas. In addition, we provided support to 8 departments and 5 offices identified as priorities, ensuring a strategic and proactive approach to continuous improvement of the work environment.
- We conducted training sessions to discuss and strengthen our team's leadership skills, including:
  - 14 sessions of the Leading Effectively program to develop the organization's leaders. The fundamental purpose of this initiative was to support leaders as they took on new responsibilities. We know that people are our most valuable resource when it comes to assessing team dynamics and understanding leadership styles.
  - 15 leadership sessions with outside experts to align the team, working on skills such as assertive communication, teamwork, results orientation, and public speaking.
  - 70 one-on-one leadership coaching sessions with people from different areas.

### **Conversations with employees**

As we do every year, the vice president of human resources and administration visited the various work centers around the country. These now traditional outings facilitate direct interaction between the office of the vice president and

our employees. The activities reinforce the importance of key concepts of the work and strengthen the connection between top management and the team.

During this initiative, we visited 25 work centers in Colombia and spoke with more than 1,000 employees. The meetings emphasized the importance of leadership accountability and how this attribute should be an integral part of Terpel's culture.

## **(2-7). Terpel Talent in numbers - Organización Terpel Colombia**

### **Employees Organización Terpel Colombia<sup>15</sup>**

<b>Permanent employees</b>	<b>2023</b>
North <sup>16</sup>	285
South	53
Center	62
West	123
Savanna	198
Antioquia	137
Bucaramanga	143
Main office	554
<b>Total</b>	<b>1,555</b>

<b>Adaptability and employment modes</b>	<b>Men</b>	<b>Women</b>
Total direct employees	1,026	529
Temporary employees	12	7
Non-guaranteed hourly employees	0	0

Full-time workers	1,026	528
Part-time workers	0	1

<b>Work schedule</b>	<b>2023</b>
Regular work week	1,554
Part-time work week	1

<sup>15</sup>Does not include countries, subsidiaries, Masser, the Terpel Foundation, or temporary employees.

<sup>16</sup> Includes Lubricants Factory personnel.

98.4% of our managers are members of the local community.

### Employees by age and gender

(405-1) Diversity of governance bodies and employees	Men	Women
Younger than 30	129	71
From 30 to 40 years	423	228
From 41 to 50 years	309	173
From 51 to 60 years	153	56
From 61 to 70 years	12	1
<b>TOTAL</b>	<b>1,555</b>	

### 2-8. Workers who are not employees

We have 19 temporary employees on fixed-term contracts of less than one year or works contracts. Their employment relationship is with a third party and they do 100% of their work at Terpel.

### Employees of subsidiaries controlled by Organización Terpel S.A.

Terpel Foundation: 6

Terpel Energía: 8

Terpel Exportaciones: 3

Masser 2,495

### Talent attraction and retention

We recognize that in a dynamic and competitive business environment, having highly trained and committed professionals drives productivity and strengthens our ability to innovate and adapt to evolving challenges.

That is why at Terpel we focus on:

1. Attracting and selecting the right talent to strengthen our organization.
2. Positioning Terpel as an Employer Brand by means of a robust internal and external communication strategy, with special attention given to digital channels.
3. Establishing solid relationships with universities and key institutions nationwide, creating agreements and productive spaces to attract and select the best young talent.
4. Ensuring that our selection processes are inclusive and that we strive for diversity.

### Seniority

At Terpel, we are proud to say that stability and commitment are fundamental elements of our corporate culture. On average, our employees have been with

the company for 8 years, reflecting not only the strength of our labor relations, but also the commitment of our team.

This permanence in the organization is also evidence of the mutual trust between the company and its employees, and the value we place on the professional and personal development of each individual.

Number of employees by seniority	2023		
	Men	Women	Total
Less than 3 years	291	137	428
From 3 to 6 years	237	122	359
From 6 to 9 years	93	47	140
From 9 to 12 years	124	64	188
More than 12 years	281	159	440
<b>TOTAL</b>	<b>1,026</b>	<b>529</b>	<b>1,555</b>

We believe in the skills and professionalism of our people. Therefore, we make it a priority to fill vacancies at all levels of the company with members of the Terpel team. There were 404 vacancies in 2023, of which 117 were filled by internal candidates, 77 men and 40 women. This approach reflects our commitment to the development and growth of our internal talent.

**(401-1). Total new hires**

**New hires by age and gender**

	2023
<b>Total new hires</b>	<b>162</b>
Total new hires - men	116
Total new hires - women	46

	TOTAL
<b>Younger than 30</b>	<b>62</b>
<b>From 31 to 60 years</b>	<b>98</b>

<b>Older than 50</b>	<b>2</b>
<b>Total</b>	<b>162</b>

### **New hires by region**

North	24
Antioquia	15
Center	6
West	9
Savanna	23
South	8
Bucaramanga	17
Main Office	60
<b>TOTAL</b>	<b>162</b>

In 2023, we invested COP 455.9 million in recruitment and selection. This amount includes expenses related to recruitment portals, headhunter services, psycho- technical tests, integrity tests, classroom and hands-on road safety evaluations, socio-economic studies, and college positioning strategies.

### **(401-1) Separations from employment**

<b>Reason for separation<sup>17</sup></b>	<b>2023</b>
Dismissal	63
Mutual agreement	8
Resignation	84
Retirement	5
Death	0
Other reasons	0
<b>TOTAL</b>	<b>160</b>

<b>Separations by job category</b>	<b>2023</b>
Senior Management	0
Managers	4
Directors	7

<sup>17</sup> With respect to the reasons for separation, separations due to the end of the probationary period were included in the dismissal category and separations due to the end of the contract were included in the resignation category. In the separations by job category, we moved operations personnel into the technicians category.

Heads/ Executives	31
Analysts/ Supervisors	44
Technicians/ Assistants and Operations personnel	74
	<b>160</b>

Separations by age and gender	2023
Younger than 30	30
From 31 to 50 years	107
Older than 51	23
Men	105
Women	55
<b>TOTAL</b>	<b>160</b>

Separations by region	2023
North	15
Antioquia	8
Center	6
West	12
Savanna	25
South	6
Bucaramanga	10
Main Office	78
<b>TOTAL</b>	<b>160</b>

### Turnover rate

Personnel turnover rate	2023
Total annual voluntary turnover rate	5.4%
Total turnover rate	10.28%
Expected turnover rate	12%

Turnover rate by region	2023
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North	5.3%
Antioquia	5.8%
Center	9.7%
West	9.8%
Savanna	12.6%
South	11.3%
Bucaramanga	7%
Main Office	14.1%

Turnover rate by gender and age	2023
	<b>Total</b>
Younger than 30	15%
From 31 to 50 years	9.7%
Older than 51	9.1%
Men	10.2%
Women	10.4%

Turnover for apprentices	2023
Number of apprentices newly hired as a percentage of total apprentices	12
Total number of apprentices	110
% for hiring apprentices	11%

#### **(401-2). Benefits for our team**

In our Colombian operations, we have implemented several programs to promote the health, well-being, and work-life balance of our employees.

Some of these benefits include:

- **Teleworking:** We sign telework agreements with those employees who can perform their work remotely, mainly administrative and sales personnel. In addition, we have a telework policy that defines the available modes and regulates access to this benefit, as well as the rights, guarantees, and obligations of teleworkers, the correct use of

Information and Communication Technologies - ICT - and the ICT modes available within the organization. In 2023, 157 men and 255 women took advantage of teleworking or flextime arrangements.

- **"Family friendly lactation room":** Recognizing that breastfeeding is essential to the well-being of our employees and their babies, we have established lactation rooms in our major work centers across the country. These facilities offer privacy and comfort. They also help balance work and family life by looking after the health of our employees so that they can effectively, safely, and easily exercise their right to breastfeed.
  
- **Well-being Program - Bienser:** At Terpel, we recognize that the overall well-being of our employees is the foundation for a healthy and productive work environment. For this reason, we established the Bienser Program to protect the mental health and quality of life of our employees and their immediate family members. The program's activities promote work-life balance, and include:
  - Sports tournaments
  - Recreational holidays
  - Corporate parties and celebrations
  - Celebrations of five-year service anniversaries
  - BIP (Bienestar Primero) hotline: for legal, nutritional, psychological, and other advice.
  
- **Compressed and hybrid work schedules.** Our administrative staff currently work a compressed schedule on the first three Fridays of each month, from 7 a.m. to 2 p.m. They can also work three days in the office and two days at home on a hybrid schedule. Finally, we have the option of flexible schedules divided into periods between 7 a.m. and 6 p.m. when they commit to being in the office.

Other benefits include: 100% of life insurance, 100% of funeral insurance, home loans, birthdays, five years of service, additional vacation days, and the following fringe benefits: prepaid medical or health insurance, disability, education, medical assistance, and recreation.

(401-3) As part of our commitment to equal opportunity and work-life balance, we offer our employees, regardless of gender, the opportunity to exercise their right to parental leave. We extended maternity leave for women to 18 weeks and gave men an additional two weeks, more than the legal requirements.

In 2023, 51 employees, 24 men and 27 women, received this benefit. Of those who took parental leave, 98% returned to the company after their leave and 90% are still with us one year later, demonstrating the effectiveness and appeal of this initiative.

In terms of benefits and retention, Terpel implements a systematic process for assigning salaries, classifying positions logically and objectively, either by comparing them to each other or by using a pre-established scale. Terpel's policy

is to remain in the mid-market and to guarantee competitive salaries in line with practices in the labor market. This approach helps retain talent and ensures fair and equitable compensation for our employees.

## **Talent training**

### **(404-2). Training initiatives.**

We strengthen the competencies of the Terpel team through comprehensive training programs that will keep our people abreast of the latest developments and help them learn new skills for the future.

In 2023, we introduced new technological and digital tools and specialized training processes to enhance our employees' capabilities and respond to their needs in a timely manner.

- We supported the learning process of 43 employees through the analytical skills school, promoting digital transformation and a culture based on data and technology. These training opportunities allow us to build more competitive teams.
- In ClaseT, we implemented a new microlearning methodology through WhatsApp. It's an easy and practical way to self-manage the acquisition of knowledge with accountability. The target audience for these capsules was 431 people in the organization.
- We automated 124 training plans in Gente (our human talent platform), including technical and job-specific topics such as accident prevention, health protection, and physical and emotional integrity. This information is available in real time on the platform for the immediate supervisor and the new hire, allowing them to track and monitor metrics.

We recognize the importance of equipping our talent with key skills that will drive both their development and the success of the business. So we focus on training ranging from language courses to agile work methodologies, financial literacy, and teamwork.

These initiatives strengthen individual skills and contribute to a vibrant, innovative, and collaborative culture. At Terpel, we understand that investing in the overall development of our team is essential to building a solid and sustainable future for the company.

In 2023, we invested COP 2,308.8 million in training and development programs.

- We launched the English Community School to help 82 employees learn English in group classes with a teacher and access to a virtual platform. We organized a conversation club as part of the English Community, to give students a place to practice speaking and listening skills in English.
- We revolutionized the way we work by implementing Agile project management, involving 30 people in Agile workshops from Financial Planning, Demand Management, and the Virtual Network project.

- We encouraged and promoted learning with a team of 42 learning facilitators, called the "Moda Team," with representatives from each of the regions. This community mobilizes learning in the company, listening and proposing new ideas and suggestions for implementation.
- We strengthened our teamwork skills with an experiential training session in Suesca called "Team without limits." Fifty-two employees from the Technical Department, Purchasing, and Network Expansion participated, connecting their ideas, making commitments, removing barriers, and creating synergy and friendship between the different areas. We also put this teamwork ability into concrete practice during an on-site workshop for 251 members of the general management team, reinforcing this aspect of the culture that bears the Terpel seal.

And finally, we provide training on taxes, pensions, and well-being issues to help our team make informed decisions.

**At Terpel, we are committed to safe and reliable operations. As a result of this commitment, we have been recognized by the Ministry of Labor for our dedication to strengthening the skills and abilities of our team. We received the BPCE award for good training practices in a company.**

Through this initiative, last year we trained more than 550 employees from our facilities in all regions of the country where we operate about prevention and the improvement of our safety culture, ensuring optimal and healthy working conditions for everyone.

### **Training Schools**

Our Terpel Training Schools allow us to include our external personnel in our training programs. Using a combination of classroom and hands-on sessions, we reach a variety of audiences with business-specific topics to help them gain the knowledge and skills they need to deliver on Terpel's service promise. We offer in-person, virtual, and blended training with the theme "Excellence Made Reality!"

