

# LATAM AIRLINES DJSI SUPPORTING DOCUMENT 2023

Note: The information disclosed in this document corresponds to the 2022 period.

## ECONOMIC DIMENSION

### 1.1 Corporate Governance

#### 1.1.6 Board Average Tenure

The average tenure of LATAM's board members is 1.4 years.

### 1.4 Risk & Crisis Management

#### 1.4.1 Risk Governance

##### **Highest ranking person with dedicated risk management responsibility on an operational level**

Vivian Reyes is Head of Risk Management Department and reports directly to the Director of Risk and Internal Audit, José Iván Fuentes.

##### **Highest ranking person with responsibility for monitoring and auditing risk management performance on an operational level**

Director of Risk and Internal Audit (José Iván Fuentes) is the highest ranking person with responsibility for monitoring and auditing risk management performance and reports to the Director's Audit Committee.

### 1.4.3 Emerging Risks

Name	Description	Impact	Mitigating Actions
<p>Political instability in major oil-exporting countries which cause fluctuations in jet fuel.</p>	<p>Both the cost and availability of fuel are subject to many economic and political factors and events that we can neither control nor predict, including international political and economic circumstances such as the political instability in major oil-exporting countries. Any future fuel supply shortage, a disruption of oil imports, supply disruptions (i.e., conflict in Ukraine, new geoeconomics contexts such as BRICS, and incorporation of countries controlling major world oil production), or other events could result in higher fuel prices or reductions in scheduled airline services. We cannot ensure that we will be able to offset any increases in the price. In addition, lower fuel prices may result in lower fares through the reduction or elimination of fuel surcharges.</p>	<p>Higher fuel prices: Higher jet fuel prices could have a materially adverse effect on our business, financial condition, and results of operations *i.e., Reductions in scheduled airline services. Lower fuel prices: may result in lower fares through the reduction or elimination of fuel surcharges.</p>	<p>LATAM carries out hedges on NYMEX Heating Oil, whose underlying asset is included in the Fuel Risk Hedging Policy, given its high correlation with Jet Fuel 54. The Fuel Hedging Policy sets a minimum and a maximum hedging range for the group's fuel consumption, based on the capacity to pass through fuel price variations to airfares, anticipated sales, and the competitive scenario. Moreover, this Policy sets hedging zones, a premiums budget, and other strategic restrictions that are assessed and presented periodically before the LATAM Finance Committee. With regard to fuel hedging instruments, the Policy makes it possible to contract combined Swaps and Options only for hedging purposes and does not allow the net sale of options.</p>
<p><b>Global economic slowdown or crisis which cause restriction on market growth</b></p>	<p>Both passenger and cargo demand are highly sensitive to global economic conditions, and the cargo business is particularly vulnerable due to the current worldwide economic slowdown, primarily affecting China and the United States, the two major production and consumption powerhouses. Unlike passenger traffic, which is driven by tourism and business activities, cargo demand is closely tied to global and local economic growth, economic outlook, and fluctuations in foreign exchange rates, among other factors.</p> <p>It's worth noting that both the World Bank and the IMF have predicted a slowdown in economic growth for 2023, which could significantly impact global trade and demand, potentially</p>	<p>Sustained weak demand may adversely impact our revenues, results of operations or financial condition. An adverse economic environment could result in a reduction in passenger traffic, as well as a reduction in the cargo business, and could also impact the ability to set fares, which in turn would materially and negatively affect our financial condition and results of operations.</p>	<p>LATAM has a unique geographic, business, and currency diversification. Additionally, a strong network that is constantly improving with alliances such as the JVA with Delta. In Cargo, we operate to 156 destinations including 13 exclusive freighter destinations. The diversification of our business increases our resilience to economic shocks in specific countries. Moreover, results and adjustment of strategy are assessed and presented periodically before the Strategic Committee.</p>

Name	Description	Impact	Mitigating Actions
	<p>leading to a global recession. Consequently, there's no guarantee that the capacity reductions or other measures that the group might implement in response to decreased demand will be sufficient to offset any potential future decline in cargo and air travel demand across the markets in which the group operates. Prolonged weak demand could have adverse effects on our revenues, operating results, and overall financial health.</p>		

