



terpel<sup>®</sup>

Committed to the  
region's mobility



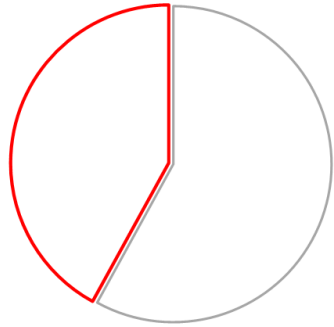


# Our Purpose

**To empower and move  
people, businesses, and the country  
with the best energy**



# Organización Terpel, much more than fuel



**Number 1** distributor of fuels and lubricants in Colombia:  
**44.7% & 38.8%**  
 Market Share\*

Operations in **5 countries**



 **2,384**

Service stations in Latin America.  
**2,076** in Colombia  
 Includes CNG and LPG stations

 **\$35**

trillion pesos: Consolidated **Income**

 **3**

billion gallons sold in Latin America

**\$1,419**

billion pesos: Consolidated **EBITDA**

 **571**

Convenience services in the region: **200** stores, **349** Refreshment kiosks and **22** car washes

 **\$1.5**


trillion pesos: **Market** capitalization

 **'AAA'**

rating from **Fitch Ratings** and **BRC Standard & Poor's**

 **31**

**Supply plants** in Colombia.

 **14**

**Self-generation** plants

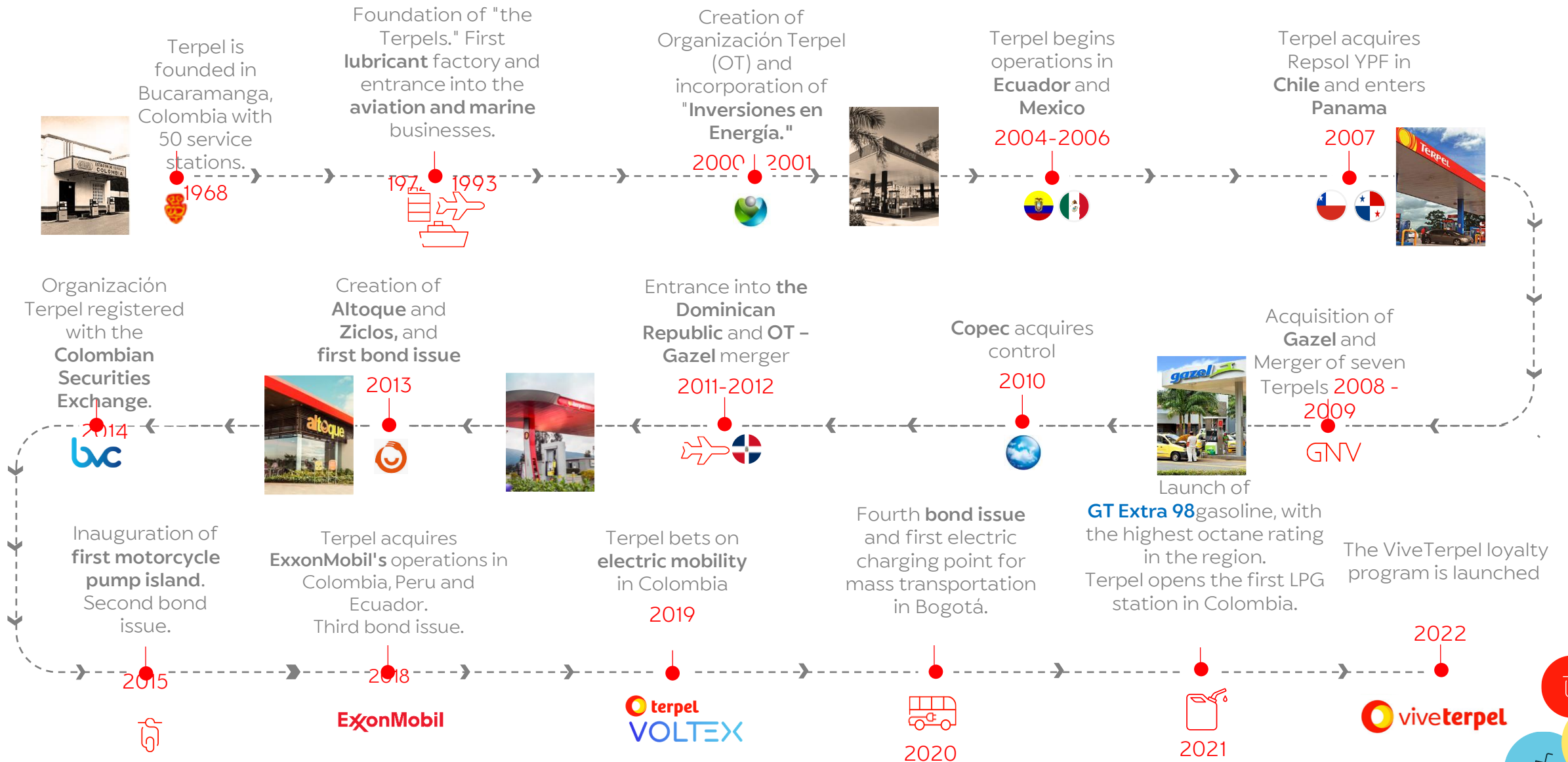
 **18**

**Electric charging stations** across the region.

Figures from Management and Sustainability Report 2022

\*Source: Calculated by the issuer on the basis of the volume reported by the Tax Support Department at the Ministry of Finance and Public Credit (DAF) based on the global surtax collected. Includes volume for Large Non-Intermediary Consumers (LNIC) and imports.

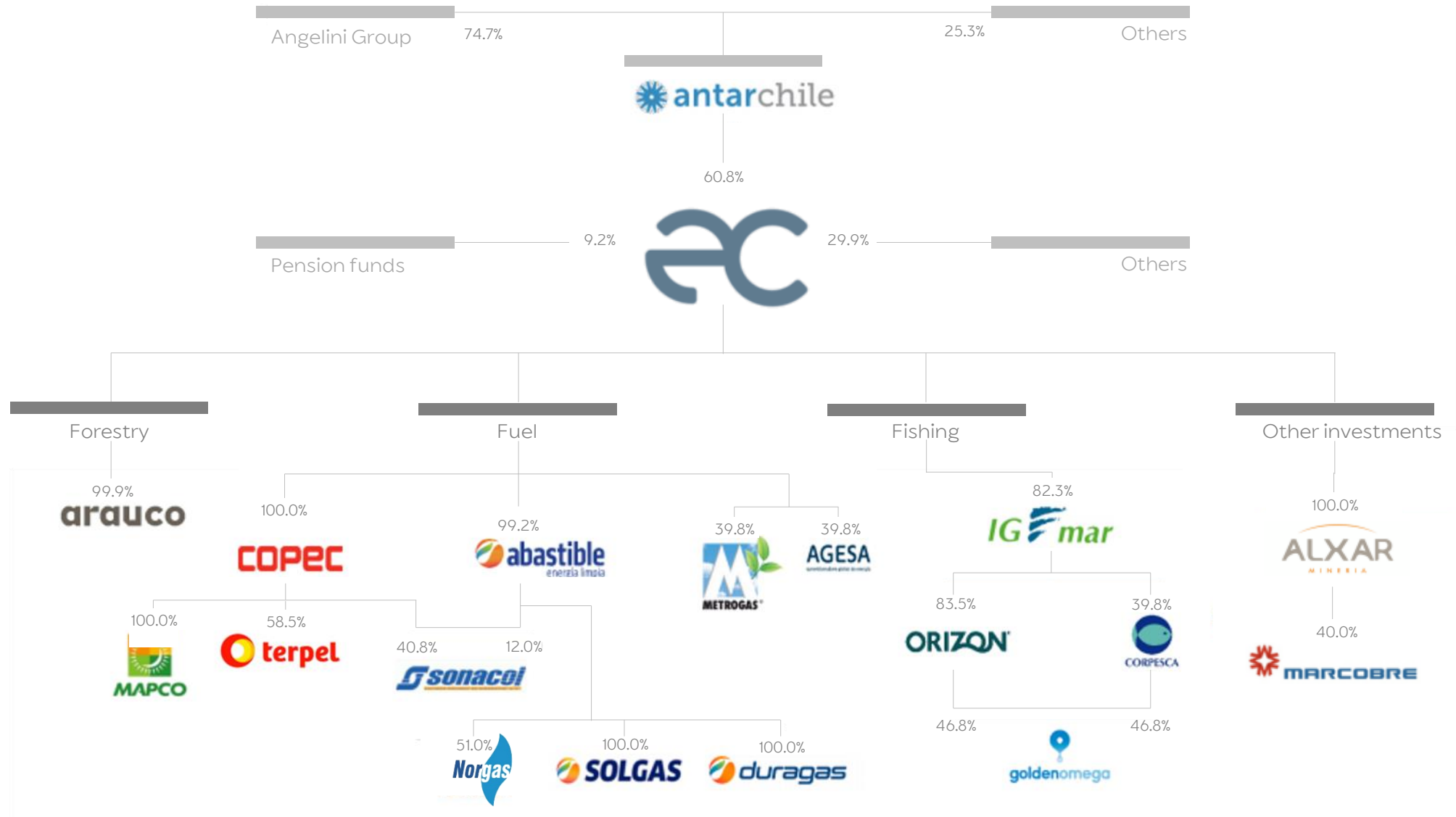
# More than 50 years keeping the region on the move



# Corporate structure



COPEC, main shareholder and long-term player





# Corporate Governance

## Executive Committee



Oscar Bravo  
President  
**16 years**



Rodrigo Ferreira  
VP Lubricants  
**24 years**



Liliana Tovar  
VP Aviation and Marine Fuels  
**31 years**



Johand Patiño  
VP Fuel Sales  
**21 years**



Alejandra Londoño  
VP Convenience Services  
& Marketing  
**3 years**



Alonso Botero  
VP Corporate Finance  
**2 years**



Daniel Perea  
VP Corporate  
& Legal Affairs  
**17 years**



Maria Mercedes Carrasquilla  
VP Human Resources  
& Administration  
**10 years**