### **Main initiatives:**

- **Training Schools for Terpel promoters.** This school provides tools and knowledge to help participants understand why Terpel is respected in the marketplace and what makes us different. During the training, promoters gain detailed knowledge about the operation of the service stations and learn how to best advise our customers.
- The 63,088 hours of training provided through this initiative had a positive impact on 9,968 people trained from 242 service stations and 547 people trained from 116 stores.
- **Training School for administrators.** The goal of this school is to develop leaders who are able to mobilize the teams at their service stations. In 2023, through the school's activities, participants acquired the leadership abilities necessary to skillfully direct the company's strategy in the field.

The classroom and virtual training reached 586 service stations, with 907 people receiving 6,036 hours of training.

- **School for the clean industry program.** This school helps achieve optimal performance in the safe and efficient handling of fuels and risk management through a program of continuous improvement. In 2023, we taught the 4 modules to 821 people from 101 different customers, for a total of 2,624 hours of training.
- We implemented the **Reliable Service Station** program in our Savanna and North regions to ensure the reliability and efficiency of the stations. In 2023, we impacted 521 service stations by training 3,036 people for a total of 22,573 hours of training.
- One of the factors that sets us apart is providing the best experience for the consumer, and we are doing that by expanding our portfolio and providing training for stores and refreshment kiosks. In 2023, we impacted 276 convenience stores by training 935 individuals for a total of 4,049 hours of training. These training schools are designed to ensure that hosts and managers have the knowledge they need to deliver an exceptional service experience.
- We also offer personalized training through the **Clase T** platform. This platform offers virtual training customized for each line of business, allowing participants to access content anytime, anywhere. In this way, the skills and knowledge of our team are strengthened and enriched, contributing to their development and the excellence of their services.
- We have found ways to unite the country, reaching more than 152 stations nationwide with the **Rumbo - PITS caravan**. It is an innovative training experience in a mobile classroom with valuable educational materials that gives managers the ability to closely monitor fuel supply. We provided a total of 1,770 hours of training to 885 people.
- The **Virtual Network** project promotes digital transformation and the renewal of administrative and operational platforms. The project trained 3,442 promoters and administrators at 641 service stations in the Terpel POS modules, providing 16,862 hours of training. Virtual Network is the technology ecosystem in which we are developing the future of our business, facilitating customer care and service.

In 2023, Ubits named us one of the top 50 companies for online training strategies in Latin America. The ranking recognizes the companies in the region that excel in building and strengthening their internal training competencies. This year, approximately 600 companies were evaluated to select the top 50. Terpel was ranked 11th, confirming our commitment to the personal and professional development of our employees.

<b>People trained at schools</b>	<b>2023</b>
Pump Island School	9,968
Administrators School	907
Store School	935
Aviation School	104
Industry school	661
Drivers School	5,315
Franchise School	25
Reliable Service Stations	3,036
SAP School (in-house)	0
<b>Total</b>	<b>20,951</b>

**(404-1). Average hours of training per year per employee.**

<b>Job category</b>	<b>Training provided</b>	<b>hours</b>	<b>Number of individuals trained</b>	<b>Average hours of training</b>
Senior Management	98		11	8.9
Managers	724		31	23.3
Directors	2,954		83	35.5
Heads/ Executives	10,128.3		287	35.2
Analysts/ Supervisors	17,496.8		407	42.9
Technicians/ Assistants	7,553.9		274	27.5
Operations personnel	29,390.9		462	63.6
<b>Total</b>	<b>68,345.9</b>		<b>1,555</b>	<b>43.9</b>
<b>Gender</b>	<b>Number of individuals</b>	<b>Training provided</b>	<b>hours</b>	<b>Average hours of training</b>
Men	1,026	49,780.1		48.5
Women	529	18,566.2		35.1

**Talent in Development**

We are always looking for ways to encourage the development and growth of our team members. Fully confident in their talents, we work to give them

recognition for their abilities and offer them new professional challenges. Our Talent in Development initiative encourages internal mobility by giving our employees an opportunity to try out a new position in the organization on a temporary basis. The program strengthens skills and enriches knowledge of the business, allowing participants to advance their careers within the company.

During 2022, 16 people participated in the program, covering the same number of positions.

### Participants by division

2023	
Sales	3
Human Resources and Administration	3
Aviation and Marine Fuels	2
Technology	2
Lubricants	6
<b>Total</b>	<b>16</b>

### Participants by job category

2023	
Directors	1
Heads/ Executives	8
Analysts/ Supervisors	4
Technicians/ Assistants	3
<b>Total</b>	<b>16</b>

### Career paths and succession plans

At Terpel, the career paths of our employees are very important to us. We have a comprehensive process that allows them to explore and understand their growth opportunities and identify the skills, knowledge, and experience they need to advance within the company. This structured approach facilitates career planning for our employees and contributes to the continuous development of their skills and competencies, ensuring a clear growth path within the organization.

By the end of 2023, we had identified 148 critical positions in the 10 divisions and 87 key experts throughout the company. Following this identification, we activated plans for development and retention through training and knowledge management, establishing 8 training retention plans for key experts.

In addition, we have developed and communicated 6 development plans for 5 successors who are close to retirement (in 5 years).

**(404-3). Performance evaluation**

At Terpel, we have a performance management model that allows us to evaluate and provide feedback to each employee, contributing to strategic alignment, promoting internal development, and helping us plan for the future. Each year, we evaluate performance at all levels of the organization and for each direct report within the timeframe established by Human Resources and Administration. At least once a year (traditionally in the second semester), the direct supervisor will also provide feedback and follow-up on progress made on individual action plans and individual contribution goals.

This 270° evaluation model includes: supervisor evaluation of employee and vice versa, a self-evaluation process, and randomized peer evaluation. This assessment method covers directors up to the executive level.

During 2023, we evaluated performance in 2022 for 100% of our employees at all levels, and in 2024, we will present the results for performance in 2023.

**Our team’s satisfaction**

We used the PeopleFIRST methodology to assess employee satisfaction and received an overall score of 81.8%. This score places us in the virtuous zone and in the Best Companies quartile according to the methodology, indicating a high level of engagement, satisfaction, and trust in the organization.

The aspects our employees most emphasize are support, inspiration, and freedom. We were also able to identify opportunities for improvement in the areas of equity, teamwork, and recognition. We are committed to strengthening these aspects to continue to be a great place to work.

Criteria evaluated	Percentage of employees
Trust	87%
Engagement	81%
Happiness	88%
Overall satisfaction	81.8%
Goal 2024: To stay in the virtuous zone	81.8%

Number of workers who answered the survey	1,378
Percentage of workers who answered the survey	90.7%

In 2022, we changed the way we measure satisfaction. We previously used the Great Place to Work consulting firm, so the results this year were homologated to enable comparisons with previous years. From now on, however, we will use the new methodology, so 81.8% in 2022 is considered a baseline.

Based on the results, we implemented the following actions in 2023 to continue to improve our employee satisfaction metrics:

Action	Number of participants 2023
<b>“Knowing our leaders”</b> : We created this space to bring Executive Committee members closer to young talent, interns, and analysts.	170 people
<b>Coaching sessions</b> with people at all levels of the organization.	50 people
<b>In-house leadership workshops</b> for people at all levels in Colombia, Peru, and the Dominican Republic: <ul style="list-style-type: none"> <li>• 10 characteristics of the Terpel Leader</li> <li>• Assertive communication</li> <li>• Emotional intelligence</li> <li>• Empathy</li> <li>• Accountability</li> <li>• “Leading effectively”</li> <li>• Team intervention</li> </ul>	250 people
<b>Leadership workshops</b> with the support of consultants for all levels in Colombia, except for the Leadership School: <ul style="list-style-type: none"> <li>• School of Leadership (Colombia, Peru, Panama, Ecuador, and Dominican Republic invited)</li> <li>• Powerful Speakers (communication skills)</li> <li>• Team building</li> <li>• Accountability</li> <li>• Team coordination</li> </ul>	150 people
<b>Mentoring</b> : Designed for supervisors, directors, managers, and vice presidents.	24 people

### Super T – Our awards program

Super-T is our awards program implemented in Colombia, Ecuador, Peru, Panama, and the Dominican Republic. The initiative fosters a culture of recognition of our employees and public expressions of gratitude, by recognizing behaviors that demonstrate the attributes of Terpel's culture, organizational competencies, and corporate values. At Terpel, we honor and celebrate the commitment and dedication of our team, strengthening the collaborative spirit that drives our achievements.

In 2023, we exceeded the target set in Colombia by 193% and were able to award each and every criterion. All regions and divisions participated, creating a greater sense of ownership of the program and positioning the culture of recognition.

Súper T - Number of 'Extraordinary' awards	
Leadership	15
Results-orientation	120
Inclusion	11
Teamwork	60
Innovation	47
Trust	7
Respect	3
Attitude of service	84
Integrity	0
Strategic discipline	34

Súper T - Number of 'Daily' awards	
Leadership	82
Results-orientation	266
Inclusion	36
Teamwork	458
Innovation	119
Trust	38
Respect	8
Attitude of service	802
Integrity	21
Strategic discipline	304

**Total number of awards presented: 2,515**

### **Unique Program**

We see innovation as a way to transform opportunities into value-added means of making meaningful connections, strengthening relationships, and driving customer preference. The company has developed a strategic innovation model based on the needs of the business and focused on these five priorities: products, services, brand and communications, segments, and networks.

“Unique” is our innovation program. It encourages employees to come up with innovative ideas in a short period of time to improve the efficiency of all our day- to-day processes. We had a 21% increase in the number of participants in Unique 2023 - A Universe to Discover. We also increased the number of challenges, giving greater coverage and increasing the potential for possible solutions for the company. The main topics discussed were savings, new business, improvements in customer service, Country Partner, and sustainability.

Number of ideas last year	44
Number of ideas this year	55
% implementation of ideas last year	13.6%
Number of participants last year	49
Number of participants this year	62

The ideas approved will be implemented next year.

### **Collective employment agreement**

(2-30) At Terpel, we promote and respect freedom of association. A total of 91.96% of our employees are covered by collective bargaining agreements. In 2023, we engaged in collective bargaining with non-unionized workers that lasted three days. It resulted in increases to the home loan fund and updated amounts for health, education, and welfare benefits.

### **Equity, diversity, and inclusion**

We identify diversity at Terpel through a workplace survey in which employees anonymously and voluntarily report their identity in terms of gender, race, nationality, ethnicity, and religion. As stated in our equity, diversity, and inclusion policy, we believe that all people should compete for job opportunities under the same conditions. Attitude, skills, and knowledge should be the determining factors for hiring and for later growth and development at Terpel.

To close gaps in the area of gender equity, we are committed:

- To promoting equilibrium at the different levels of the organization, creating incentives for people to participate under equal opportunities.
- To establishing an equitable and competitive compensation system based on the functions and responsibilities of each job.
- To continuing to promote the participation of women in our selection processes and to develop mentoring plans as a strategy for women's development and empowerment.
- To strengthening benefits that benefit men and women equally, in accordance with the legislation of each country.

In 2023, we conducted 38 training sessions for leaders and the Diversity, Equity, and Inclusion Committee, totaling 700 hours and covering 80% of our employees.

### Equity, diversity, and inclusion practices

At Terpel, we are committed to understanding, valuing, and promoting inclusion in all its dimensions. We have a **Human Talent Policy** and a **Diversity, Gender Equity, and Inclusion Policy** that guide and reinforce our commitment to respecting and embracing diversity, gender equity, and the inclusion of vulnerable groups in the workforce, as well as guaranteeing equal opportunities for all employees.

#### Main initiatives:

- **No Labels coffee meetings** These are online gatherings where we can talk about issues related to diversity, equity, and inclusion in a safe, open, and participatory way. More than 600 people participated in 32 sessions.
- **Week With No Labels** We set aside this week for in-person and virtual activities across our 5 countries to raise awareness and help our employees appreciate the importance of a diverse and inclusive culture. Activities included time with leaders from organizations that promote inclusion, entrepreneurs from the Restoring Dreams program, people with inspiring stories, and experts in sign language. In 2023, more than 700 people participated in this special program.
- This year, thanks to the efforts of our allies, we hired a visually impaired person and two formerly incarcerated individuals to join the apprentice seedbed, honoring our commitment to second chances. We also hired the first transgender person on an apprenticeship contract.
- We now have 246 people registered in the diversity section of the Gente platform, which has allowed us to see how diverse we are.
- We have implemented training plans for people with cognitive disabilities in the following areas:
  - Teamwork
  - Leadership
  - Assertive communication
  - Managing emotions

We received an award from the Office of the District Secretary of Women for our commitment to gender equality.