## 1.5 Business Ethics

### 1.5.4 Codes of Conduct: Systems/ Procedures

Compliance is linked to employee remuneration:

The compliance system at LATAM Airlines demonstrates its commitment to integrity and ethics by linking the remuneration of certain key positions, such as the Vice Presidency of Legal and the Internal Audit Directorate, to specific indicators related to compliance. In the case of the Internal Audit Directorate, part of their short-term (annual) performance incentive is based on the improvement of internal control. On the other hand, in the legal area, a portion of compliance indicators, such as the Code of Conduct and the Ethics Channel, are reflected in the KPIs that directly impact employee compensation.

Employee performance appraisal systems integrate compliance/codes of conduct

The performance evaluation at LATAM Airlines includes a competency assessment section that is expected to be fulfilled company-wide. Compliance is one of the key behaviors evaluated as part of the 'Security and Risk Management & Compliance' competency. It specifies that the individual must exhibit behavior aligned with the code of conduct, in addition to policies and procedures that impact LATAM's security, understanding that their actions have an impact on customers, processes, facilities, and the environment.

The compliance system is certified by a third party:

LATAM Airlines has certified its Crime Prevention Model with a third party, 'MC Compliance S.A.,' and this certification includes the proper functioning of the company's Whistleblowing Channel. Furthermore, the company is currently undergoing a new review of its Crime Prevention Model with Deloitte, which, in addition to identifying existing gaps, will provide guidance on incorporating recent regulatory changes introduced by the Economic Crimes Law into the company's model and policies.

These processes encompass the company's code of ethics and various relevant internal documents for compliance processes, such as statutes, risk matrices, crime prevention manuals, related policies, and the organization's whistleblower procedure, among others.

## 1.5.5 Reporting on breaches

Reporting areas	Brasil	SSC	Total
Corruption or Bribery	2	0	2
Discrimination or Harassment	46	19	65
Customer Privacy Data	10	0	10
Conflicts of Interest	55	1	56
Money Laundering or insider trading	0	0	0

## 1.6 Policy Influence

### 1.6.1 Contributions & Other Spending

Annual total monetary contribution in US Dollars (USD).

Data coverage for each year considers 100% of total operations.

	2019	2020	2021	2022
Lobbying, interest representation or similar	0	0	0	0
Local, regional or national political campaigns, organizations, candidates	0	0	0	0
Trade associations	1,700,000	2,013,238	1,044,795	1,402,306
Other (e.g. spending related to ballot measures or referendums)	0	0	0	0

LATAM Airlines does not contribute to political campaigns, political, lobby or commercial organizations or any other tax-exempt groups.

### 1.5.2 Largest Contributions & Expenditures

Name of organization	Contribution 2022 [USD]
ABEAR (Asociacao Brasileira das Empresas Aereas - Brasil) - Brazilian Association of Airlines	769,111
IATA Brasil (International Air Transport Association)	115,140
SOFOFA - (Sociedad Fomento Fabril - Chile) Manufacturing Development Society	66,200

## 1.7 Supply Chain Management

### 1.7.2 Supplier ESG program

Every supplier receiving payments from LATAM undergoes a monthly review using the Lexis Nexis platform, a comprehensive regulatory and business information and analytics system. This platform enables us to identify alerts related to potential breaches of our code of conduct, including issues such as money laundering, legal disputes, child labor, cybercrime, and more.

Specifically, for our Third-Party Intermediary (TPI) Suppliers, a monthly review is conducted and shared with the Compliance department. This department assesses whether LATAM can continue its business relationship with each respective vendor.

In both scenarios, if Lexis Nexis raises any red flags, the Compliance team has the authority to determine corrective actions. In severe cases, these actions may include terminating the contract with the vendor.

Currently, LATAM Airlines is working on an update to its Procurement Policy (2023 version) that will allow suggesting selection preferences to those suppliers who comply with Sustainability guidelines, specifically focusing on Zero Waste, Material Recyclability, and Certifications, among others.