Yobany Pabon  
VP Technology  
& Digital Transformation  
**2 years**

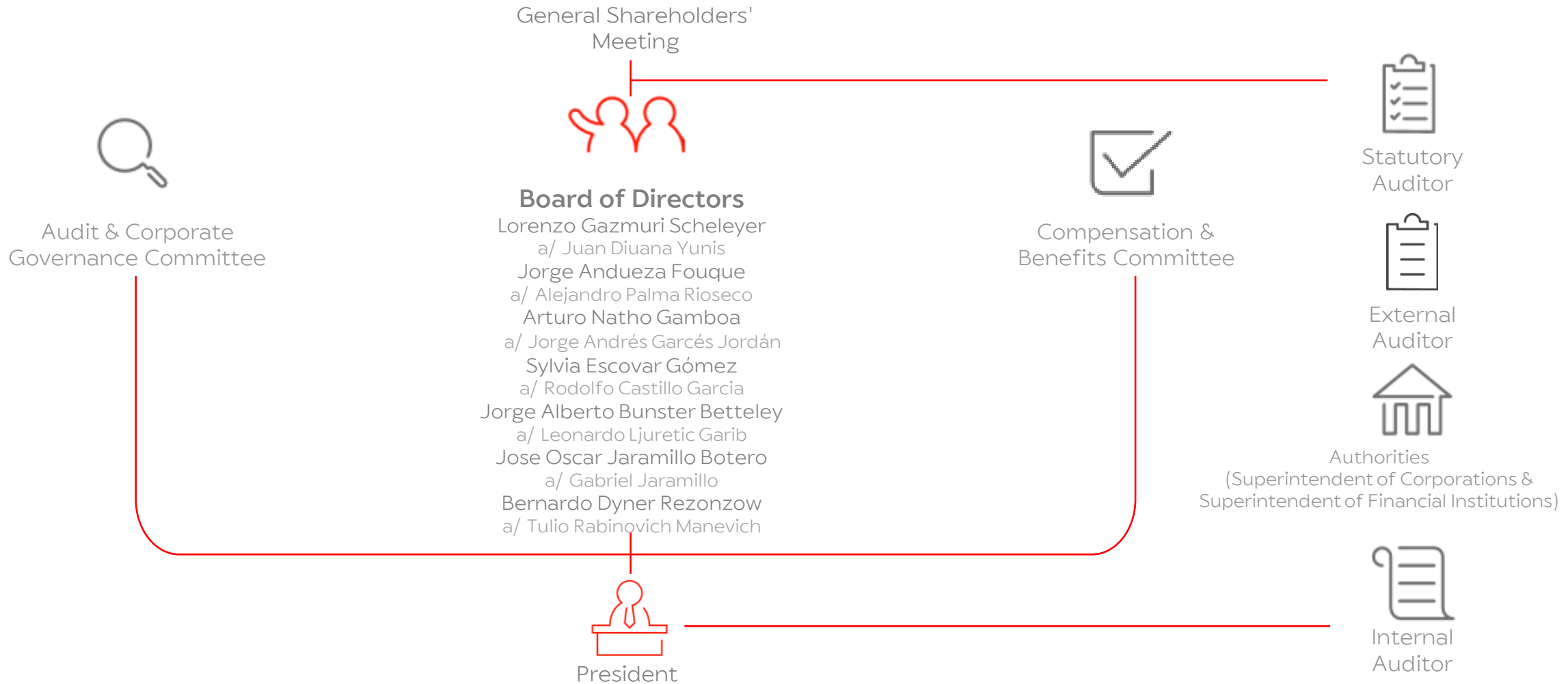


José Carlos Barreto  
VP Operations & Logistics  
**16 years**

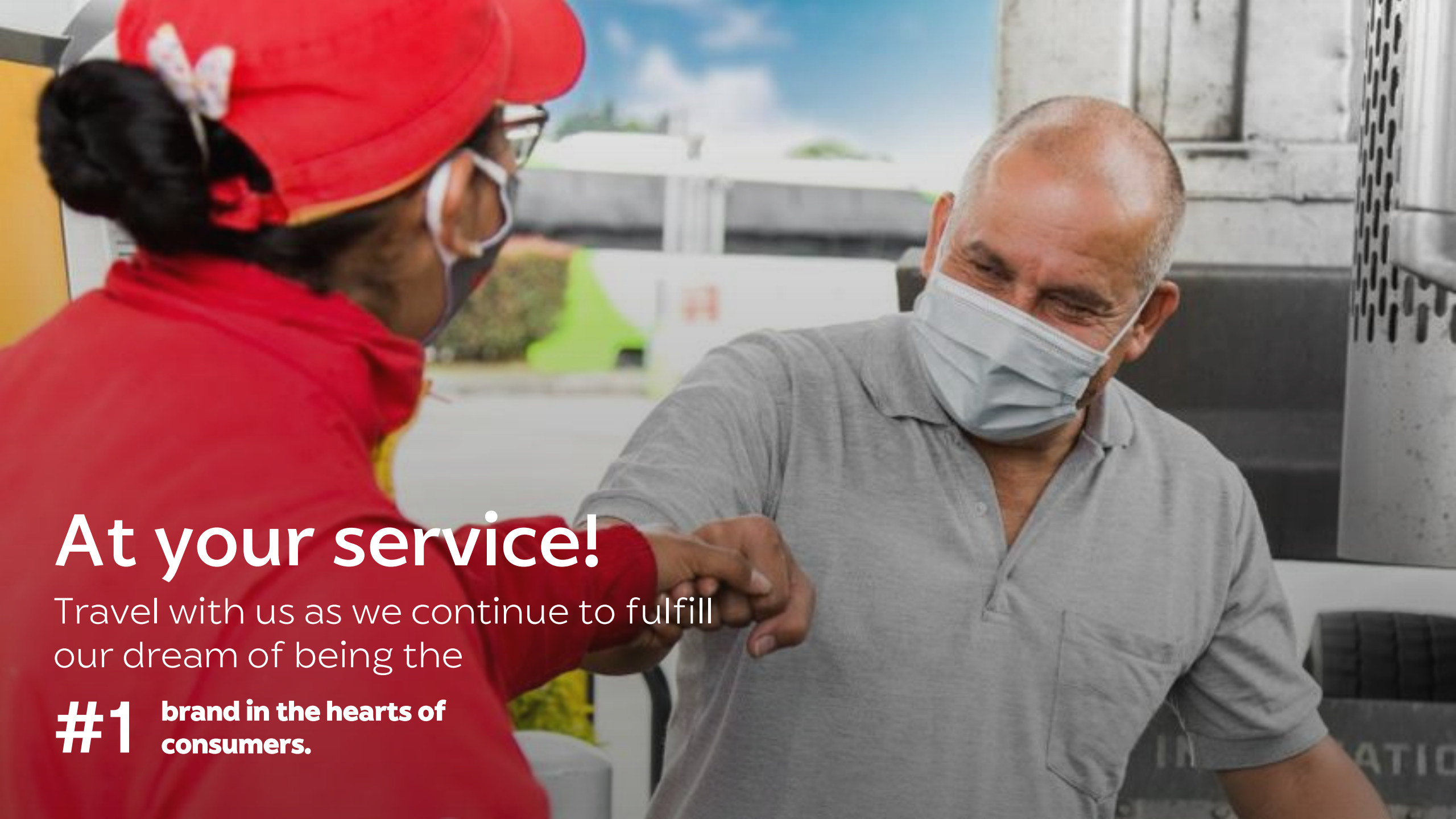


Kenneth Siefken  
Regional VP of Subsidiaries  
**16 years**

# Corporate Governance Structure



a/: Alternate Board member



# At your service!

Travel with us as we continue to fulfill our dream of being the

**#1** brand in the hearts of consumers.



# Our strategy

## Mission

We create memorable experiences in all our business lines.

## Vision

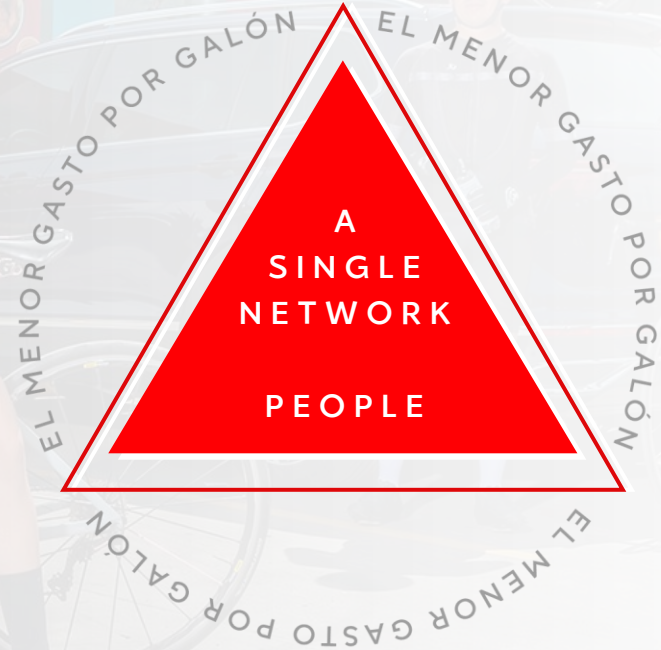
By 2025, a highly inspirational team will make Terpel the #1 brand in service, recognized as a Country Partner.

BEST  
INFRASTRUCTURE

A  
SINGLE  
NETWORK  
PEOPLE





BEST  
SERVICE











BEST PRICE



# 5 countries where Terpel operates



-  **2,384** service stations
-  **571** convenience services
-  **32** airports
-  **18** electric charging points

	Ranking	Market Share %	Business Lines
	1	41% ss & Ind. 47% CNG 79% Aviation	
	2	32% ss & Ind. 17% Aviation	
	2	7% CNG 32% Lubes 10% Aviation	
	3	12% ss & Ind. 8% Lubes	
	2	37% Aviation	

 Liquid fuel  
  GNV  
  CNG  
  GLP  
  Liquid Petroleum Gas

 Corporate Mobility  
  Complementary Services  
  Electromobility

 Industry  
  Aviation  
  Marine  
  Lubrication



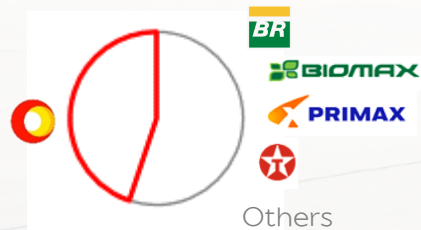
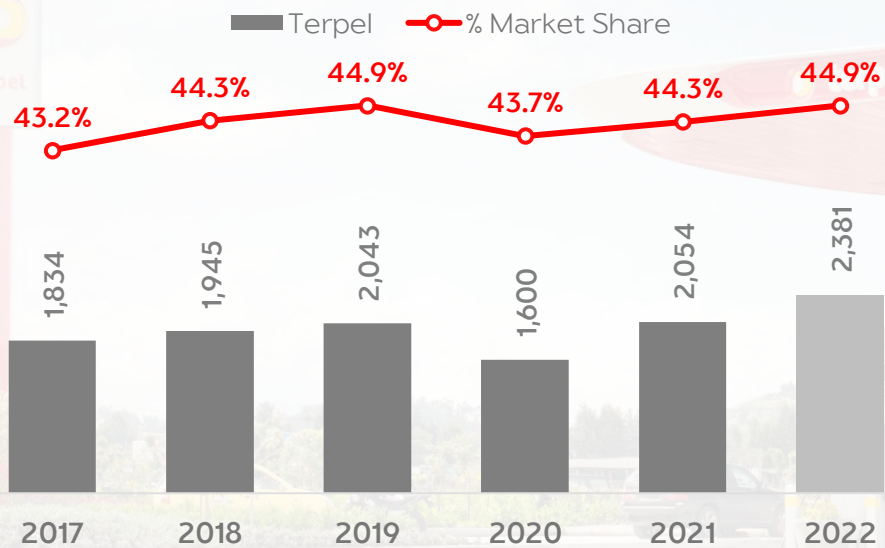
# Terpel in Colombia

# Terpel continues to be the leader in the Colombian market

Terpel volume vs Market\*



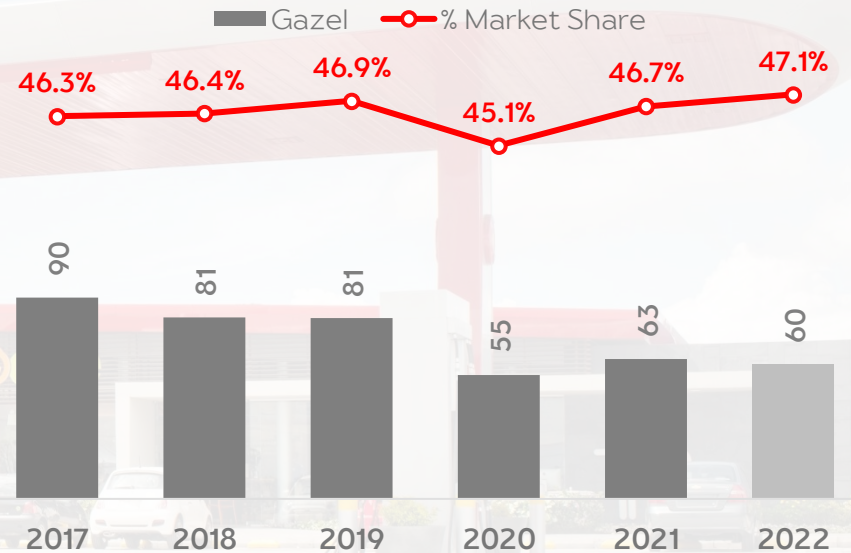
CAGR Terpel 17-22: 5.4%  
CAGR Market 17-22: 4.5%



Terpel volume vs Market\*



CAGR Terpel 17-22: -7.8%  
CAGR Market 17-22: -8.2%



(\*) Source: Calculated by issuer on the basis of the volume reported by the DAF for the global surtax collected. Includes volumes from service stations, Industry, and Aviation. The market includes Non-Intermediary Large Consumers (GCNI for the Spanish abbreviation) and imports. Figures at December 2022.