People with disabilities in the company	Men	Women
Employees with intellectual disabilities	4	3
Visually impaired employees	1	
Workers with multiple disabilities	1	3
<b>TOTAL</b>	<b>6</b>	<b>6</b>

#### Training in DEI

DEI Indicators (Diversity, gender equity, and inclusion)	
Number of training sessions for leaders and the Diversity, Equity, and Inclusion Committee	38
Number of hours of training on diversity, equity, and inclusion topics	700
% of employees participating in DEI awareness training	80%

#### Participation by women at Terpel

Gender	Women	%	Indicate goal (if applicable)
Women as a percentage of total workforce (% of total payroll)	542	34%	36%
Percentage of women in all management positions, including supervisors, managers, and senior executives (as a percentage of total management positions).	176	42%	42%
Proportion of female supervisors, i.e., first level of management (as % of total junior management positions).	127	43%	44%
*Percentage of women in senior management positions, i.e. no more than two levels below	3	30%	N/A

the CEO or equivalent (as a % of total senior management positions).			
Percentage of women in managerial (senior, executive, and supervisory) positions in revenue-generating functions (e.g., sales) as a percentage of all such managers (i.e., excluding support functions such as human resources, IT, legal, etc.).	20	28%	30%
Percentage of Women in STEM Jobs - science, technology, engineering, and mathematics (% of total STEM jobs)	54	32%	32%

### **(406-1) Discrimination cases**

In 2023, we received two complaints of alleged discrimination, which were rigorously reviewed by the company. As part of the mitigation and remediation process, we implemented a plan that included psychosocial assessments of the complainants, workplace communication workshops, and action plans to improve communication between the immediate supervisor and the complainant. As a result of the investigation, no legal action was taken against the workers or Organización Terpel, as it was determined that none of the cases constituted discrimination.

### **Occupational Health and Safety**

Terpel incorporates health and safety practices in the work environment not only to fulfill its legal obligations, but also as an ethical commitment to our employees to ensure their physical and mental well-being and to provide them with decent and appropriate conditions for working in a safe manner.

By aligning our work with regulatory requirements and best practices, we create a work environment that fosters trust, loyalty, and satisfaction among our employees. Just as importantly, mitigating occupational risks ensures business continuity and minimizes any negative impact that may occur.

(403-1). Our framework for action is the Occupational Health and Safety Management System (OHSMS), which promotes best operating practices, safe workplaces, and healthy lifestyles. The system prevents occupational illnesses and accidents and conducts ongoing assessments to identify areas for improvement to achieve operational excellence. It ensures full compliance with current legislation and demonstrates compliance with basic requirements, including safety considerations, labeling of chemical products in the workplace, and health and psychosocial risks.

(403-8). The OHSMS applies to all the organization's activities in the different lines of business and work areas, and covers 100% of our employees, including apprentices, temporary workers, and personnel in plants, airports, industry stations, lubricant factories, laboratories, marinas, and administrative offices

throughout the country. It also covers indirect workers, contractors, and third parties who do work within or on behalf of our organization. This system has been validated by ARL Bolívar to be 100% compliant with the requirements of the ISO 45001 standard.

Our Health, Safety, Environment and Quality Policy, Workplace Disconnect Policy, and Code of Conduct are defined within the framework of our OHSMS, standardizing and formalizing the guidelines established to ensure the wellbeing of our team.

Our [Health, Safety, Environment and Quality policy](#) defines the guidelines, scope, agreements, and actions that enable us to operate in accordance with the best international standards, applicable regulations, and voluntary measures and processes for the proper identification of the hazards, risks, and controls required for safe operations. We have also defined action plans and priorities, target tracking, senior management approval bodies, and commitments for monitoring and improving our OHSMS.

### **We promote a culture of safety**

(EM-RM-320a.2). Incorporating a culture of safety into organizational dynamics is critical to protecting the health and well-being of our employees, fostering a safe work environment, and improving operational efficiency. We align our Occupational Health and Safety Management System (OHSMS) with this culture through a behavior-based safety program, accountability strategies, a specific program for high-risk tasks, and information, education, and training strategies.

Establishing safety-focused practices and values creates a proactive mindset that reduces the likelihood of accidents and minimizes risks, creating a work environment where prevention and care are priorities. We therefore promote the health, safety, and welfare of our employees, contractors, and subcontractors through the following strategies:

- Contractual guidelines
- Updated and easy-to-understand contractors' manual
- Field verification inspections
- Reporting through committees and technological tools
- Health, safety, environment, and quality audits for contractors: Emphasis on compliance with Terpel's management system and applicable regulations as a learning strategy and identification of findings to be corrected by contractors.

### **Our suppliers and contractors play an important role in our health and safety management system.**

We have a manual for suppliers and contractors to ensure compliance with the law and Terpel's health, safety, and quality standards for the activities we contract out.

We ensure that contractors and suppliers comply with occupational health and safety regulations from the moment they are registered in the company's database, and we have a program to verify compliance with legal requirements

and Terpel's standards for critical suppliers through specialized audits. We also encourage supplier development through training and improvement plans.

**(403-2) (RT-CH-320a.2). Identification of occupational hazards and evaluation and assessment of occupational risks**

Our health and safety management system includes a comprehensive process for hazard identification, risk assessment, and incident investigation at our work centers. This process, based on the Colombian Technical Guide GTC 45 for the Identification of Hazards and Assessment of Risks to the Safety and Health of Workers, which establishes guidelines for identifying hazards and assessing risks to occupational safety and health, involves the interdisciplinary participation of our employees and occupational health and safety experts to ensure that we consider all relevant viewpoints in our decisions and actions.

During this process, we monitor previously identified risks, incorporate new risks, and supplement the exercise by sharing lessons learned from events at other sites or companies to improve our process.

When we identify risks that require action plans, we implement controls according to the established hierarchy: technical controls, administrative controls, and finally controls directly related to personnel. These are recorded in a hazard identification and risk assessment matrix, which is updated on a regular basis once a year, and on an extraordinary basis when significant changes are made to facilities or processes, or when new hazards are identified as a result of accident investigations, or simulations.

In addition, we take the following steps to assess, monitor, and reduce our employees' exposure to long-term health risks:

1. We conduct initial and periodic examinations to monitor the physical, mental, and social health of our employees. This will allow us to put in place the necessary action plans to prevent any medium- and long-term impacts.
2. We perform occupational hygiene measurements in groups with similar exposures (noise, thermal discomfort, chemical contaminants) to ensure that hygiene risks are within acceptable limits, thus avoiding adverse health effects.
3. We use a series of psychosocial risk assessments to identify intra- and extra-occupational stressors. This allows us to take timely corrective action at the individual and organizational levels, and to promote mental health and a positive work environment for our employees.
4. We implement epidemiological surveillance systems to identify biomechanical, cardiovascular, psychosocial, chemical, and noise-related risk factors and to intervene and manage them appropriately and in a timely manner.

For the investigation of accidents and incidents, we follow a comprehensive procedure involving a multidisciplinary team made up of employees, supervisors, the HSEQ team, members of the Joint Committee on Occupational Health and Safety - COPASST - and, if necessary, experts. This team analyzes events to identify root causes and develop action plans to prevent recurrence.

During the investigation, we review the hazard and risk identification matrix to assess whether the hazards and risks have been adequately considered and assessed, and whether the controls in place are sufficient. If not, we update the matrix for that work center to reflect the necessary changes.

We establish specific controls based on the results of the risk assessment. For short-term risks, we develop action plans; for medium- and long-term risks, we implement a change management process. We effectively monitor the implementation and compliance of these plans and changes through the management system and by presenting dashboards at follow-up meetings with each business unit.

We have a number of strategies in place to identify and measure the effectiveness of the measures we have put in place, in particular internal and external verification exercises that provide a comprehensive, objective, and transparent assessment of our processes, activities, and controls.

- **ARL (Labor Risks Insurance Company):** external audit to evaluate the minimum safety standards, resulting in 100% compliance.
- **Certification bodies such as ICONTEC, RUC and Lloyds:** External certification audits to measure efficiency, management, and regulatory compliance in the area of occupational health and safety.
- **Annual internal audits:** We audit each of our work centers to evaluate implementation of policies and compliance with health and safety standards.

(403-3). We fulfill our commitment to identify and mitigate risks in our operations through a variety of activities:

- **Dynamic People Program:** This program focuses on identifying and eliminating hazards and minimizing health risks. It includes conducting morbidity surveys, evaluating working conditions, providing ergonomic equipment, and adapting workstations both at Terpel facilities and in remote work environments.
- **Occupational Hygiene Measurements:** We regularly measure noise, temperature, ventilation, and chemicals in our workplaces. The goal is to monitor the work environment to ensure safe and healthy conditions in which our employees can perform their jobs.
- **Psychosocial Risk Surveillance System:** We implement activities to provide employees with tools to promote appropriate emotional management, healthy coping with challenging situations, and awareness of personal responsibility for well-being. We also conduct group sessions to promote assertive communication, time management, and stress management, among other topics.

- **Comprehensive health program:** We provide comprehensive care for the various dimensions of the human being, with an emphasis on medicine and a focus on self-care.
- **Additional epidemiological surveillance systems:** We monitor exposure to chemical, biomechanical, and noise risks and follow up on identified cases to ensure effective management.
- **Promoting healthy lifestyles:** We include activities such as active breaks, brain breaks, and health counseling for employees, with a focus on providing guidance and promoting healthy habits.
- **Regular internal inspections:** We conduct regular internal inspections to identify potential risks throughout our operations, covering 100% of our employees. This proactive approach allows us to maintain a safe work environment and fulfill our commitment to risk prevention and mitigation.

In addition, we understand that a safe operation is the right and responsibility of our entire work team. To this end, we have established channels and bodies for our employees to report, in a timely and safe manner, any hazards or risk situations to which they are exposed or of which they become aware in the course of their work. These channels allow them to report, by e-mail or telephone, if necessary, work-related situations that they believe may cause injury, illness, or disease, and give them means of communication that can protect them from possible retaliation.

- Their direct supervisor
- The HSE supervisor or analyst for the regional office or the work center
- The Joint Management-worker Occupational Health and Safety Committee (COPASST)
- The head of occupational health and safety
- Through behavior-based safety observations
- During safety inspections

These channels provide effective and direct communication and help to proactively identify and correct risks in our work environments, creating a culture of care and promoting safe behaviors.

#### **(403-4). Employee involvement in OHS management**

At Terpel, we actively encourage employee participation in Occupational Health and Safety (OHS) management through two formal committees:

1. **Joint Management-worker Occupational Health and Safety Committee (COPASST):**
  - A total of 16 members includes 4 regular members and 4 alternates representing Terpel management, and 4 regular members and 4

- alternates democratically elected by the employees for a two-year period.
- All representatives have equal voice and vote and meet monthly to discuss health and safety issues.
- Main functions of the COPASST:
  - Participating in OHS activities and training
  - Monitoring the development of the activities in the Health, Safety, Environment, and Quality (HSEQ) system
  - Doing HSEQ inspections
  - Assisting with the analysis of causes of occupational accidents and illnesses

**2. Road safety committee:**

- Twenty people are on this committee.
- Its main function is to support, guide, and follow up on all prevention and promotion activities defined in the Strategic Road Safety Plan.
- It meets quarterly to address road safety issues.

Both committees are an expression of our commitment to employee involvement in health and safety management. Their democratic structure and clearly defined roles enable employees to make a significant contribution to promoting a safe and healthy work environment and preventing occupational hazards.

Because the participation and involvement of our employees in OHS activities is so important, we know that we must provide them with the tools and knowledge to perform their assigned roles and activities in this area in accordance with the minimum parameters and knowledge required for safe operations.

**(403-5). Health and safety training**

The education, training, and development of all our employees and the people who work in our operations are fundamental to achieving our goals. To this end, we have employee training plans that include courses and training on occupational health and safety issues selected in accordance with the nature of the exposure risks and regular work activities.

These courses are divided into two categories: basic and specific.