Additionally, a sustainability program is being developed to provide cross-functional measurement tools to our suppliers based on the ESG criteria that LATAM defines as non-negotiable. These changes will involve stakeholders in their roles related to the supplier ESG program. In 2022, a kick-off meeting was held with the procurement teams to initiate their involvement, and in 2023, the first training sessions were conducted to introduce our new Procurement Policy. For example, one of the training sessions introduced the changes that will align the procurement policy with the goal of Zero Waste.

### 1.7.3 Supplier Screening

The supplier screening for our company is based on their impact on our operation, considering their relevance to the continuity of our operations (substitutability in the case of critical suppliers) as well as the share of spend (strategic suppliers). However, when selecting our suppliers, other social, governance, and environmental aspects are highly relevant due to their substantial risks of generating negative ESG impacts on the company. In the selection process, these factors can trigger a relevant alert or even exclusion. To achieve this, we utilize systems that allow us to assess the historical behavior of our suppliers, for example, in practices such as money laundering, legal disputes, child labor, cybercrime, and more.

In environmental terms, the company selects suppliers who meet specific material requirements. These requirements include Zero Waste criteria, material recyclability, and certifications. Regarding fuel, strategies for purchasing Sustainable Aviation Fuel (SAF) as a replacement for the current fuel are being developed.

### 1.7.4 Supplier Assessment and Development

Our suppliers are categorized based on their relevance to the continuity of our operations (substitutability in the case of critical suppliers) as well as the share of spend (strategic suppliers). These criteria determine different levels of depth and frequency for their evaluation. In this assessment, we consider financial, legal, compliance (governance, social, and environmental) documentation, a declaration of conflicts of interest, and specifically, labor safety. In all cases, documented information is obtained, which is then reviewed, verified, and analyzed.

In Chile, LATAM Chile's Occupational Safety team conducts annual audits in collaboration with the Chilean Safety Association on various third-party providers. Up until 2022, suppliers provided

general information. However, starting in 2023, suppliers were requested to provide detailed information specific to each airport where they operate in Chile.

These audits of suppliers providing services at airports adhere to the guidelines outlined in DS 594, which sets forth health and environmental standards in workplaces. Following the evaluation of the audit results, improvement plans with corrective actions are provided to suppliers to address identified gaps. These corrective actions are then actively monitored.

The specific expectations that the company holds for its suppliers are conveyed to them through contractual agreements and regular meetings. Furthermore, for strategic and critical suppliers, an annual letter is dispatched outlining the company's objectives for the upcoming period.

### 1.7.5 KPIs for Supplier Screening

Supplier Screening	FY 2022
1.2 Total number of significant suppliers in Tier-1	316
1.3 % of total spend on significant suppliers in Tier-1	92.5%
1.4 Total number of significant suppliers in non Tier-1	0

### 1.7.6 KPIs for Supplier Assessment and Development

Coverage and progress of our supplier assessment program

Supplier Assessment	FY 2022
1.1 Total number of suppliers assessed via desk assessments/on-site assessments	6,190

Coverage and progress of suppliers with corrective action plans

Corrective action plan support	FY 2022
2.1 Total number of suppliers supported in corrective action plan implementation	52%

## ENVIRONMENTAL DIMENSION

### 2.1 Environmental Policy & Management Systems

#### 2.1.1 Environmental Policy & Commitments

In the "Safety, Quality, Health and Environment Policy" reference is made to continue implementing and maintaining the Environmental Management System, which in turn defines and provides clear guidelines on environmental responsibilities with the corresponding assigned roles, legal compliance obligations, commitment to continuous improvement of environmental performance, definition of targets and objectives and, finally, operational planning and control, among other relevant aspects.

The Environmental Management System Manual states:

LATAM Airlines Group establishes, implements and maintains the objectives, goals and programs of the environmental management system, based on:

- The significance of environmental aspects and impacts.
- Internal and external influences.
- Environmental compliance obligations.
- Risks and opportunities.

The Operator establishes Objectives and Goals relevant to the Organization and its strategic direction, thus the LATAM Group has considered as a criterion the formulation of these in line with the Policy, the Strategic Corporate Objectives or those considered by the country with the purpose of advancing in the improvement of its environmental performance, according to the methodology described in the PRO-HSE-LT-014 Corporate Procedure for the Formulation of Objectives, Goals and Development of Environmental Management Programs.