(\*\*) Source: Issuer calculations in gasoline gallon equivalent. Figures at December 2022.

# Service stations

## Unique and innovative design



**1,794** million  
gallons  
sold  
in 2022



**2,005** service stations in Colombia. We are **the only distributor offering the full portfolio of energy sources:** liquid fuel, CNG, LPG, and charging for EVs.



Colombia's largest network and **the leader in market share**



A benchmark in the category thanks to our formats and the **memorable experiences** we create for our customers.



**75%**  
of the volume  
in Colombia



# Service stations

## Products and services tailored to needs

**Liquid fuel** **1,794**  
**45%**

million gallons sold in 2022  
market share

**CNG** **60**  
**47%**

million gallons sold in 2022  
market share



We promote **clean energy** for heavy vehicles in **green corridors**.

**LPG** **101**

thousand gallons sold in 2022  
**Two LPG service stations in the country.**

### Rumbo

This program for fuel management and control connects **516 liquid fuel service stations** and **221 CNG stations** for corporate clients, involving two business lines.

### Large Fleets

Focused on customers with high fuel consumption requiring credit.

Vehicles registered **162 thousand**

### My Business

Focused on small and medium-sized customers (**SMEs**) who pay for fuel in advance.

My Business Customers **1,900**



# Industry

We support the country's development



24%  
market share\*

191

million  
gallons  
sold  
in 2022\*

We supply fuel to the **internal fueling stations** of our industrial customers.

We are **leaders** in the oil, mining, transportation, construction, and agribusiness **sectors**.

We offer **outsourcing** with programs that focus on **safety** and the prevention of environmental impact, while **optimizing** operations.



7%  
of the volume  
in Colombia

407  
customers  
in 2022

820  
Final  
consumers\*\*

\* Includes CNG volume

\*\* Through industrial distributors



# Aviation

We are a company that flies high

**21** Airports in the country



**408** million gallons sold in 2022

The best service, beyond just fuel supply 

Operational excellence in each process 

Intelligent network 

We are a strategic partner of

International Air Transportation Association **IATA**

Latin American and Caribbean Air Transport Association **ALTA**

Airports Council International **ACILAC**





# Marine fuels

We move the economy on the sea



14%  
Market share

17 million  
gallons  
sold  
in 2022

We provide **marine diesel** for passenger ships, fishing vessels, tuna seiners, dredges, general cargo ships, tugboats, and logistics support vessels on the high sea.

## Ports in Colombia

1. Cartagena
2. Santa Marta
3. Barranquilla
4. Coveñas
5. Tolú
6. Buenaventura
7. Barrancabermeja
8. Calamar
9. La Gloria
10. Puerto Wilches
11. Sabanagrande
12. Salamina
13. Santa Lucía
14. Sitionuevo
15. Suan



1%  
of the volume  
in Colombia





# Convenience services

## On the way to anywhere

5.5%  
Market share



Our **renewed value proposition** makes our stores a **friendly** stop along the way that provide **quick service** and **Colombian flavors** to our customers as they travel the country's cities and highways, as we work toward being the country's largest convenience network.

We are positioning ourselves as a sustainable brand by developing our **own Terpel brands** such as **Agua Madre** and increasing our interaction with the surrounding community and its **entrepreneurs** via 'sustainable display cases' for **local farmers and craftspeople**.

**387** points in the country.



Stores



Carwashes



Refreshment  
kiosks

**87**

billion pesos in  
sales in 2022

Agua  
**MADRE**  






# Lubricants

## A uniting of two leaders



39%  
Market share

27

million  
gallons  
sold  
in 2022

Through the Mobil and Terpel brands, we offer the consumer the most complete and balanced line of lubricants in Colombia.

Our lubricant factory in Cartagena has a **monthly** production capacity of **2.7 MM gallons**.

**Our Innovation and Technology Center** offers the most advanced analysis of lubricants, fuels, greases, and coolants.

53,000+ points of sale



Mobil™



1%  
of the volume  
in Colombia





terpel  
VOLTEX

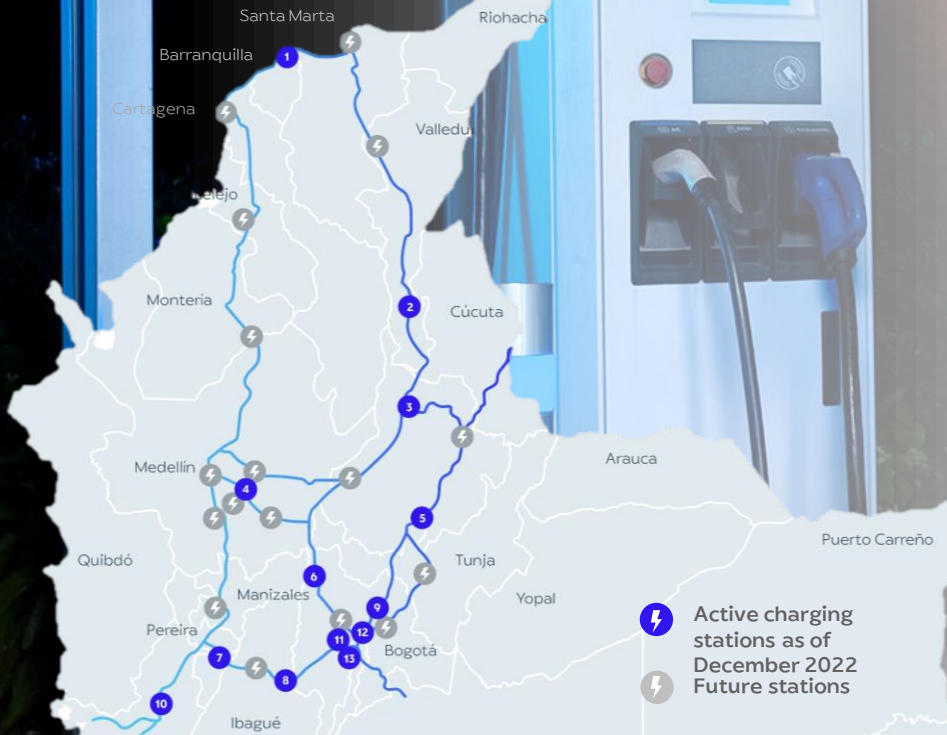
# New Mobility Committed to Sustainability

**13** Charging stations as of December 2022

We create incentives for **more sustainable mobility** that go beyond the product to focus on service and memorable experiences for our customers.

The Terpel Voltex App - a 100% digital, self-managed sales channel for users - is a key part of the e-mobility strategy and is unique in the country.

We focus on keeping people moving regardless of the energy source they choose for their vehicles.





# New Mobility

## Largest energy supplier for electric buses in Bogotá



53%  
Market share

**650+**

100% electric buses powered by Terpel

5 SITP Charging Terminals are served by Voltex Terpel



Approximately 217,000 users benefit each day





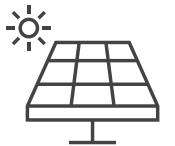
# Flux Terpel

## Solar Photovoltaic market

We created Flux Terpel to **accelerate the transition toward solar energy** through innovation and solutions in order to **lead the way toward large-scale use of** this form of energy in the country.

**22**

**plants  
built**



**3**

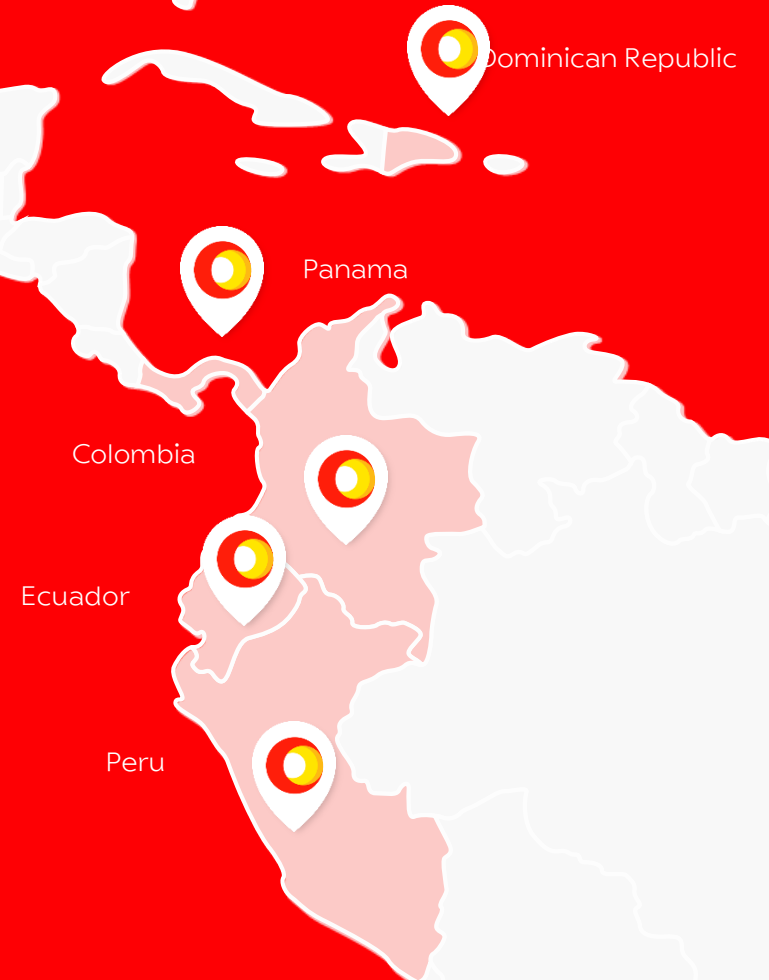
**MWp  
awarded**

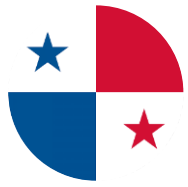


Photo: Exportadora Idahue  
Located in the south of Chile  
Plant capacity: 350 kWp

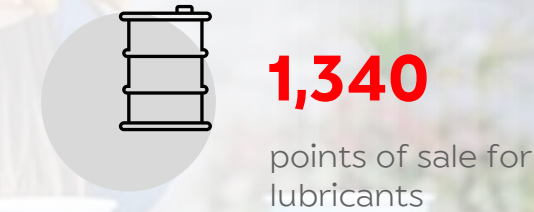
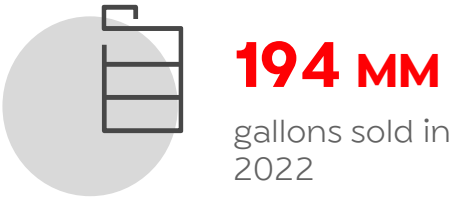


# Terpel the multi-Latin company





# Panama



## Market share

**37%**  
Stations

**27%**  
Industry


**12%**  
Aviation


The operation began in 2007 with the acquisition of the service station network belonging to the company Petrolera Nacional S.A., which sold fuel under the Accel brand.