**Basic courses:**

- **Corporate Induction:** This course provides new employees with comprehensive information about Terpel, including its operations, lines of business, global presence, and the history of its impact on the market and society.
- **Corporate Reinduction:** this course is designed to reinforce knowledge through the Virtual Fair for Corporate Reinduction, to encourage employees to make connections and experience values, competencies, and Terpel's essential attributes.

**Specific courses:**

- **#Yomecuido:** This course is designed to remind employees of the general concepts and responsibilities in occupational health and safety programs, with an emphasis on the prevention of occupational accidents and illness.
- **#cuidandoamiequipo:** This course reminds people of their responsibilities under occupational health and safety programs and emphasizes the importance of preventing accidents and occupational illness.
- **OHS and EMS Induction at the Cartagena Lubricants Plant:** this course identifies the concepts and processes related to occupational health and safety and environmental management at the Cartagena Lubricants plant.
- **Safe Work System:** This system has been created to identify the main criteria of the Job Safety Analysis (JSA) and the corresponding permits that authorize the performance of high-risk and/or non-routine jobs according to the general system of work permits.

Hours of health and safety training for Terpel employees	1,600
Number of employees trained in health and safety	911
Number of health and safety courses for contractors	1
Hours of health and safety training for contractors	9.75

**(403-6). The health of our employees**

When it comes to the health of our employees, we are committed to providing optimal working conditions and promoting their well-being. We work closely with our teams to minimize health and safety impacts and facilitate access to quality healthcare services, through:

- A subsidy for joining a prepaid medical plan.
- Health care assistance.
- Health care vouchers.
- Group medical policy.
- Time off needed for medical appointments, exams, treatments, or other needs.
- Consultation with external occupational physicians who provide employees with information about the various healthcare services offered by the company.

In addition, we offer health promotion programs and workshops on topics such as nutrition, cardiovascular disease and stress management, nutrition coaching, individual psychosocial intervention (outside the workplace), sleep hygiene, and healthy lifestyles. We also provide specialized medical advice (internal medicine, cardiology, rehabilitation, etc.). Participation in these programs is voluntary and free. They are held during work hours, and we allow the use of work tools to facilitate participation in the activities.

(403-7). We take the following actions to prevent and mitigate health and safety impacts directly related to our operations, products, and services, and/or our business relationships:

- Ensure proper hazard identification and risk assessment.
- Ensure that controls are implemented correctly, sufficiently, and in a timely manner.
- Hold regular meetings with operations committees to review management indicators and OSHMS results.
- Analyze trends in accidents and/or illnesses and ensure the implementation of controls to prevent their recurrence.
- Disseminate bulletins on lessons learned from events that have caused injury or damage to infrastructure, as well as events in external operations that could potentially occur.
- Ensure compliance with OSHMS through internal and external audits at work centers.
- Evaluate compliance with the OSHMS through audits of contractors that manage critical risks or have personnel working in Terpel's operations.
- Promote strategic discipline with digital inspection tools.

**(403-9; 3.8) (EM-RM-320a.1) Health and safety indicators - Terpel employees**

<b>(403-9) Work-related accidents</b>		<b>Employees</b>	<b>Contractors</b>	
<b>Total hours worked by employees</b>		4,229,519	5,049,096	
<b>Number of injuries from work-related accidents with serious consequences (excluding fatalities)</b>		0	1	
<b>Rate of injuries from work-related accidents with serious consequences (excluding fatalities)</b>		0	0.2	
<b>Number of recordable work-related injuries</b>		26	6	
<b>Number of recordable work-related injuries with lost time</b>		12	6	
<b>Number of recordable work-related injuries without lost time</b>		14	0	
<b>Rate of recordable work-related injuries</b>		6.1	1.2	
<b>Number of days lost due to work-related accidents</b>		132	146	
<b>Occupational Health and Safety Indicators for Employees</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>

Total hours worked by employees	4,670,505	4,893,858	4,351,735	4,229,519
Work-related fatalities among employees	0	0	0	0
Total injuries with lost time	6	6	11	12
Total recordable injuries (with or without lost time) for employees	17	24	26	26
Days lost for employees from accidents	189	50	117	132
Total recordable incident rate (TRIR) for work-related injuries and illnesses.	0.3	0.3	0.5	0.6
Near-miss frequency rate (NMFR) for work-related near misses.	0.5	0.8	0.7	0.7

Indicator	2020	2021	2022	2023
LTIFR employees	1.3	1.2	2.5	2.8
LTIFR contractors	0.000088	2.4	1.6	1.2
Fatalities employees	0	0	0	0
Fatalities contractors	0	1	1	0

(403-9) During 2023, we found that the main types of injuries were related to falls on level ground by people, overexertion, and/or improper movements. For contractors, multiple injuries due to vehicle rollover were included. In response to these situations, we have taken a variety of actions to address the identified risks:

1. We strengthened the monitoring of the performance of critical tasks through internal audits, both for our own operations and for third-party contractors, including transportation companies.
2. We organized arenas for sharing lessons learned with the managers responsible for contractor personnel.
3. We strengthened the functioning of the basic emergency infrastructure and the training of its personnel.
4. We conducted ergonomic analyses to identify biomechanical and other risks associated with fuel delivery.

5. We expanded the scope of the Dynamic People program to include workshops on balance, safe biomechanics, proprioception, and weight management.
6. We launched the second phase of the behavior-based safety program.

(403-10) Regarding occupational illnesses, we recorded one case among direct employees caused by a biomechanical risk. This case is being investigated to determine the root causes and to implement controls and mitigation and prevention measures. No deaths of direct employees or contractors due to occupational illnesses were reported.

### **Our work in health and safety**

The main health and safety management programs we implemented in 2023 were:

1. **Operational excellence for high-risk tasks**
  - Designed to reduce the potential for accidents during high-risk tasks. It consists of setting up simulations to evaluate the procedures and skills of personnel.
  - It establishes standards of procedure and behavior for high-risk tasks.
2. **Ergonomics based on anthropometry applied to operations with high musculoskeletal demands:**
  - This program identifies routine tasks performed at awkward angles and with forced movements, and provides analysis and personalized ergonomic interventions to prevent musculoskeletal disorders.
3. **A higher link in the chain of emergency care:**
  - Identifies threats to the stability and continuity of the business.
  - Designed to strengthen leadership skills, strategic thinking, and decision-making under pressure, certifying personnel to international standards.
4. **Technology to enhance health, safety, and quality:**
  - This program develops a technological tool to ensure compliance and the quality of inspections.
  - Paper-based records are being replaced to improve the auditability and traceability of information.

Critical scenarios for confined space activities have been developed and personnel have been trained at the national level. In addition, employees actively participated in ergonomics talks, physical conditioning workshops, brain breaks, and emergency response training.

**Our workers also participated in:**

- 5,169 talks on applied ergonomics
- 8,621 physical conditioning workshops
- 5,570 brain breaks
- 22 leaders were trained, coached, and certified to properly manage small, medium, and large-scale emergencies.
- 22 inspection forms were restructured and digitized into a virtual tool for use at the work centers.

### Reliable service stations: Promoting safety at our operations

Through the Reliable Service Stations program, we work closely with our promoters and managers to strengthen practices aimed at identifying health, safety, and environmental risks and implementing preventive, corrective, and mitigating controls. We also provide ongoing training in risks and accident investigation.

In 2023, we trained 3,036 people through the Reliable Service Stations program.

<b>Number of service stations involved in the program</b>	1,640 (Terpel-owned and affiliates)
<b>Total number of Terpel-owned service stations (Masser + franchises) visited</b>	265
<b>Number of affiliated stations visited</b>	76
<b>Number of franchise stations visited</b>	156
<b>Number of Masser stations visited</b>	109
<b>Total visits</b>	341
<b>Number of findings</b>	1,403 in Terpel-owned service stations, 968 in affiliated stations
<b>Number of findings closed out</b>	686 in Terpel-owned service stations, 39 in affiliated stations

Terpel recognizes that safety is the result of teamwork and for this reason we provide detailed guidelines and practices in the Contractor's Manual. There, we outline requirements and expected behavior, and we also provide specialized consulting when needed.

There are also actions we take as part of emergency preparedness, to ensure we are ready to respond to workplace accidents, property damage, and events that could affect the environment and the community. We validate our commitment by certifying our operations to technical health, safety, environmental and quality standards such as ISO 9001:2015, ISO 14001:2015, ISO 45001:2018, and the Biosafety Seal awarded by Icontec.

### Main initiatives:

- Dissemination of the 5 basic elements of safety and the new Reliable Service Station methodology to the network of affiliated service stations, impacting 212 people nationwide.
- Installation and start-up of the second Reliable Service Station Training Camp in Barranquilla to ensure the competency of service station operators in risks and controls.
- A basic inventory control course for affiliated service stations through the Clase T platform to provide training in managing findings and working toward closing them out.
- The launch of the Waste Management Program with the affiliated network, which provides training and advice on best practices for the proper disposal of waste.
- Continued monthly meetings of the accident committee, presenting causes and action plans for accidents in the Terpel-owned network.
- Continued distribution of the bulletin "Reliable Service Stations, Don't Let This Happen to the Whole Network" to share lessons learned and prevent recurrence of incidents at other service stations.

These initiatives and actions demonstrate our firm commitment to safety and health in all our operations and our ongoing pursuit of continuous improvement.

## **Community relations and development**

***Being a Country Partner means, among other things, contributing to the well-being of the communities in which we operate through programs, initiatives, and actions that generate positive impact and social value. We recognize the importance of building and maintaining relationships of trust with our stakeholders, especially communities, governments, and local actors, to ensure the sustainability of our projects and operations.***

(3-3) By properly managing our relationships with the authorities and communities where we operate, we find opportunities to positively impact people's quality of life, not only through the public service of providing the energy that will keep people on the move, but also through voluntary social investments and the programs of the Terpel Foundation.

Our voluntary social investments have the following objectives:

- To act as a Country Partner and a good neighbor
- To help improve people's quality of life, especially in the area of education, so that they can have access to training and development opportunities in order to break the cycle of inequality.
- To help strengthen the social and economic fabric by supporting the development of sustainable productive projects.
- To contribute to the processes of peace building and reconciliation, and to help give people a second chance.
- To support causes, foundations, and communities through charitable donations when the purpose of the foundation is consistent with the principles and interests of the organization. To promote corporate voluntarism, in order to channel the employees' vocation for service and

transform the environment. To strengthen the relationships of trust and confidence with our various stakeholders through the development of activities that have a social impact.

### **Being a good neighbor**

Our commitment as a Country Partner goes beyond responding to exceptional situations, such when we provide humanitarian aid when it is needed. We also give priority to hiring local workers and providing sustainable income-generating alternatives to positively change the lives of the beneficiaries of these initiatives. At Terpel, being a good neighbor is a responsibility that we take on with a great deal of seriousness and commitment.

We understand that to cultivate a harmonious environment where everyone gets along, it is essential to recognize the needs and expectations of the communities in which we operate. This, then, goes beyond complying with regulatory frameworks; it implies understanding our communities and establishing a connection with them.

Accordingly, we align ourselves with local and community causes relevant to their well-being, with the goal of being a good neighbor through concrete actions that contribute to weaving the social and productive fabric.

Empathy, respect, and solidarity guide our calling to be good neighbors. We also work to maintain open and transparent communication based on mutual respect. We deliver on our promises, respond in a timely manner, and take responsibility for the impacts of our operations.

We recognize that there are a variety of risks in our environment, and we work diligently to understand the specifics of each region. Through a proactive approach, we develop plans and proposals that create value for the community, enabling us to operate in complex social contexts and manage risk in a preventative manner.

Being a good neighbor means not only winning a place in the hearts of the people close to our operations, but also actively contributing to the positive transformation of the realities of the community. This is reflected in our status as a Country Partner, where we play an active role in sustainable human development.

### **Communicating and engaging with our communities**

We have a comprehensive and structured approach to managing relationships with our stakeholders, within the framework of the Colombian Constitution and laws, with a focus on and respect for human rights, and following the guidelines established in our Corporate Affairs Policy and Good Neighbor Policy.

These policies cover the fundamental areas of sustainability, external communications, and public affairs, and reflect our commitment to our communities.

The Corporate Affairs Policy guides our actions in the area of sustainability and outreach, with the goal of having a positive impact on our operating

environment and the quality of people's lives, while contributing to the sustainable achievement of the company's objectives. This commitment translates into voluntary practices that go beyond regulatory requirements.