The Operator's leader approves the objectives and targets related to the Environmental Management System, which are communicated to the organization through internal communication channels. Objectives and targets are reported to the Operator's Leader, and may be modified and/or updated as necessary when activities or operational conditions change during the course of the year. This information should be documented in the goals and objectives log, which should be reviewed annually.

On the other hand, the Environmental Management Manual establishes the need to have competencies in its collaborators, establishing clear definitions of the competencies necessary for the performance of the functions, in terms of education, training and experience, for all roles, positions and work functions of the organization that may have an impact on environmental performance according to the IEnvA standard, It also considers the delivery of refresher and orientation training for personnel with roles and responsibilities for environmental management, especially in the context of the identification of aspects and impacts, risk assessment and management, compliance assessment and change management, for which LATAM has the following procedures and formats: PRO-HSE-LT-013. Environmental Training and Awareness Procedure, FOR-HSE-LT-013. Environmental Training Plan, FOR-HSE-LT-013. Attendance Control Record of Training Activities, FOR-HSE-LT-013. Environmental Briefing

## 2.1.2 Coverage of Environmental Management Policy

In the Safety, Quality, Health and Environment Policy, it is indicated:

- LATAM group is committed to achieving the highest standards of Safety, Quality, Health and Environment in all its operational, administrative activities, facilities and locations where it operates.
- Contribute to the protection of the environment through the implementation of a long-term sustainability strategy that considers the mitigation and management of environmental impacts related to the activities carried out by the organization, its suppliers, service providers and contractors, the constant control and improvement of performance.
- Contribute to the protection of the environment through the implementation of a long-term sustainability strategy that considers the mitigation and management of environmental impacts related to the activities carried out by the organization, its

suppliers, service providers and contractors, the constant control and improvement of the performance of the organization's activities, the constant control and improvement of the environmental performance of the organization, its suppliers, service providers and contractors. and contractors, constant monitoring and performance improvement.

In the Environmental Management Manual it is indicated:

- Scope and Processes: The scope of the Environmental Management System applies to the operators LATAM Airlines Group S.A (LAN;LA), LATAM Cargo Chile (LCO;UC) and LATAM Airlines Chile (LXP;LU). The key business processes covered by the Environmental Management System are those defined as CORE and CORE+ in the IEnvA Standards Manual (IESM).
- Environmental Management Programs: An Environmental Management Plan, which for the purposes of the LATAM Group's Environmental Management System will be referred to as the Environmental Management Program, consists of operational controls and action plans to achieve its Goals and Objectives related to those aspects and impacts that have been identified as significant or that the country's assessment deems necessary to formulate.
- A procedure is established for the identification of stakeholders and interested parties relevant to the environmental management system, and the analysis of their needs and expectations, by means of PRO-HSE-LT-005 Stakeholders and Interested Parties Identification Procedure, given the scope of the system, as mentioned in the same Manual "The scope of IEnvA is defined considering internal and external influences, activities, environmental impacts and related compliance obligations".

### 2.1.3 EMS: Certification/Audit/ Verification

Our operations are certified by ISO 14001 and by the IEnvA Stage 2 program. (See certificates in Annex A of this document).

### 2.1.4 Return on Environmental Investments (USD)

Information for each year considers 100% RTK

USD	2019	2020	2021	2022
Capital Investments (USD)	1,770,000	3,000,000	1,399,041	29,200
Operating Expenses (USD)	2,951,274	1,145,000	2,442,000	4,108,891
TOTAL Expenses (USD)	4,721,274	4,145,000	3,841,041	4,138,891
Cost Savings (USD)	145,440,000	63,800,000	35,028,476	30,360,516

## 2.2 Emissions

### 2.2.1 Direct Greenhouse Gas Emissions (Scope 1)

Direct GHG (Scope 1)	Unit	FY 2019	FY 2020	FY 2021	FY 2022	Target
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						FY 2022
Total direct GHG emissions (Scope 1)	metric tonnes CO2 equivalents	12,149,725	5,614,368	6,497,576	9,780,288	12,149,725
Data coverage (as % of denominator)	Percentage of: RTK	100	100	100	100	-