# Peru

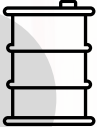



 **85 MM**  
gallons sold in  
2022

 **39**  
Service  
stations

 **30 points**  
with convenience  
services

 **11**  
Industry  
customers

 **8,800+**  
Points of sale for  
lubricants

 **1**  
operation at the  
Jorge Chavez airport in  
Lima

 **705**  
Direct  
employees

 **600 KB/year**  
Lubricant plant capacity

## Market share

**7%**  
CNG stations

**9%**  
Aviation


**32%**  
Lubricants

Terpel's expansion in Peru began in 2013 with the Gazel brand in the CNG market. We strengthened our operation in 2018 with the acquisition of ExxonMobil's assets.



# Ecuador



 **359 MM**  
gallons in sales  
volume 2022

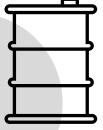
 **101**  
service  
stations

 **14 points**  
with convenience services

 **150**  
Industry customers

 **554**  
Direct  
employees

 **2**  
electric charging  
stations\*

 **6**  
Mobil lubricant  
distributors

 **68**  
'Mi Red'  
establishments

## Market share

**11%**  
Stations

**20%**  
Industry

**11%**  
Lubricants

In 2006, Terpel acquired the Texaco network of service stations in Ecuador. In 2018 it acquired ExxonMobil's operations. In 2021 we celebrated our 15th anniversary of operations in Ecuador and launched that same year the "Mi Red" (My Network) business, with 48 locations participating.  
(\* ) Entered into operation in March 2022.



# Dominican Republic



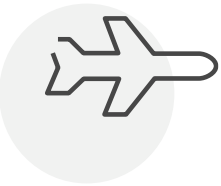
**60 MM**

gallons in sales  
volume 2022



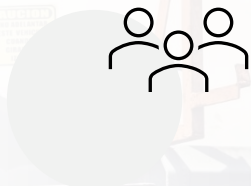
**5**

airports



**150**

customers



**79**

Direct employees

**Market share**

**33%**

Aviation\*



As the result of a tender process, Terpel was selected in 2011 to store, distribute, and sell fuel at two of the country's largest airports: Santo Domingo and Puerto Plata.

(\*) Sales of Jet A1.



# Sustainability

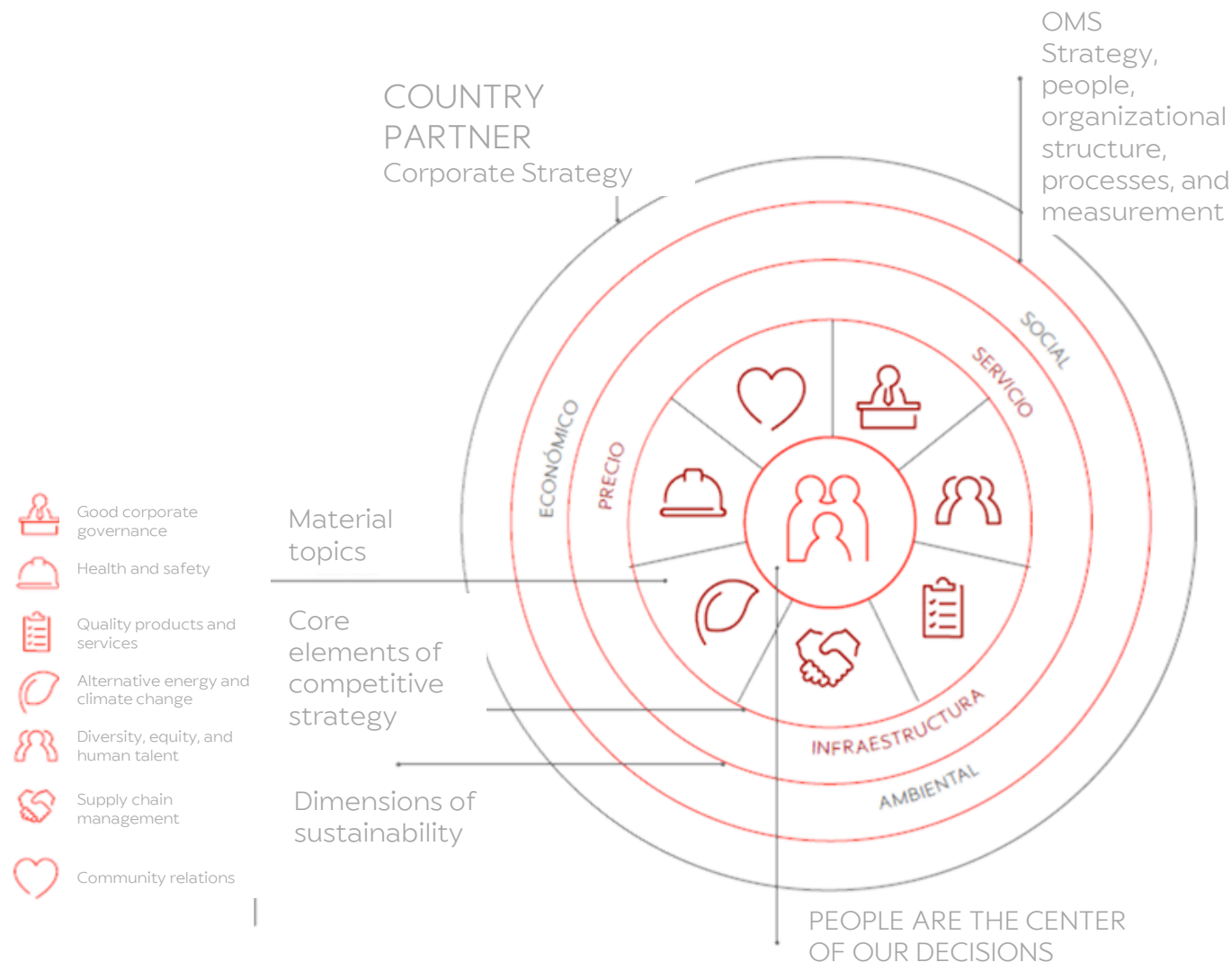




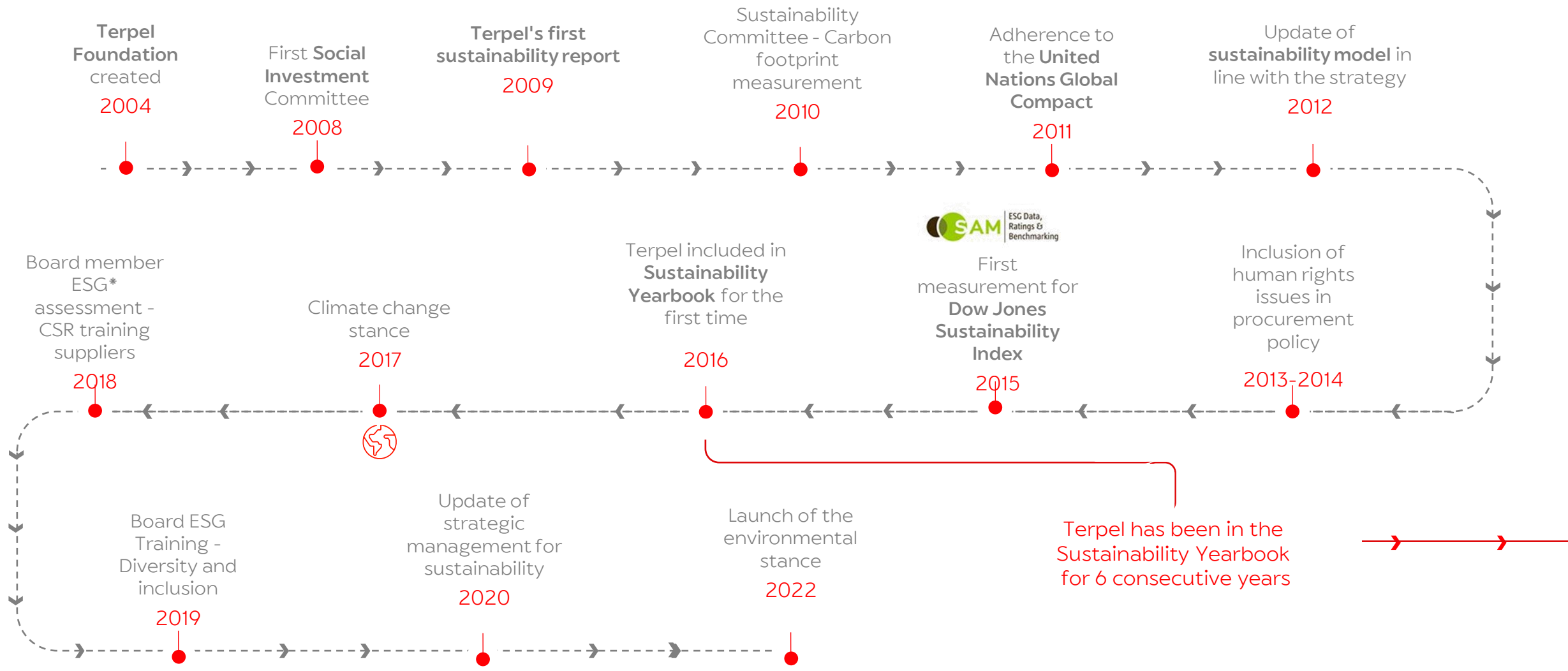
# Terpel is committed to sustainable development

Terpel's commitment is to inject energy into each component of its sustainable business model.

## Sustainable Business Model



# More than 10 years of work focused on sustainable growth



\*ESG: Environmental, Social and Governance.

# Terpel, one of the world's most sustainable companies in the sector



**First Robecosam recognition.** Inclusion in the RobecoSam YearBook for best practices in sustainability Ranked 3/16

2016

2017

2nd consecutive year with **Robecosam recognition** Ranked 10/88 among the world's best companies in the retail sector in sustainability



For the 3rd time, Terpel is included in the 2019 **SAM Sustainability Yearbook.** Ranked 13/73 among the world's best companies in sustainability in the retail sector.

2019

2020

Terpel is once again included in the **SAM Sustainability Yearbook.** Ranked 14/116 among the world's best companies in sustainability in the retail sector The company's score went up in all three dimensions.

**Sustainability Yearbook**  
Member 2021

**S&P Global**

For the 5th consecutive year, **Terpel is included in the Sustainability Yearbook,** ranking first among the 16 Colombian companies in the Yearbook and the only one in the retail sector.

2021

2022

Terpel, the only fuel retailer in Colombia to **measure its sustainability management against standards of excellence.**



# Sustainability

## Economic dimension



**1,794** million gallons in Colombia and **3,277** in LATAM  
14% growth over 2021.



**93.6%** of suppliers are local.



Leaders in the service station segment with **2,005** stations in Colombia (market share 44.7%) and **2,584** in LATAM.