In addition, the Good Neighbor Policy establishes guidelines for interacting and engaging with our neighboring communities. It focuses on promoting practices ranging from empathy and respect to the implementation of concrete actions that strengthen the ties between the company and our neighbors. Similarly, we strive to be transparent in our external communications, ensuring that relevant information reaches all stakeholders in a clear and timely manner.

In 2023, we defined a strategy for effective and sustainable stakeholder relations in complex operating environments, corresponding to 7 plants characterized as critical environments due to the recurrence of problems affecting the continuity of operations. The Action Plan identified the factors that exacerbated the conflict in these areas and established a multi-stakeholder plan to take specific actions in response to the situations encountered.

As we develop our engagement model, we partner with communities and promote their well-being. We work with local governments, institutions, and social organizations to maximize the impact of our social initiatives and ensure their sustainability.

(203-2) Our presence in the different regions has a positive impact on their economies, social structures, and institutions, due to the nature of Terpel's business and operations as a provider of public services for the distribution and supply of fuels, lubricants, and convenience services. This implies the development of production chains linked to the company's activities. These production chains further contribute to a positive impact on public finances at the regional and national level through the collection of taxes and fees on energy for mobility.

(413-2) We also recognize that our operations may have negative impacts on the environment and communities, such as noise and air pollution, oil spills, and road safety incidents. In this sense, our policy outlines the parameters and guidelines for our relationships with suppliers, subsidiaries and business partners, neighboring communities, and local authorities in such a way as to secure our license to operate. This is in addition to our willingness, commitment, and determination to be a good neighbor by preventing and managing any negative impacts that may occur.

As part of this Good Neighbor Policy, we keep channels of communication open with the communities surrounding our facilities. This allows us to learn about their expectations and perceptions of our operation. However, depending on the characteristics of each community, we have a differentiated approach with the objective of being assertive in the relationship and respecting human rights. The following communication channels are currently available to our communities:

- 1. Complaint and grievance channel.** The company has a channel for responding to complaints, petitions, and claims from its various stakeholders. Each complaint or claim is assigned to the person responsible for handling the particular matter. Human rights and

community issues are referred to Corporate Affairs for attention and management.

**2. Submission of rights to petition.** In the exercise of the constitutional right to petition, communities and their members may submit petitions, complaints, and claims directly to focal points of sales and operations throughout the country.

**3. Direct communication channels.** As part of our Good Neighbor Policy and Community Relations Protocol, area managers, service station managers, plant managers, and project development managers build relationships of trust with the communities in which we operate and listen to their concerns. These requests are forwarded to the public affairs manager for analysis, management, or referral to the appropriate area. The maximum response time is 15 business days.

**We conduct sociopolitical risk identification exercises to help determine potential negative impacts on the communities where we operate. We then take the results of those exercises and define action plans that allow us to address situations in a timely manner in which Terpel could be having an adverse impact on the communities and/or vice versa.**

We weigh the variables related to the impact and the likelihood of the occurrence of risks associated with significant adverse impacts on local communities, giving us an updated perspective on the status of community relations, risks, and socio-environmental and political-institutional impacts.

#### **Responding to community requests, complaints, and needs**

Over the course of 2023, we received 128 inquiries from local governments and communities regarding operational impacts, labor issues, fuel supply issues, and requests for donations and social investments, among other issues, which were addressed through direct communications, presentations, written responses, or donations.

(411-1) In 2023, we did not receive any formal complaints, nor were there any cases of violations of indigenous peoples' rights.

#### **Country Partner**

**We act as a Country Partner when we foment the growth and well-being of the places and communities where we operate.**

#### **(413-1) Programs with the communities**

In operational contexts where we do not need to hire direct employees, we support the development of self-sustaining productive projects that contribute to the generation of alternative sources of income and improve the quality of life of both direct and indirect beneficiaries.

In developing these productive projects, we seek to actively engage with communities. We want to understand their needs and foster an environment of good neighborliness. In this way, we build and maintain relationships of trust with

our communities, inspiring them to see Terpel as a partner in the sustainable development of the communities and regions in which we operate.

As we develop productive projects, we recognize that there are external factors that can affect the success and long-term viability of these projects. Nevertheless, we work hard to support our communities and create opportunities to build shared value. This approach reflects our long-term commitment to sustainable development and to strengthening national and local social, economic, and institutional structures.

## **We act as a Country Partner when we work in favor of reconciliation and peacebuilding.**

### **Restoring Dreams**

Restoring Dreams is our program that provides second chances and supports income-generating initiatives for vulnerable populations at risk of exclusion from the formal economy. These groups include signers of the peace agreement, victims of the conflict, military personnel wounded in combat and their families, and people who were formerly incarcerated. Restoring Dreams works on four fronts:

- Supporting productive projects through training programs and the development of entrepreneurial skills and competencies
- Providing employment at service stations and Altoque stores
- Providing work as a supplier to Altoque stores
- Developing "Reconciliation Fairs" where entrepreneurs present their products to Terpel employees and external parties

- 1. Productive projects:** The goal of this program is to support the businesses of the target population through a training and skills development program that will help them specialize and strengthen their enterprises.

We work with our strategic partner, the World Women's Corporation, and in coordination with the National Agency for Reincorporation and Normalization (ARN), the Matamoros Corporation, Casa Libertad, the Victims Unit, and the Internal Action Foundation. Working closely with these organizations allows us to identify the best candidates for our program and continually monitor their process to ensure optimal results.

The project strengthens business skills by identifying both potential and opportunities for improvement through a comprehensive diagnosis of the participants and their productive units. During the strengthening phase, we help capitalize on opportunities to improve the performance of the beneficiary companies.

The process consists of the following phases:

1. Sharing information and initial monitoring
2. Training using CMMC's SEA Business Methodology

3. Strengthening the business through the implementation of business plans (projection and profitability) and investment plans (objective achieved with the investment).
4. Training in branding
5. Capital injection
6. Technical monitoring visit

During this process, we provided financial resources, transferred knowledge, and taught business and entrepreneurial skills to ensure the sustainability and scalability of this initiative.

One of the most important milestones of the year 2023 was the graduation of the eighth class of entrepreneurs participating in this phase of the program. The ceremony was attended by our executive committee and representatives of the organizations that sponsored the entrepreneurs who were completing their training cycle. We also welcomed the new group of entrepreneurs who started their training for the period 2023-2024 and who will develop their productive activity in the segments of food, clothing, environmental recovery, natural and wellness products, and handicrafts.

Productive projects supported	2016	2017	2018	2019	2020 <sup>18</sup>	2021	2022	2023	TOTAL
	3	3	3	7	0	7	7	7 <sup>19</sup>	37

2. **Employability:** From the beginning of the program, we understood the importance of opening our doors to these communities as an expression of our commitment to being a company that lives out reconciliation, where everyone has a place. That is why, through our subsidiary Masser, we have hired more than 200 people to work as hosts and promoters in our service stations and Altoque stores, positions that have provided a gateway for them to return to the job market, gain experience, and pursue new opportunities outside the company.

Business	Signers	Formerly incarcerated	Victims	Military personnel	Total
Service stations	1	1	38	0	40
Stores			6	0	6
Administration				0	3

<sup>18</sup>Although in 2020 we did not run the program in its traditional format for the productive projects phase, we organized virtual training in benefit to 578 former combatants and victims, in addition to 50 staff at the Agency for Reincorporation and Normalization (ARN), who supported the processes of the 50 beneficiary productive units in 15 Departments of the country.

<sup>19</sup> One of the companies was a joint venture that benefited 2 entrepreneurs in a single project.

	1	4	44	0	49
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- 3. Supply:** one of the strategic pillars of our Convenience Services business is connection with the surrounding community, which we achieve by involving local suppliers and entrepreneurs in supplying Altoque stores around the country.

We are once again inviting new businesspeople to come to us with proposals for new products that are in line with the characteristics of the convenience business. Our hope is that they will become Altoque suppliers and display their products in the stores' sustainable showcases, creating a social impact. We invited more than 50 entrepreneurs involved in the programs of our partners and ended the year by selecting 13 for the first pilot, which will take place in 2024.

- 4. Reconciliation fairs:** It is important to showcase the talent of the entrepreneurs in the program, so we provide commercial settings where they can present and market their products. Since we started this initiative, we have successfully organized 15 editions of the Reconciliation Fairs. These commercial events serve as showcases and platforms for the promotion of products and services, and contribute significantly to the social and economic reintegration of people affected by conflict or violence. This ongoing commitment reflects our firm belief that inclusion and opportunities have a **transformative power** to build a future of greater justice and reconciliation.

This year we resumed these fairs after the pandemic restrictions were lifted, holding them for the first time at two different commercial arenas that are very important to the company: The Mobil Delvac Grand Prix and the No Labels Week.

We spent 2 days in the business area of the Mobil Delvac Grand Prix with more than 10 entrepreneurs each day. For the first time, we presented the characteristics of our program and the products of our entrepreneurs to an external audience. We also gave the stand visibility through national radio programs and the official channels of partner organizations and of Terpel.

We also inaugurated the Week Without Labels, a new format for our fair that brought together entrepreneurs located in Bogota, Cali, Medellin, Bucaramanga, Neiva, and Barranquilla, all at the same time, for three days. During the fair, we were also able to give our entrepreneurs visibility on television channels and through digital content on our social media, where we managed to achieve great reach and generate support for this program.

By the close of 2023, we were able to:

- Support 37 productive projects in benefit to more than 100 people.
- Empower more than 50 entrepreneurs from across the country by promoting their products and services.
- Pre-select 13 entrepreneurs to participate in our sustainable display case.
- Hire 50 people to join our team.
- Invest more than COP 100 million in the development of the program.

***We act as a Country Partner when we contribute to the communities with the most urgent and critical needs throughout Colombia.***

### **Corporate volunteerism**

It is our vision that education has the power to bring about change that can overcome poverty and inequality. For that reason, we focus our volunteer efforts on outreach to schools across the country, working closely with employees, partners, customers, suppliers, and the educational community of each school.

Our work is divided into two phases:

The first phase was dedicated to remodeling classrooms, bathrooms, floors, walls, and other spaces in precarious conditions in these schools. These improvements are critical because the right conditions are essential for creating an effective learning environment and improving the quality of life for students. Once this phase was completed, we set aside a day to further beautify the schools by painting the exterior walls and halls, planting plants, and improving the courtyards and recreational areas, always working together with the community.

The end result of these projects was to give the educational communities the tools they need to create a friendly, safe, comfortable, and appropriate learning environment for everyone. Our commitment goes beyond the physical infrastructure; we strive to create an environment that inspires a love of knowledge and motivates students to reach their full potential.

We are proud to help build learning environments that promote equal opportunities and foster the comprehensive development of individuals and communities.

In 2023, we organized 8 volunteer days throughout the country with our strategic partner, the Catalina Muñoz Foundation. For the second year in a row, we joined forces with several companies under the slogan #manosunidos to demonstrate that together we have the potential to have an even greater impact on the causes that unite us.

As a result of this initiative, we went to Facatativá, Barranquilla, and Cali, where, together with companies such as Corona, Bimbo, Homecenter, Sura, Haceb, Protección, and Compensar, we beautified 2 schools, benefiting more than 700 students, with the help of more than 100 volunteers from all the companies.

Moreover, honoring the dedication to service of our employees, we held volunteer days in Bello, Chinácota, La Virginia, Barranquilla, and Soacha, where we were able to spend time with employees, partners, and franchise owners and their families, and members of the communities, reinforcing our commitment as a Country Partner.

A total of 183 volunteers from around the country participated in these events. For the first time at the Soacha event, we planted trees to launch our corporate campaign with the participation of beneficiaries of our social programs, youth and community members, suppliers, affiliates, and franchise owners from our network.

- Total number of volunteers: 183
- Hours: 812
- Total number of days: 8

### **Donations**

As part of our commitment as a Country Partner, we recognize the importance of supporting social causes and foundations that help build a country that is fairer and more compassionate. We focus on supporting initiatives that have a positive impact on the most vulnerable, as we believe in the corporate responsibility to be agents of change.

Through strategic alliances and financial support, we seek to make a significant contribution to improving the lives and opportunities of those who need it most. This commitment goes beyond philanthropy; it is a tangible expression of our belief that we must play an active role in building an inclusive and sustainable future for all.