We create close to **3,600** direct jobs in Colombia and more than **16 thousand** indirect jobs.



# Sustainability

## Environmental dimension



We protect the environment and mitigate any impacts of our operations.



**14** work centers with plants that use solar panels and reduce CO2 emissions.



With Green Pass, we promote recycling of our lubricant containers.

In 2022 we collected **16 tons** of plastic.



**13** charging points for EVs and close to **650** electric buses and **36** heavy vehicles served by our **Voltex** brand.



### Environmental stance

Three pillars: 1. Climate change management and energy efficiency 2. Safe operations 3. Circular economy and waste management



# Short and medium-term goals

## Climate change management and energy efficiency

### Carbon footprint 2025 - 2050

**Reduce our carbon footprint** by 10% by 2025, 50% by 2030 and 100% by 2050.

---

Actions to reduce our carbon footprint and mitigate climate change will focus on:

- Developing **energy efficiency projects** in our operations to rationalize and optimize energy consumption.
- Using **renewable energy from solar panel installation projects for self-consumption.**
- Participating directly or indirectly in projects that generate carbon credits.
- Terpel will support projects related to sustainable mobility, including the use of fuels such as CNG, LPG, and hydrogen.



# Short and medium-term goals

Environmental dimension

## Safe operations

### Accident rate

2023

**Reduce this year's accident rate by 10%** over last year for incidents related to injuries, spills, and property damage.

---

### Quality

2023

**Maintain our quality certificates** for our own operations, and support our partners by implementing programs and best practices for operations such as Reliable Service Stations and Clean Industry.

---

### Green Pass certification

2023

**Maintain certification of our ICONTEC-endorsed Green Pass program** for participating points of sale for lubricants.



# Short and medium-term goals

## Circular economy and proper waste management

### Green Pass Program 2023

Implement **the Green Pass program in 4 main cities** by 2025.

Collect **30% of the containers sold** at the points of sale in the program by 2025.

---

### Quality 2023

Include **30% PCR** in our plastic containers by 2030.

**Reduce the plastic in packaging** for foods in our stores **by 95%** by 2025 and by 100% by 2030.

**Manufacture the Agua Madre bottles using 50% recycled raw materials** by 2025 and 90% recycled raw materials by 2030.

---

### Waste disposal 2023

**Donate 80% of all food waste** by the year 2025.



# Sustainability

## Social dimension



Through **Restoring Dreams**, we have supported **30** productive projects of people in the reintegration process, victims, ex-offenders, and former military personnel.



With the sale of Agua Madre water, we have donated more than **\$59MM** to the Soy Oportunidad Foundation.



Our corporate volunteers helped out at **8 schools**, impacting more than **4,000** students



We gave more than **\$570 MM** in fuel to organizations such as the Colombian Red Cross, the Colombian Civil Air Patrol, and ABACO



We keep the **Colombian Civil Air patrol moving**. In 2022 we paved the way for assistance for more than **14,000** patients in 17 Departments.

## Social dimension

### Civil Air Patrol

We take healthcare to the country's most remote regions



By **donating fuel**, Terpel has fulfilled the dream of voluntary physicians and pilots to transform the health and the lives of vulnerable population groups in hard to access areas.

### Support for ABACO

Transporting food products to support vulnerable population groups



We help mobilize food products for vulnerable population groups in different areas of the country, by **donating fuel** to the Association of Food Banks of Colombia - ABACO.

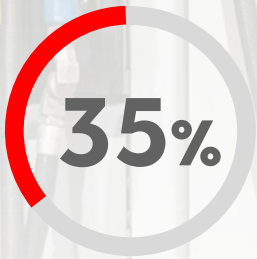


# Terpel Team

## Social dimension

### Terpel promotes inclusion at the workplace

**9** people with cognitive disabilities and **1** person with physical disabilities work with us in regional offices, such as Savanna, the main office, Bucaramanga, West and Cartagena. They teach us to live with gratitude and empathy.



898 of the Colombian team is composed of women.

**1,554** Direct employees



**30%**

women in **senior management**

**38%**

of the **departments and offices** in Colombia are managed by women.



# Terpel Team

## Social dimension

### Working environment

In May 2022, **12** pillars of the work environment were evaluated, including support, communication, innovation, humanity, equity, and recognition.

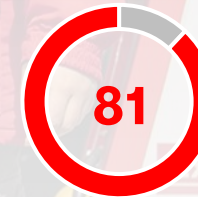


**Overall score**

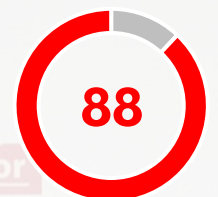
Trust



Commitment



Happiness



The scores position Terpel Colombia in the first quartile, where the best companies in the People First control group are found.

\*Results obtained using People First methodology.



# Terpel Talent

## Social dimension

**\$2,000+  
MM**

invested in training our employees.



### Super T Awards Program

This program promotes a culture of recognition at Terpel.

**1,230**

awards for results, values, organizational competencies and values, and attributes of the Terpel culture.

We have faith in the talent of our employees. That's why

**42%**

of all vacancies as of the end of 2022 had been filled internally.





# Terpel Foundation



# More than 19 years Educating to transform lives

Committed to Colombia's progress, we improve the quality of education by strengthening basic competencies and leadership in children and young students in vulnerable population groups through 6 high-impact educational programs.

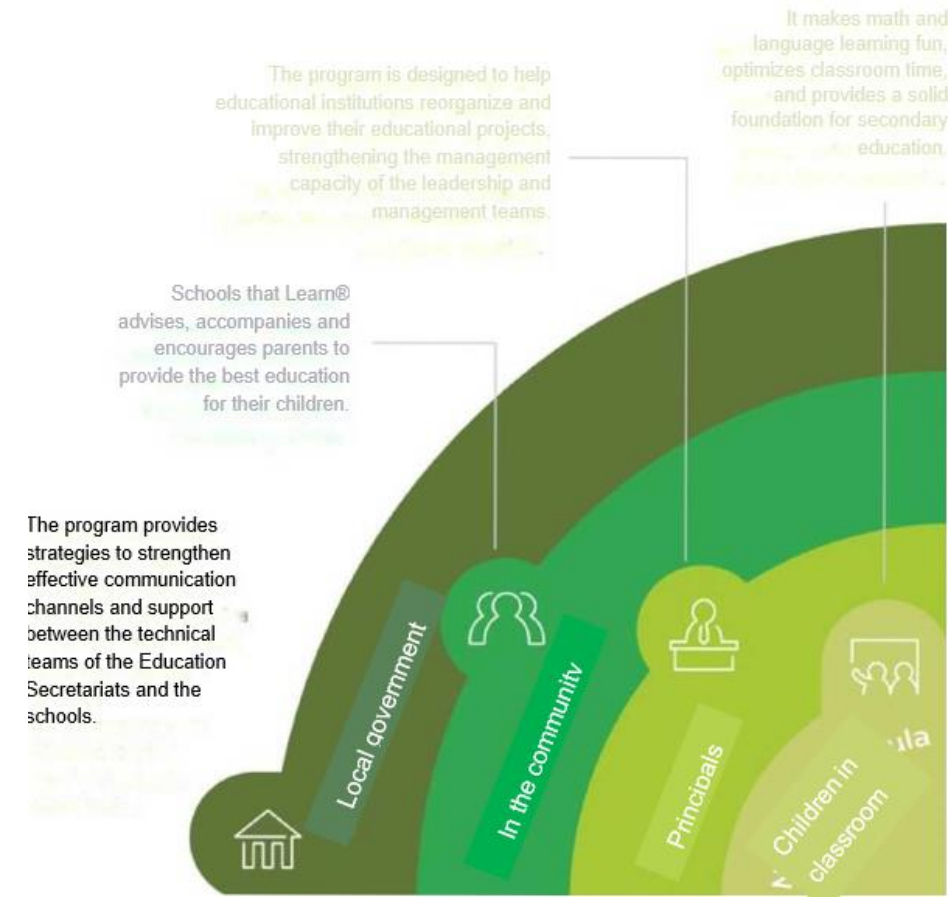
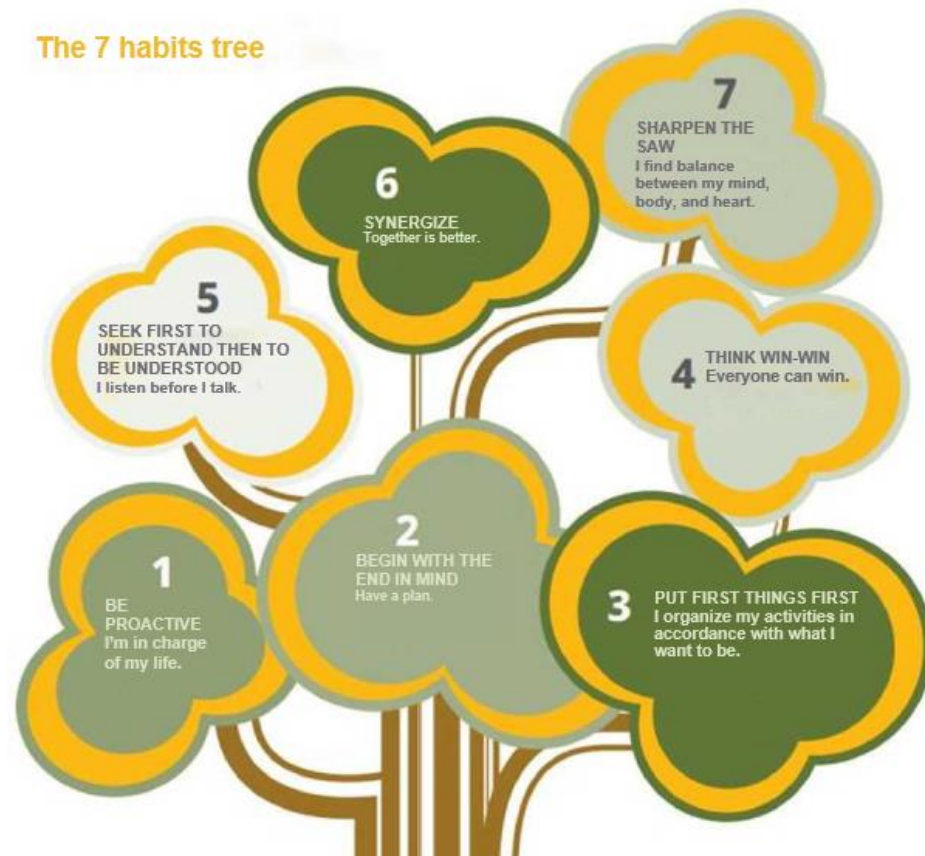


## Leader in Me

This leadership model is based on Franklin Covey's seven habits of effective management and trains teachers to incorporate leadership practices in educational activities with their students in the classroom.