### **Main initiatives:**

- For the second year in a row, we supported races with a social purpose, such as the "Corre por Amor" (Run for Love) race organized by the Fundación Mónica Uribe por Amor in Medellín and the "Nos movemos por ellos" (We Move for Them) race organized by the Fundación Unidos para Sonreír (United for Smiles) in Bogotá. We gathered more than 100 runners from the organization, and their families and friends, and we kept them on the move with the best energy, this time for a social cause. These two foundations work to raise the visibility and improve the lives of people who are vulnerable due to health issues such as spina bifida and cerebral palsy.
- We donated more than COP 500 million in aviation fuel to our ally, the Colombian Civil Air Patrol. We provided fuel for a total of 13 medical brigades in 9 departments and 13 municipalities in Colombia. The brigades treated more than 7,000 patients and mobilized volunteer doctors and pilots who flew 419 hours and 72,122 nautical miles across Colombia, the equivalent of three trips around the world. In addition, we sent along four volunteers from the organization who had the privilege of assisting the patrol on four campaigns.
- We provided more than COP 300 million to support social organizations, communities near our operations, schools, and people in vulnerable situations. This allowed us to go where others do not go and have a positive impact on their lives and projects.

## Social investment 2023<sup>20</sup>

(Preliminary data that may change – External Assurance on going)

Category	Amount delivered (COP millions)
Humanitarian Assistance	29.5
Education	5,753.1
Inclusion	143.7
Reconciliation and peacebuilding	131.4
Community Outreach	372
Institutional engagement	118.9
Health	685.4
<b>Overall total</b>	<b>7,234.3</b>

### Terpel Foundation: “We educate to transform lives”

The Terpel Foundation is the highest expression of our social commitment as a Country Partner. We believe that strengthening the quality of education is a fundamental way to improve people's well-being, develop innovative solutions to major challenges, and break the cycle of poverty, creating a more equitable, better educated, and highly competitive country capable of producing a new generation of leaders.

For 19 years, we have made a difference in the quality of education, benefiting more than 1,500,000 people with an investment of more than COP 76,000 million in programs that have had a significant impact.

Our efforts are focused on six programs that provide a clear path to achieving our mission, which is to strengthen the life and leadership skills of at-risk children and youth.

At the Terpel Foundation, we know that teachers are the foundation of quality education. For this reason, several of our programs are designed to strengthen the capacity of teachers and principals to promote the holistic development of their students, instill a curiosity for knowledge, and foster an interest in continuous learning.

We envision that by the year 2025, the Terpel Foundation will have improved the quality of education for more than 2 million beneficiaries in 100% of the country's Departments. This ambitious goal reflects our commitment to continue to be

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<sup>20</sup> This information includes the amounts reflected in the accounts for Donations, Marketing, and Corporate Responsibility executed for the year 2023. It does not include the operating expenses of the Terpel Foundation which amounted to COP 1,816.6 million. Likewise, the information does not match the information reported for indicator 201-1 for Colombia in Community Investment, because the amount reported in this table includes only the donation delivered to the Terpel Foundation, while indicator 201-1 includes the money donated by Terpel to the Foundation and therefore includes different items. Does not include the social investment of Masser.

active agents in the positive transformation of the national education landscape.

### Our work in 2023

Additional municipalities reached with respect to the previous year	14
Increase in beneficiaries over previous reporting year	15,582
<b>Total beneficiaries of education programs</b>	<b>252,438</b>
Students benefited	248,383
Teachers and principals trained	3,555
Parents benefited	161
Schools supported	242
Secretaries of Education benefited	16

<b>Investment Terpel Foundation</b>	<b>COP millions in 2023</b>
Investment in programs	5,695.4
Administrative expenses and investments in program support	1,816.6
Donations	316.2

**In 2023, our investment in Terpel Foundation programs was COP 5,695.4 million.**

### Foundation programs:

**Design for Change:** This is a social innovation movement that originated in India. The Design Thinking methodology invites people to change their environment by using the resources available to them. Students work with their teachers to identify a problem that directly affects them. They then look for a sustainable solution that involves the community.

The Design Thinking model consists of 4 steps: *feel, imagine, do, and share*, which allow students to explore new ideas and build innovative solutions. In the Feel step, students identify a social challenge of any kind in their environment through interviews, observation, and documentation. Then, in Imagine, the tools provided facilitate creative thinking and innovation as students develop viable solutions by imagining possible scenarios. In the third step, Do, they develop and implement an action plan with the resources available to them. Finally, in Share,

they develop the best strategy for communicating the project to the public in a way that inspires others to innovate and work on behalf of their communities.

The most innovative, sustainable, and impactful projects are awarded a consultation with experts in the project's field to improve them and make them more sustainable. To date, we have helped strengthen 23 projects with additional investment. The students and teachers who created the winning project represent their school at the Design for Change Global Partner Meet to share their work with students from around the world and express their own ideas for changing the world.

**Main program advances:**

- 92 schools responded to the invitation to participate in 2023, resulting in 102% compliance with the goal.
- We achieved 115% of our goal for the number of projects submitted (127 submitted). These projects were led by 127 teachers and 2,520 students.
- Teachers who participated in the training developed knowledge and skills to create and manage innovative projects that address social problems, and strengthened their social-emotional and communication skills.
- 450 members of the educational community at the participating schools were trained in the Design for Change strategy.
- With the support of the Terpel Foundation, 4 projects from the 2022 edition were strengthened and consolidated in 2023, improving the prototypes for problem resolution and creating new alliances to ensure the schools continue to develop the projects.

<b>Investment in the program</b>	COP 597.1 million
Students involved	57,289
Percentage of goal met for students involved	100%
Teachers participating in the program	1,576
Percentage of goal met for teachers participating in the program	142%
Schools invited	92
Percentage of goal met for number of schools invited	102%
Projects implemented	127
Percentage compliance with the goal for number of projects implemented	115%
Student leaders	2,520
Percentage compliance with goal for student leaders	76%
Municipalities where the program is in place	64

Departments where the program is in place	22
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**Schools that Learn®:** This a model for comprehensive support for the different actors in the educational process. Its purpose is to create better learning opportunities for students in public elementary schools.

The program provides training and support to the educational community and local educational authorities in order to develop and strengthen the technical and personal skills of the beneficiaries in charge of the main educational processes, thus bringing about changes in traditional pedagogical and administrative practices. We expect these activities to help students develop basic math and language skills, and to help teachers and administrators strengthen their leadership, teaching, and management skills. They should also strengthen the school's contribution to and positive impact on the community.

**Main program advances:**

The program opened in two new cities: Mocoa and Yopal. So far, 95 teachers, 15 officials from the Secretaries of Education, and 19 principals from 20 schools are receiving training in these two cities, improving the quality of education for more than 26,000 students.

- In Bello and Pereira, we concluded the program. We trained 729 teachers, 29 principals, 161 parents, and 63 officials of the Secretaries of Education in benefit to 23 schools, which met and exceeded the goals set for coverage for the year in each group. In these cities, more than 21,000 students benefited from the program.
- School leadership and quality teams have embraced new concepts and practices of transformational leadership and teamwork that will improve the governance of the institution.
- Teachers were able to enhance the learning processes of elementary school students by implementing innovative teaching and learning strategies.
- The school-family link has been strengthened to support the educational process and the holistic development of students.

Investment in the program	COP\$ 1,121.9 million
Teachers trained	824
Percentage of goal met for teachers trained	99%
Students benefited	47,872
Percentage of goal met for students benefited	121%

Parents trained	161
Percentage of goal met for parents trained	127%
Principals trained	48
Percentage of goal met for principals trained	100%
Officials from the Secretaries of Education trained	78
Percentage of goal met for officials trained	104%
Schools involved	43
Percentage of goal met for number of schools involved	100%
Secretaries of Education involved	4
Percentage of goal met for number of Secretaries of Education involved	100%
<b>Change in language score</b>	In the area of language, we achieved a significant increase of 21% in students scoring in the middle category for comprehension of narrative texts. We also observed an increase of 18% in the middle category for comprehension of informative text.
<b>Change in math scores</b>	The number of students scoring in the highest cognitive performance category (3) increased by 3%.

**Leader in me:** This leadership model is based on Stephen R. Covey’s Seven Habits of Highly Effective People. It helps teachers integrate leadership practices into their daily activities with students. The goal of the program is to develop in teachers, and in turn, in public school children and youth, the skills and habits necessary to awaken their leadership at school and in their families and the community. It also promotes social-emotional skills such as self-management,

self-awareness, responsible decision-making, collaboration, communication, and building relationships of trust in their communities.

**Main program advances:**

- In 2023, we launched the program in Bello and Pereira. In the two new cities, we reached a total of 22 schools, trained 80 teachers, and benefited more than 29 thousand students.
- We added a component to the program's training curriculum to develop socio-emotional competencies in teachers and students. These components strengthen dialogue and assertive communication as conflict resolution mechanisms for healthy relationships and promote the well-being of the entire educational community.
- We successfully completed the implementation of the program in the cities of Valledupar and Ibagué, achieving a transformation and adoption of the leadership culture in the schools. As a result, we have seen a decrease in conflicts and an improvement in peaceful coexistence in the schools.
- We reached 89 schools in 8 cities across the country, trained 724 teachers and administrators in leadership skills, and impacted more than 129,000 students.

Investment in the program	COP\$ 1,058.7 million
Students benefited	129,675
Percentage of goal met for students benefited	104%
Percentage of students practicing the 7 leadership habits	85% of students in the cities of Valledupar and Ibagué practice the 7 Habits in their daily activities. This has allowed them to strengthen skills such as self-awareness, self-management, teamwork, collaboration, and problem-solving. Of particular note is the large increase in Habit 5 (seek to understand, then be understood), which is the ability to influence others by developing a deep understanding of their needs and perspectives.
Principals trained	92
Percentage of goal met for principals trained	102%
Teachers trained	632

Percentage of goal met for teachers trained	109%
Percentage of teachers practicing the 7 leadership habits	At the end of the program, 90% of the teachers on the Lighthouse teams at the 21 schools in Valledupar and Ibagué showed an average increase of 3.2% in the adoption of the 7 Habits in their daily actions with their students. This shows a transformation not only at a personal level, but also in their teaching practices in the classroom, reflected in an improvement in the school climate and in interpersonal relationships.
Schools involved	89
Percentage of goal met for number of schools involved	100%
Secretaries of Education involved	8
Percentage of goal met for number of Secretaries of Education involved	100%

**Adventure with Letters:** The objective of this program is to provide libraries for public schools and organize activities that will help motivate teachers and students to read. It was created to strengthen language skills at some of the schools involved in the Foundation's programs, when it was seen that students needed help with reading comprehension of reading materials that tended to be scarce in their learning environment. Teachers and librarians have participated in training workshops and are supported in activities that will encourage students, teachers, and families to read.

**Main program advances:**

- Over 6,700 people have benefited.
- We completed three years of training and support for 101 teachers, administrators, and librarians in the program in 2 beneficiary schools in the cities of Bucaramanga and Santa Marta, aimed at strengthening library services and reading, writing, and oral practices.
  - Each school developed and began implementing the PILEO ("reading, writing, and speaking skills") plan and was left with the installed capacity to continue the program. As a result, we observed significant changes in the reading behaviors of students and teachers.

- We have redefined the volunteer model called "Reading Corners, A Thousand Ways to Read", which has the following objectives: to strengthen reading, writing, and oral practices; to promote encounters between the organization's employees and educational communities; and to help create meaningful learning environments for reading, writing, and speaking skills through the establishment of reading corners.
- We started the training process in Inírida and Mitú, delivering the school libraries and launching the program. The total number of titles in the two collections is 2,042.
- We purchased more than 2,000 units of library materials for Leticia and San José del Guaviare. These collections include a selection of CDs, board games, reading guides, and titles in a variety of literary genres, such as graphic novels and comic books for children and teens. They also include teacher support books to strengthen the supplemental education cycle for students. Given the multilingual and multicultural nature of schools, the collections include titles with a differentiated approach.

Investment in the program	COP 418.5 million
Principals involved	9
Percentage of goal met for principals involved	90%
Students benefited	6,285
Percentage of goal met for students benefited	119%
Teachers involved	227
Percentage of goal met for teachers involved	137%
Volunteers involved	232
Percentage of goal met for volunteers involved	205%
Libraries delivered	4
Secretaries of Education benefited	8
Percentage of goal met for number of Secretaries of Education benefited	100%
Schools involved	10
Percentage of goal met for number of schools involved	100%

**My Future Now:** This program helps Terpel service station promoters, Altoque convenience store hosts, lubrication specialists, and their children pursue higher education through financial assistance, counseling, and ongoing support to ensure they can stay in school and complete their studies.

It also provides training opportunities that develop the skills required by the job market to promote the professional growth of our beneficiaries. This allows them to make progress with their life projects and contribute to the development of the country.

**What does the program involve?** We fund 80% of the total cost of each semester and the student contributes the remaining 20%. The benefits we offer our students include:

- With a grade point average higher or equal to 4.0 in the semester, they are entitled to COP 300,000 per semester.
- If their final GPA at graduation is 4.0 or higher, they are eligible for a 70% discount on their total debt.

**Main program advances:**

- We implemented a strategy to increase support and follow-up for active students, in order to minimize the dropout rate. As a result, the fund's dropout rate fell from 17% in 2022 to 8% in 2023.
- We participated in the Vive Pits tour to share information about the program with promoters and hosts from the 7 regions, with over 3,000 people in attendance. As part of the presentation, we presented awards to the students from each region who have demonstrated excellence in their academic studies.
- Our mentoring program involved 29 Terpel employees across the country who supported our students and strengthened their skills in areas such as project management, leadership, and assertive communication.
- We were able to hire 2 students from My Future Now to work for the company as operations personnel in the Neiva and Bucaramanga plants.
- By the end of 2023, we had a total of 295 graduates, 72% of whom had their loans forgiven because their grade point averages were above 4.0.
- This year, 63 new students entered the program, bringing the total number of students to date to 434.

Investment in the program	COP 456.4 million
Students involved	434
Percentage of goal met for students involved	103%
Students from affiliated service stations involved	159
Students from Terpel-owned service stations involved	275

Municipalities benefited	94
New students involved	63
Students graduated	295

**Interactive classrooms program:** Developed in partnership with the National Ministry of Education, this program provides eco-friendly spaces in remote areas of the country equipped with technology tools to enhance learning for children and youth, and to help teachers develop innovative instructional strategies for their classroom practices.

These classrooms are equipped with solar panels to provide clean energy, making them power self-sufficient and ensuring permanent access to content and equipment. Their technology and design make the classrooms a space that motivates students to take ownership of their learning and develop digital skills that help bridge the digital divide.

#### Main program advances:

- We benefited more than 4,400 people.
- We delivered interactive classrooms to the educational community in Inírida and Mitú, and began the process of training and supporting teachers.
- We targeted and selected schools in San José del Guaviare and Leticia and built classrooms for them.
- We consolidated the program's training model by adapting and validating the training and support cycles developed to date and by designing impact measurement tools (digital skills measurement, satisfaction survey).
- At El Sejal School, we saw a 15-point increase in knowledge test scores associated with teacher training and student access to information.

Investment in the program	COP\$ 2,042.6 million
Principals involved	8
Percentage of goal met for principals involved	100%
Students benefited	4,308
<b>Goal:</b> Number of students benefited	3,500
Percentage of goal met for students benefited	123%
Teachers involved	139
<b>Goal:</b> Number of teachers involved	105
Percentage of goal met for teachers involved	132%
Classrooms delivered	4
Secretaries of Education benefited	6

<b>Goal:</b> number of Secretaries of Education benefited	6
Percentage of goal met for number of Secretaries of Education benefited	100%
Schools involved	8
<b>Goal:</b> number of schools involved	8
Percentage of goal met for number of schools involved	100%

### **Terpel Foundation Panama**

The Foundation also operates in Panama, expanding the impact of our programs and social commitment.

#### **Our key milestones include the following:**

- We officially launched the Terpel Panama Foundation with activities in 4 of the 10 provinces of the country and more than 3,000 children benefited.
- We delivered and implemented the Interactive Classroom Program and the Adventure with Letters Library at the República de Colombia School in the San Miguelito sector of Panama City, benefiting more than 1,000 students.
- We participated for the first time in the International Book Fair of Panama, where we presented the Foundation's programs in an attractive booth, with special emphasis on Adventure with Letters.

To learn more about the work done by the Terpel Foundation Panama, [click here](#).

### **Customer relations**

**(3-3) At Terpel, we are at the service of our customers and consumers. We offer streamlined, friendly experiences in accordance with the highest standards for quality and service in all our business lines. We recognize that excellence builds trust and enables us to increase customer and consumer satisfaction, strengthen brand perception, and foster loyalty. This helps us retain existing customers and attract new ones, creating long-term relationships.**

In 2023, we took steps to improve our service and to continue to listen to and meet the needs and expectations of our customers and consumers in order to increase their satisfaction.

- We have established service committees to identify opportunities for improvement and define responsibilities in order to work toward the continuous improvement of service. These committees meet bimonthly and include representatives from the support areas of each business to develop and implement action plans to improve the B2B customer experience and satisfaction.
- We conducted B2B satisfaction surveys two different times this year. Mid- year, we asked about the aspects that scored below 4.3 in the 2022 survey, and at the end of the year, we asked about all evaluation criteria established, regardless of their score. This allowed us to put in evidence the effectiveness of the action plans implemented and to identify opportunities for improvement of our performance.
- We included the Net Promote Score (NPS) question in the service measurement. As a result of this question, we received a score of 74/100.

### **Communication Channels**

Through our Strategic Service Center (CES), we comprehensively manage all customer inquiries, complaints, requests, and claims. This center is the primary contact center for B2B customers and consumers, providing multiple service channels to facilitate communication. Our goal is to provide effective solutions on first contact or escalate as appropriate. In addition to focusing on resolving customer concerns, CES supports the internal and external operations of all our businesses by reviewing and addressing any customer complaints that may arise in connection with other business segments or from relationships with other stakeholders.

In addition, and in a complementary manner, we have a variety of communication channels and mechanisms to interact with our customers and consumers and to receive complaints, if necessary. Depending on the nature of the request, we provide a direct response from our channels or escalate to the appropriate levels for proper and timely handling.

#### **Channels for attention**

- Telephone channel: Toll-free line 01-800-051-8555 or #462 for Claro, Tigo, Movistar, and Avantel operators.
- E-mail: [servicioalcliente@terpel.com](mailto:servicioalcliente@terpel.com) and [viveterpel@terpel.com](mailto:viveterpel@terpel.com)
- Web page chat: [www.terpel.com](http://www.terpel.com)
- WhatsApp: (+57) 316-010-0462
- Social media:
  - Instagram: @terpelcol
  - Facebook: Terpel
  - X: @terpelcol

## **We work to continue to be preferred by our consumers and retain their loyalty.**

We dedicate our efforts and creativity to winning and strengthening consumer preference and loyalty. We recognize that in a dynamic and competitive business environment, customer loyalty is not just a goal, but an ongoing commitment. We strive to create service experiences that meet our customers' needs and exceed their expectations when interacting with our brands.

Through a customer-centric approach, we develop innovative loyalty programs, offer superior products and services, and maintain ongoing, transparent, and honest communication. Our goal is to win the consumer's initial preference and ensure that this preference translates into a lasting, mutually beneficial relationship over time.

As part of these efforts, we engaged in strategies to build consumer loyalty through these programs:

### **ViveTerpel**

We **launched Vive Terpel at the beginning of 2022** as a loyalty program that helps power people, businesses, and the country and keep them on the move with the best energy.

It puts the customer at the center under the concept that we serve people, not vehicles. The program gives customers a friendly, easy, and accessible experience for earning rewards by accumulating points in the Terpel ecosystem. Points can be added with every purchase of fuel or CNG, or at Altoque Stores, and now Sbarro.

Nearly 2 million users enrolled in the first year, and we ended 2023 with 2.8 million users, 54% of whom are active in the program. It operates in 1,200 Terpel and Gazel service stations and in 100% of the Altoque and Sbarro stores in the country.

One of the highlights of ViveTerpel is its unique and innovative "**Phygital**" experience. Blurring traditional boundaries, Terpel integrates the best of the physical and digital worlds, allowing customers to seamlessly navigate between the two. This includes not only physical options for accumulating points, but also the launch of its own app, which is also the first of its kind in the category.

The Terpel application, which is compatible with all mobile devices, offers not only the ViveTerpel program, but also other features that improve the user experience, such as the possibility of locating the nearest Terpel service station or the one with the best price, checking the points accumulated with each purchase, and redeeming points in an intuitive way in a catalog with a wide range of options.

### **ViveTerpel results**

2.8 million	Customers enrolled
54%	of customers active <sup>21</sup>
1,200	Participating service stations
104	Participating Altoque stores
46.2% of sales under loyalty program	At service stations
42% of sales under loyalty program	At Altoque stores
54% of sales under loyalty program	At Gazel stations

### Together is better

Club Gazel, the loyalty program exclusively for CNG customers to accumulate points, earn coupons, and redeem products in our stores, was in effect until August 2023.

Starting in September, we merged Club Gazel with ViveTerpel to provide greater coverage and benefits, centralize our loyalty experience, and be more accessible to our customers and consumers. In those 8 months, we were able to build loyalty in 74 thousand customers who now enjoy this comprehensive loyalty ecosystem.

### VivePITS Program

This is our loyalty program for promoters, hosts, and POS managers. Its purpose is to ensure a consistent experience across the Terpel and Gazel service stations and the Altoque network of stores by rewarding the performance of the teams and offering them an experience that is easy and fun. The program currently has 1,920 participating service stations and 13,461 users enrolled.

### Its value proposition is built on 4 pillars:

**Training:** Training strengthens the knowledge of teams on topics of interest such as Terpel programs, image, service, sales promotions, etc.

**Measurement:** Performance is measured using four indicators: sales, image, service, and percentage of loyalty purchases made through the ViveTerpel program. Meeting goals earns points for team members.

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<sup>21</sup> Customers who have made a loyalty purchase in the last 30 days (frequent customers).

**Rewards:** Rewards come in the form of redeeming the points earned. We give prizes and incentives to store and service station teams for achieving targets. We recognize a job well done through experiences, and prizes that can be redeemed from a catalog.

**Relationship:** Our connection goes beyond the results. We also celebrate special occasions and organize events that help us build strong, trusting relationships with the service station and store teams.

The results in 2023 were:

- 95% of target achieved in sales volume
- 100% in indicators for image
- 98% in service indicators
- 76% in volume of purchases under loyalty program
- 100% in loyalty program sales

In our constant quest to strengthen our presence as the leading brand in Colombia, we offer the best experiences to build loyalty. We implement a brand strategy that allows us to position ourselves as a company that is #1 in the hearts of customers and consumers, supported by the fundamental pillars of sustainability, ethics, and corporate reliability.

At Terpel, we believe that every interaction with our customers must add value if we are to gain the interest, attention, and trust of our audience. Our strategies are based on the belief that marketing and communications practices must be honest and transparent. As leaders in our business segments and a Country Partner, we are committed to honesty and transparency in all our marketing and communications.

Vive Terpel represents a significant step forward on the road to a more integrated, digital, and interactive customer experience. This commitment translates into a promise that our campaigns will honestly and transparently reflect the social and environmental impact of a customer's activities. We therefore strive to ensure accuracy and ethics in all promotional content we distribute through digital advertising.

### **Customer satisfaction**

As part of our strategy, we evaluate customer satisfaction with our products, service, attention, and overall experience. These results allow us to create action plans to continue to meet our customers' expectations and to comply with regulatory and certification requirements.

At Terpel, we have been analyzing our customers' satisfaction for more than 10 years to identify the most relevant issues and gain a clear idea of where to focus our efforts and resources to keep improving.

In 2023, we received and responded to 773,785 inquiries, complaints, requests, and claims.

**We obtained the following results:**

Aspect measured	2022	2023
Image survey score (KPI) <sup>22</sup>	4.5	4.5
Goal for image for 2023	4.5	4.5
Percentage of goal met for image 2023	100%	100%

Service survey score (KPI) <sup>23</sup>	4.5	4.4
Goal for service for 2023	4.0	4.4
Percentage of goal met for service 2023	113%	100%

<b>Overall customer satisfaction score</b>	8.9/10
Goal for customer satisfaction score for 2023	8.8/10
Compliance with goal set for customer satisfaction for 2023	101%

<b>Service station (liquid fuels) customer satisfaction score</b>	9.04/10
Goal for service station (liquid fuels) customer satisfaction score for 2023	8.8/10

<b>CNG customer satisfaction score</b>	9.04 <sup>24</sup> /10
Goal for CNG customer satisfaction score for 2023	8.8/10

<b>Lubricant customer satisfaction score</b>	8.5/10
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<sup>22</sup> We continued to use the same methodology (image audit)

<sup>23</sup> New methodology – Voice of the Customer

<sup>24</sup> With 79% of customers satisfied.