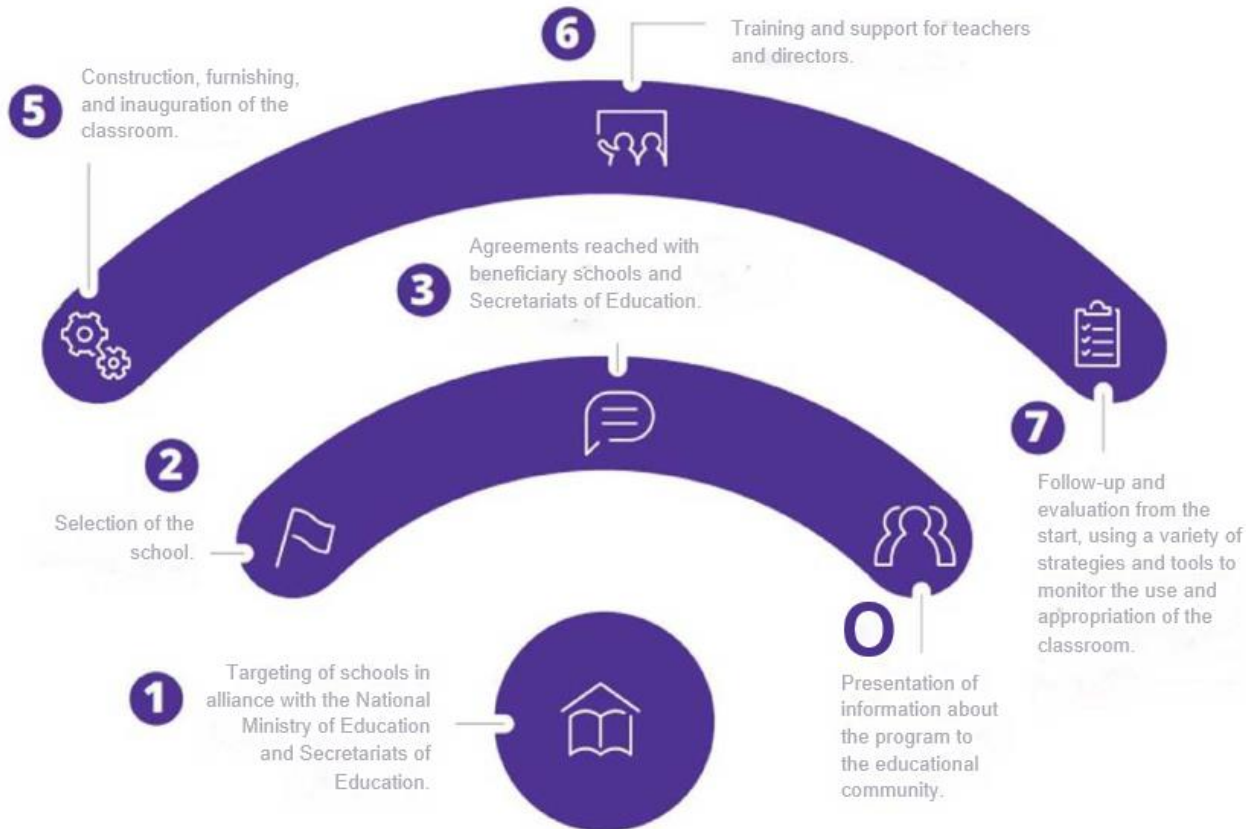
## Schools that Learn

This comprehensive strategy strengthens administrative, academic, teaching, and community aspects at schools.



## Interactive Classrooms


This program consists of providing remote areas of the country with environmentally friendly, technology-enabled spaces for children and youth to strengthen learning.




## Design For Change

Design for Change® is a worldwide social innovation movement that originated in India. Its main objective is to empower students who, guided by their teachers, execute the steps **Feel, Imagine, Do and Share**.

**Feel:**  
Identify what you want to change and analyze with others the problem you want to solve.




**Imagine:**  
Use your greatest superpower as a child: let your imagination fly.



**Do:**  
Work as a team to find support and turn your ideas into reality. Anything is possible!



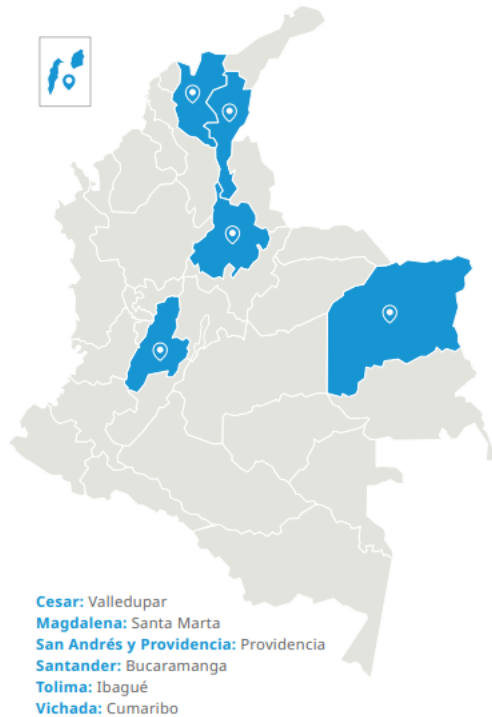
**Share:**  
Inspire others with your experience. Show the world what you can do.



## Adventure with Letters

The objective of this program is to provide libraries for public schools and organize activities that will help motivate students, parents, and teachers to read.

### Where are we located?



### Challenges 2023:

#### BENEFIT:

- ▶ 500 students in Colombia
- ▶ 10 principals
- ▶ 166 teachers
- ▶ 113 volunteers
- ▶ 10 schools
- ▶ **Deliver** 4 new school libraries in: Mitú, Inírida, Amazonas and Guaviare.

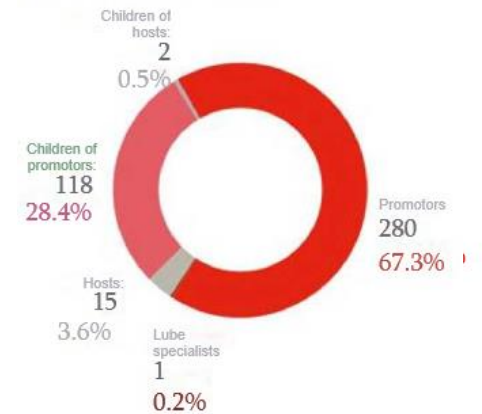
## My Future Now

My Future Now! is an education fund created to support higher education in technical and technological fields and job training for Terpel service station promoters, Altoque store hosts, lubrication specialists, and their children.

### Where are we located?



#### Active students in the fund



#### Students by gender





**1.5 million+** beneficiaries, including students, principals, teachers, and parents.



**2000+** beneficiary schools.



**19** school libraries donated around the country, making more than 15,000 books available.



**69+ billion pesos** invested from the beginning of the Foundation in 2004.

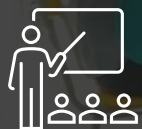
**\$5,624**  
million: Average  
annual  
investment  
2018 - 2022

Investment/Donation from Organización Terpel to the  
Foundation 2018 - 2022  
Figures in millions of pesos



# Terpel Foundation Panama

Crossing borders and reaffirming our commitment as a **Country Partner**, we implemented the Interactive Classrooms, Adventure with Letters, and Design for Change programs for the first time in Panama. Together, these programs will make a contribution to strengthening the **quality of education**.



**1st**

Interactive Classroom of the Terpel Foundation in Panama



**1,700**

children assisted through the three programs



**30%**

of the country covered by the Design for Change program





# Digital transformation

Terpel's digital transformation model allows it to **continually improve** the **physical experience** of its **customers** and **partners** at points of sale.

**COP\$ 63+**  
billion

invested in 2022.

**COP\$ 52+**  
billion

to be invested in  
2023.

**9+**

projects

in development  
for 2023.



# Service station Innovations

## Self-Checkout Module

- **1,597** service stations participating (99%)
- **70%** of transactions made using PSE
- **320,000** gallons purchased through e-commerce

## Point of sale

A single platform integrates all the businesses converging at the service station

- **225** service stations have the software
- **810** service stations have the hardware
- **705** affiliated service stations participating

## Terpel App

- **955,555+** users in database
- **300,000+** active users monthly
- **4.15/5** rating in app stores



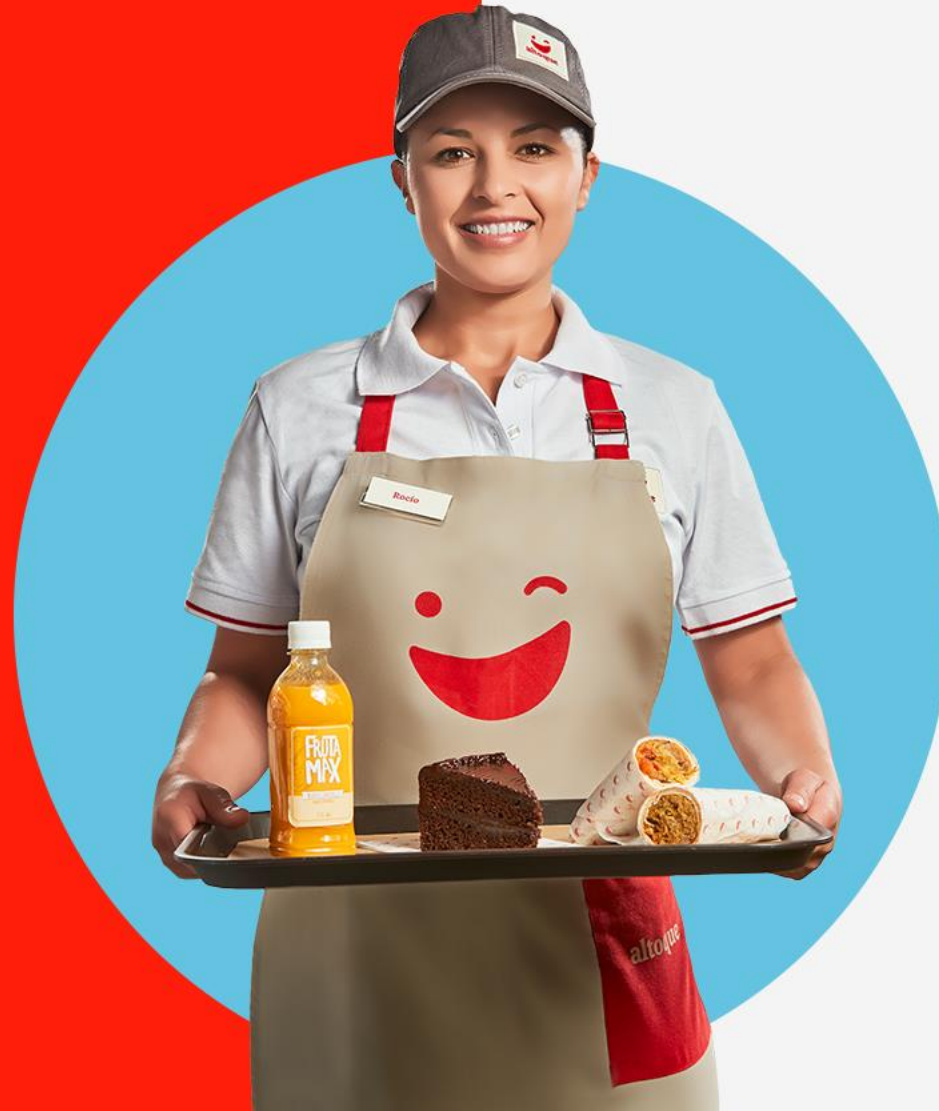
 **viveterpel**



**Our loyalty  
program  
launched in 2021  
has grown to  
1,980,000  
Customers!**

As of December 2022

**And we are  
looking to close  
out 2023 with  
3,000,000!**



## **Altoque Sales**

Average monthly  
transactions:

**91,534**

Average ticket:

**\$17,350**

Total sales Altoque:

**\$87 billion**

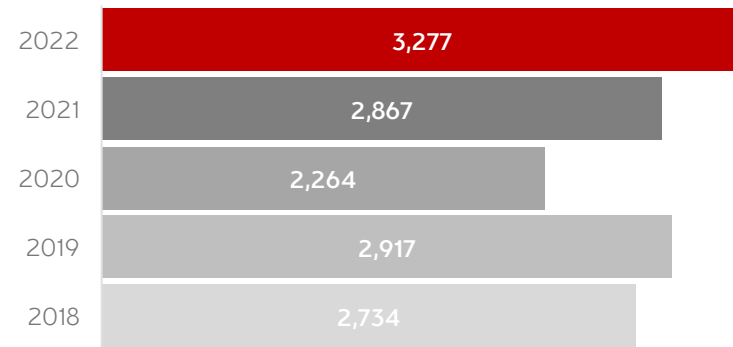


# Financial Results

# Consolidated operating results

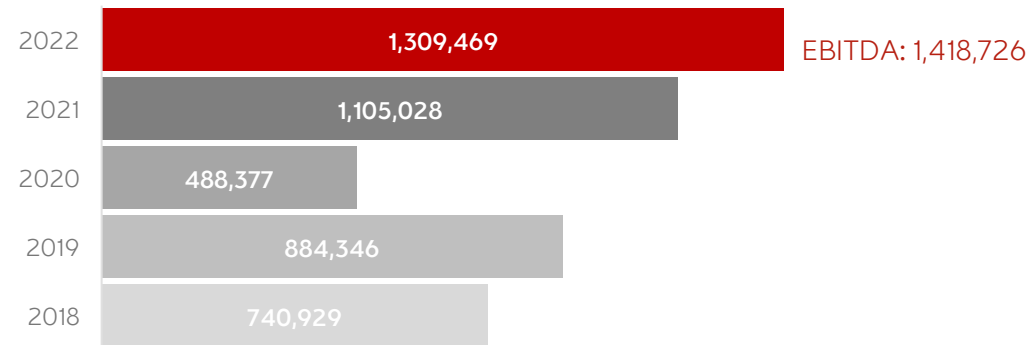
**Sales Volume Performance**  
(millions of gallons)

CAGR 18-22: 4.6%

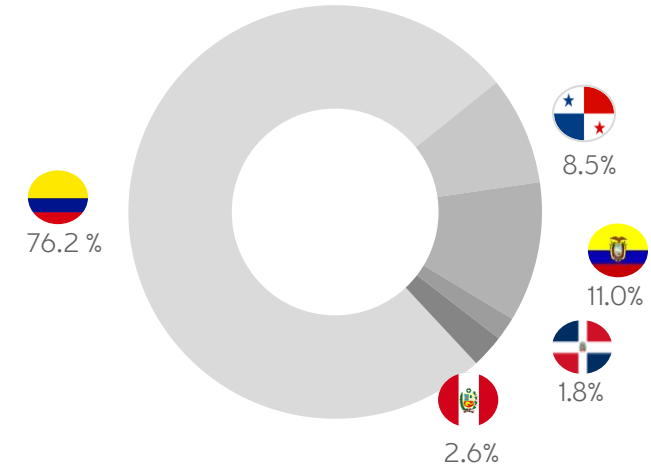


**Adjusted EBITDA performance\***  
(\$ COP millions)

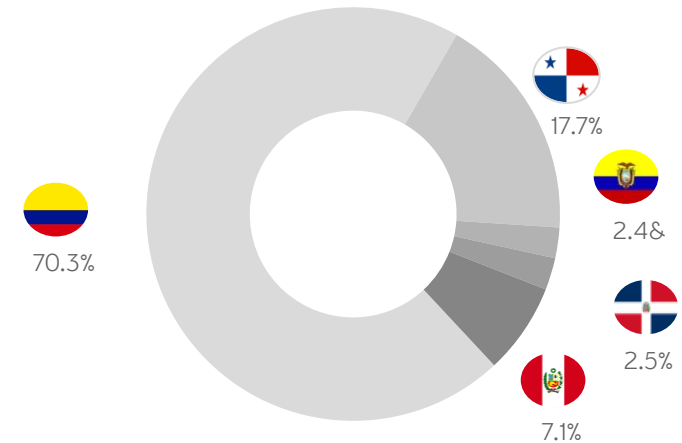
CAGR 18-22: 15.3%



**Sales volume by country 2022**



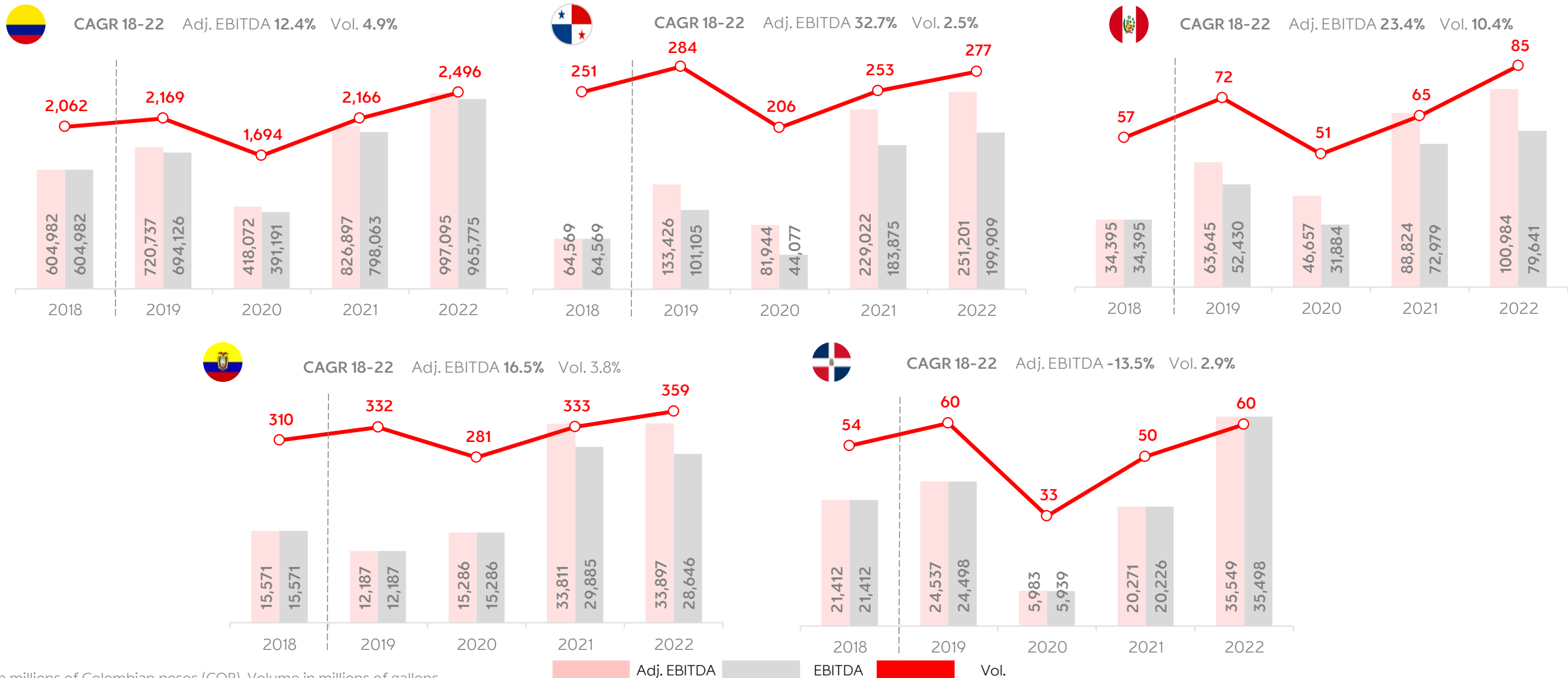
**EBITDA by country 2022**



**NOTE:** The results of the operations acquired from EXM have been consolidated in the results for Peru and Ecuador since April 2018, and for Colombia since July 2018.  
 (\*) The EBITDA has been adjusted to make the 2018 EBITDA comparable to the 2022 EBITDA due to the implementation of IFRS 16 standards in 2019.

# EBITDA vs. Volume by country

In order to make comparison possible of the historic information in the quarterly reports, we have been reporting an adjusted EBITDA that discounts right-of-use leasing figures, as per the IFRS 16 standards implemented in 2019. Starting in 2021, we use the EBITDA figures shown below that correspond to the information on the books, and for which said adjustment has not been made.



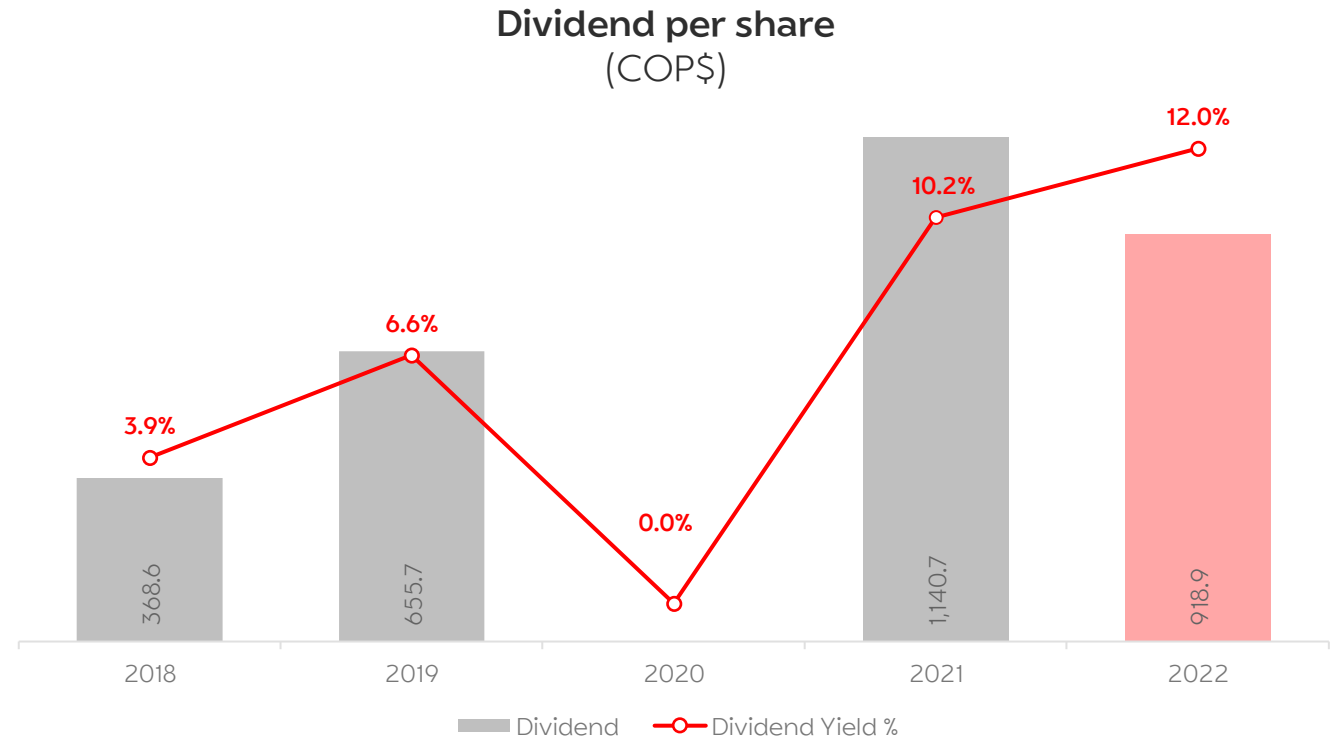
EBITDA in millions of Colombian pesos (COP). Volume in millions of gallons.