Goal for Lubricant customer satisfaction score for 2023	8.8/10
Lubricant distributor customer satisfaction score	9/10
Goal for lubricant distributor customer satisfaction score for 2023	8.8/10
Lubricant for industry customer satisfaction score	8.08/10
Goal for lubricant for industry customer satisfaction score for 2023	8.8/10
<b>Aviation customer satisfaction score</b>	9.12/10
Goal for Aviation customer satisfaction score for 2023	8.8/10

<b>Marine fuels customer satisfaction score</b>	9.19/10
Goal for marine fuels customer satisfaction score for 2023	8.8/10

<b>Industry customer satisfaction score</b>	Rumbo: 8.69 Fixed Industry: 8.83 <b>Total industry: 8.72</b>
Goal for industry customer satisfaction score for 2023	8.8/10

## Technological innovation and cybersecurity

(3-3). Cybersecurity and data protection are fundamental pillars of Terpel's business strategy. Recognizing the impact and risks associated with these issues, we have implemented robust measures to strengthen operational security and customer and consumer confidence.

The company has also implemented a cybersecurity governance process that establishes the basic guidelines for its actions in this area. This process clearly defines the responsibilities and priorities of the various positions involved in information security, as well as the control and monitoring mechanisms that ensure compliance with applicable policies and standards. Aligning the cybersecurity strategy with the organization's vision and mission helps achieve business goals and close potential gaps that could threaten the continuity and growth of the organization.

In line with this vision, we have established a comprehensive governance structure to address cybersecurity challenges and ensure compliance with established objectives. Recognizing the importance of effective corporate oversight of these areas, in 2023 we formalized the involvement of a designated board member to oversee our ESG strategy, which includes key aspects of cybersecurity. This will ensure continued empowerment and participation in the comprehensive management of these matters.

We also have a Strategic Cybersecurity Committee, which consists of the chief information officer (CIO) and the chief information security officer (CISO). This committee oversees the execution of all cybersecurity-related activities and ensures the consistency and effectiveness of our defenses. It is accountable to the business, shareholders, and the Board of Directors for ensuring ongoing development of cybersecurity and compliance with the yearly strategies.

We also created a tactical committee to evaluate the effectiveness of the measures implemented at all levels of the organization, and we mainstreamed cybersecurity and data protection analysis across all of the organization's projects.

Some of the key features for decision making in our cybersecurity governance include technological and human capabilities, dependencies and processes, time to value, and day-to-day operations. We ensure compliance with high cybersecurity standards in this process, and recognize the importance of combining technological and human resources to ensure effective decision-making in line with our strategic goals.

**In 2023, there were no cybersecurity breaches or incidents.**

To ensure accountability, we make presentations to the Board of Directors detailing the development and status of the controls for its corresponding approval. At the same time, we maintain ongoing communication with the audit and risk departments, providing them with key information about controls, findings, noncompliance, and critical events that may impact the business. This approach allows us to maintain effective oversight and promote informed decision making, contributing to the continuous strengthening of our risk management and mitigation practices.

At Terpel, we take a proactive approach and make significant investments in advanced technologies to prevent, detect, and respond to cyber threats. At the same time, we establish clear cybersecurity policies and procedures and promote awareness and training for our personnel so that they can identify and mitigate potential risks.

Our cybersecurity management system is based on recognized standards and best practices, such as ISO 27001, NIST 800-53, ISO 31000, ISO 22301, and applicable security legislation. Our approach is based on a Zero Trust model, which involves constantly verifying the identity and behavior of users, devices, and networks on a "no trust without verification" basis. This reflects our meticulous approach to reducing the risk of unauthorized access to our company's resources. We are committed to ensuring a secure and resilient digital environment.

Our integrated risk management system assesses and manages the risks associated with cybersecurity. The strategic risks associated with cybersecurity include:

- **Technological obsolescence:** The use of legacy technologies creates significant vulnerabilities and weakens the organization's security posture. To address this, we have controls in place that proactively monitor and analyze threats. As part of our action plan, in 2024 we will replace these products with next-generation technologies that will not only strengthen our security posture, but also be more user-friendly and have lower operating costs.
- **Network segmentation:** Failure to segment networks by country exposes the organization to threats. To address this threat, we will structure an initiative to segregate private networks among the company's subsidiaries to create greater cybersecurity resilience.
- **Operational Technology (OT) Security:** Without cybersecurity controls in industrial control systems, we may not be able to see the threats to which our supply plants and lubricant factories are exposed. As part of our action plan, we will implement security features at key facilities by 2024.

To ensure business continuity, we have a Disaster Recovery Service (DRaaS) that replicates the company's critical information systems with an offsite provider. In the event of a disruptive event, systems can continue to operate from an external cloud provider's infrastructure. This service is tested annually to verify its operation and effectiveness.

#### **Main initiatives:**

1. We were able to strengthen the cybersecurity posture to reduce the attack surface, assessed in real time through a variety of Cloud Security Posture Management (CSPM) tools.
2. We implemented and activated digital risk management, supported by NIST standards and an Integrated Risk Management (IRM) tool, to effectively manage the identified risks.
3. We executed legacy technology upgrade projects that were key enablers for greater maturity in our zero-trust model.
4. We strengthened security testing in the software development lifecycle by deploying next-generation application security testing (AST) tools that enable dynamic, static, composition, and integration testing.
5. We expanded our threat detection and response capabilities by building our own security data lake and working with vendors with advanced technical capabilities to address today's cybersecurity challenges.

#### **Our performance in numbers and key results:**

<b>Cyber security breaches/incidents</b>	We recorded 395,337 cybersecurity events, of which 99.8% (394,724) were automatically contained by various cybersecurity controls.  In addition, 613 events were contained thanks to the intervention of threat hunting analysts.
<b>Risks materialized</b>	No cybersecurity risks materialized during the year.
<b>Cyber security incidents controlled</b>	100% of events were satisfactorily contained.
<b>Number of critical and high-level vulnerabilities</b>	41 critical risks and 53 high risks.
<b>Number of vulnerabilities remediated in a timely manner</b>	186 risks arising from a range of vulnerabilities in information systems.
<b>Detection of information leaks</b>	In 2023, there were no information leaks caused by cybersecurity incidents.

### **Cyber security is everyone's responsibility**

Cybersecurity is a commitment shared by everyone in the organization. To promote awareness and knowledge of security issues, we conducted ongoing training and sensitization processes throughout the year for our entire team. These initiatives included workshops, educational videos, and training sessions integrated into the company's training plan.

We also ran campaigns to reinforce the importance of the channels and escalation processes available to employees when they identify suspicious events. We made the Teams support channels available to the entire team - the internal 5555 line and the [ciberseguridadinfo@terpel.com](mailto:ciberseguridadinfo@terpel.com) email address - as means to report any situation that requires immediate attention.

### **Data privacy**

**Protecting our information and that of our customers is a priority. We implement proactive measures and strategies to ensure data confidentiality and maintain the trust of those who rely on us.**

We recognize the fundamental importance of data protection as a central pillar of our corporate practices. We have integrated proactive measures at all levels of the organization to instill a culture of security, recognizing that securing information requires organizational commitment. We understand that all of us, from management teams to employees in all areas, share responsibility for maintaining the confidentiality of the information we handle.

We have a privacy committee to ensure the effective implementation of security measures, and policies, manuals, and training for all employees on issues related to personal information. We also take the necessary measures for the treatment and protection of such information in accordance with Colombian national legislation, subject to review, study, and maintenance by this committee.

In this regard, we regularly monitor regulations related to data privacy issues and make sure to communicate any changes or new regulations related to data privacy in a timely manner. We clearly and explicitly inform data owners in advance of the scope of their rights as data owners.

**(FB-FR-230a.2).** At Terpel, we take a robust approach to data protection and management systems based on our Zero Trust policy, supported by standards such as NIST 800-53 and CIS CSF to identify and address data security risks. This approach covers key aspects such as:

- **Minimum access controls:** We implement rigorous controls to ensure the minimum necessary privileged access, thereby reducing exposure to potential risks.
- **Integral encryption:** We provide an additional layer of protection for sensitive information by encrypting data both at rest and in transit.
- **Information leakage prevention:** We strengthen the security of our digital assets by implementing robust information leakage prevention measures.
- **Integrated operating procedures:** Our cybersecurity vulnerability analysis runs parallel to our operating procedures designed to protect the integrity of personal information.
- **Continuous risk management process:** We base our vulnerability management on a continuous process of scanning, assessing, classifying, and remediating risks to ensure timely closure of each identified vulnerability.

**(FB-FR-230a.1)** Thanks to the implementation of these procedures, there were no leaks in 2023 that compromised the integrity of the personal data of customers or other stakeholders.

## Digital transformation

In 2023, we continued our commitment to a streamlined and friendly experience for our customers and business partners by incorporating more advanced technologies and making continuous improvements to our information systems. Digitizing customer interaction channels is a priority because it allows us to be more agile and responsive to our customers' needs.

The Virtual Network is the cornerstone of the digital transformation at Organización Terpel. This group of projects includes initiatives for transformation, change management, new businesses, technological renovation, and innovation that cut across all existing business units and others that will emerge as a result of this evolution.

The fundamental purpose of Virtual Network projects is to positively impact our customers and channels by implementing technologies that drive efficiencies, expand digital strategies, and adapt to new trends. These include reducing physical interaction with promoters or hosts, thus making the experience more efficient and in line with the demands of today's digital environment, without losing the warmth and service that characterize our service experience.

### **Main initiatives:**

- **Rumbo:**  
We have implemented a control of sales conditions and the first phase of billing individuals under this program. The initiative is designed to reduce the burden on the operations department for rate calculation and subsequent billing. This eliminates human error, automates the process, ensures quality, and positively impacts the customer experience. In 2023, we served more than 550 customers participating in the program.
- **TerpelPOS:**
  - TerpelPOS, our service platform, has expanded operations to 624 service stations, preparing them for the arrival of our complementary value proposition.
  - We integrated the system into the Dataphone network as a new means of identification for Rumbo customers. We also implemented the complete cycle of electronic invoicing and integration with SAP BackOffice.
  - In addition, we activated this platform in 109 convenience kiosks throughout the country.
  - We have expanded the scope of the platform to include 3 new brands of pumps, bringing the total to 12, which allows us to be an independent system and operate in a heterogeneous network.

**Skuba:** In cooperation with our majority shareholder COPEC, we implemented the Skuba information system in 100% of our convenience stores, further strengthening our presence in the market. Skuba is a point-of-sale (POS) solution for billing and control at Altoque stores that improves the customer experience. It implements self-service checkout, monitors the food preparation process, reduces time spent taking and managing inventory, and improves the experience of our hosts.

- **Terpel App:**
  - We have built loyalty with more than 2.6 million customers, increased visits by 93%, and accumulated more than 54 million views in the application.
  - We amassed an audience of 1,160,000 users, an 87% growth over 2022, and increased the number of interactions to 13,375,389 user sessions in the year, a 100% growth over the previous year.

- We carried out the technological migration of the application and strengthened the infrastructure supporting it, ensuring proper operation for users.
- We modified and streamlined the user experience of the most frequently used features, such as maps and point queries and redemptions, to make them easier to use and adopt.
- We integrated a dynamic query of the day's restricted license plates into Terpel Voltex and Lubrication Centers, enriching the customer experience and offering new value propositions.
- We offered our customers the alternative of paying with cash and points in the Terpel app.
- We now offer the contactless payment solution at 100 service stations, improving the customer experience.

- **Partners' digital channel:**

Understanding the impact the digital transformation can have on the experience of our partner network, we developed the Partners' Digital Channel. This platform allows B2B customers of the company's business units to manage their account status, track orders, make payments, reconcile online, and access timely information to facilitate their operations. It also includes an e-commerce solution specifically for lubricants and industrial fuels.

The Partners' Digital Channel allows us to offer a streamlined experience and also introduce an innovative approach that optimizes processes for the benefit of our customers.

In 2023:

- We consolidated the use of the platform with a 93% customer adoption rate, added new features that expand the scope of our relationship with customers, and launched the Industrial Fuels Store, which allows us to control the sales cycle for the industrial fuels business.
- We received 4,700 orders in the lubricants and industry store and carried out 5 million sales transactions on the Rumbo platform, which included invoicing for individuals who own vehicles.