## Financial management

- The dividends decreased in recent years have been **around 50%** of **Net Profit**.
- No dividends were paid in **2020**, because the profit for that year was negative.
- In **2021**, the dividends Terpel paid per share were the highest in its history.

**26%**

Annual compound growth in dividends paid by Terpel 2018-2022



$$\text{Dividend Yield} = \frac{\text{Dividend per share}}{\text{share price}}$$

# Share price history (2018-2022)

## BVC: **Terpel CB**

Closing price  
**COP \$9,750** (February 2, 2023)

Historical high:  
**COP \$18,900**  
(September 19, 2023)

Stock capitalization\*:  
**COP \$1.5 trillion**

Number of shareholders\*\*:  
**7,100+** registered in the  
BVC

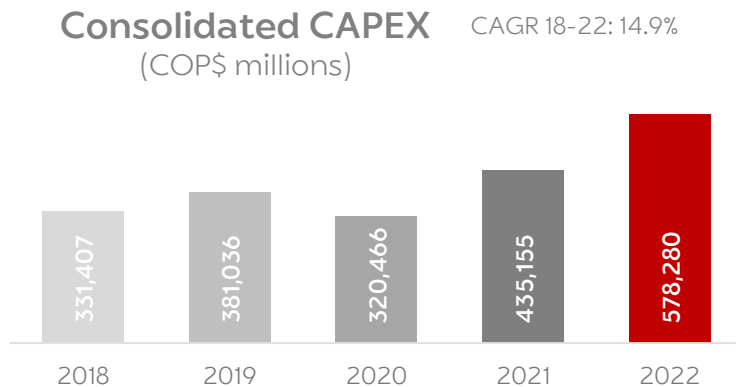


\*As at December 2022

\*\*As at February 2023

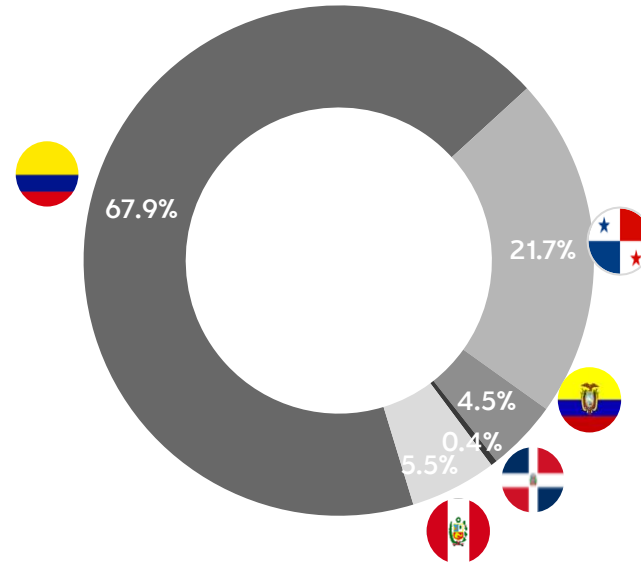
# Consolidated CAPEX

- We invested COP \$148 billion during the quarter to improve the service station infrastructure and expand the network of stations and stores.
- COP\$ 22 billion invested during the quarter to increase installed capacity to serve greater sales volume and to comply with regulations for plants and airports.
- We invested COP\$27.82 billion in convenience services, leading to having more than 100 stores now open, and reaching financial equilibrium for the first time.
- We made investments in the Lubricant factories in Colombia and Peru in the amount of COP\$13.52 billion to increase quality and regional coverage, including new lube centers.
- Significant investments were made in digitization and technology at points of sale.

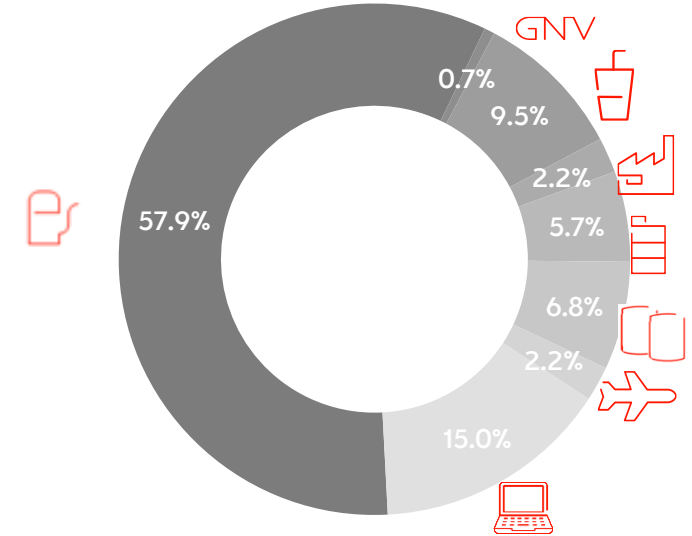


## Capex 2022

% Capex by country



% Capex by segment



New stations	New convenience stores	Maintenance Capex
<b>89</b> points	<b>55</b> points	<b>52%</b> of the total

**CAPEX COP\$ 578,280 MM**

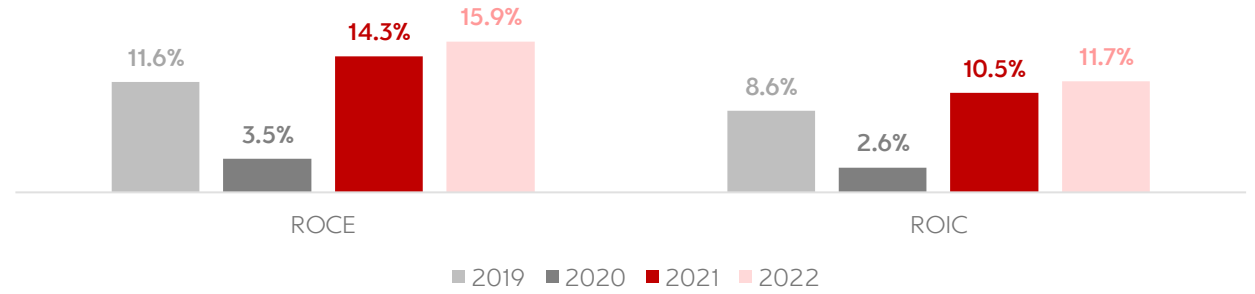


# Consolidated debt ratio

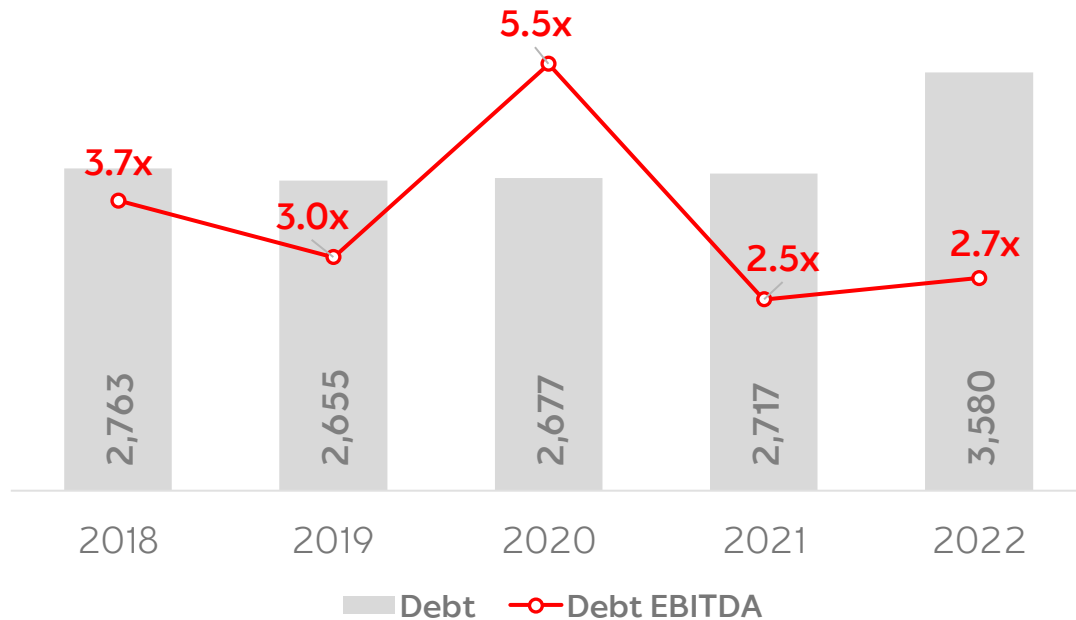
Debt/ EBITDA **2.7x**

EBITDA/ Interest **4.2x**

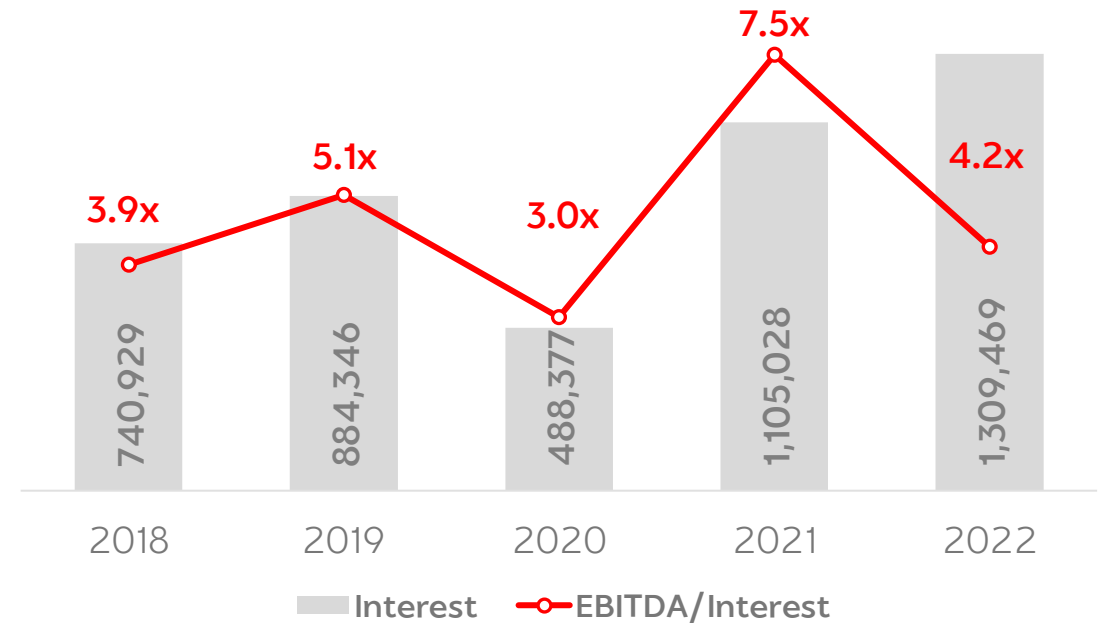
Average life of debt **6.35** years



Debt ratio performance\*



Interest Coverage Ratio performance



\* Gross debt



# Thank you

terpel



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<https://www.terpel.com/Accionistas/Relacion-con-Inversionistas/Resultados-Financieros/>