## 2.2.2 Indirect Greenhouse Gas Emissions (Scope 2)

IGHG (Scope 2)	Unit	FY 2019	FY 2020	FY 2021	FY 2022	Target FY 2022
Location-based	metric tonnes CO2 equivalent	18,423	16,355	14,549	7,150	-
Data coverage (as % of denominator)	Percentage of: RTK	100	100	100	100	-
Market-based	metric tonnes CO2 equivalent	-	-	-	-	-
Data coverage (as % of denominator)	Percentage of:	-	-	-	-	-

## 2.2.3 Indirect Greenhouse Gas Emissions (Scope 3)

IGHG (Scope 3)	Unit	FY 2019	FY 2020	FY 2021	FY 2022	Target FY 2022
Total indirect GHG emissions (Scope 3)	metric tonnes of CO2 equivalents	218,174	24,827	2,446	3,198,	-

Scope 3 Category	Emissions in the reporting year (Metric tons CO2e)	Emissions calculation methodology and exclusions
1. Purchased Goods and Services	1,100,644	Sum of cash expenditures (USD) for the purchase of inputs and services during the calendar year 2022 of the most relevant 80% of purchases by the corresponding emission factor to be transferred to tCO2e.
2. Capital Goods	0	This category is included in the measurement but the value is 0 because there are no capital goods purchases during 2022.
3. Fuel-and-energy-related-activities (not included in Scope 1 or 2)	2,030,710	Sum of: aircraft fuel consumption for passenger transportation, mobile and stationary sources for

		facilities, and electricity consumption, where each consumption is multiplied by its respective emission factor to transform to tCO <sub>2</sub> e.
4. Upstream transportation and distribution	37,637	Sum of fuel consumption in aircraft for cargo transportation by its respective emission factor to transform to tCO <sub>2</sub> e.
5. Waste generated in operations	2,091	Sum of the amount of different types of waste generated at the facilities by their respective emission factors to transform to tCO <sub>2</sub> e.
6. Business travel	14,582	Sum of km traveled in business trips and/or expenses incurred in mobilization by their respective emission factors to transform to tCO <sub>2</sub> e.
7. Employee commuting	12,364	Sum of distance traveled for employee travel and/or fuel consumption, in both cases own vehicles or third party services, by their respective emission factors to convert to tCO <sub>2</sub> e.
8. Upstream leased assets	Excluded	Excluded
9. Downstream transportation and distribution	289	Only for Brazil. Calculation made with the corresponding emission factor to transform to tCO <sub>2</sub> e.
10. Processing of sold products	Excluded	Excluded
11. Use of sold products	Excluded	Excluded
12. End of life treatment of sold products	Excluded	Excluded
13. Downstream leased assets	Excluded	Excluded
14. Franchises	Excluded	Excluded
15. Investments	Excluded	Excluded
Other upstream	Excluded	Excluded
Other downstream	Excluded	Excluded

## 2.2.4 Specific NO<sub>x</sub> Emissions for Passenger Transport

Parameter	Unit	FY 2019	FY 2020	FY 2021	FY 2022	Target FY 2022
Specific NO <sub>x</sub> emissions for passenger transport.	Grams/PKT (passenger kilometers transported)	0.261	0.273	0.330	0.325	-

Data coverage (as % of denominator)	Percentage of: RTK	100	100	100	100	-
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## 2.2.5 Specific NOx Emissions for Cargo Transport

Parameter	Unit	FY 2019	FY 2020	FY 2021	FY 2022	Target FY 2022
Specific NOx emissions for cargo.	Grams/TKT (ton kilometers transported)	1.880	1.792	1.734	1.718	-
Data coverage (as % of denominator)	Percentage of: RTK	100	100	100	100	-

## 2.3 Resource Efficiency and Circularity

### 2.3.4 Packaging Commitment

In terms of Circular Economy, we have commitments to eliminate single-use plastics by 2023 and to be a zero waste to landfill group by 2027. Particularly for the year 2022, a goal was set to reduce single-use plastics on board by 60% and a reduction of 77% was achieved (page 65 of the integrated annual report 2022).

Within the elimination of single-use plastic, important changes were made that incorporate reusable materials. In Onboard Service, the use of reusable pans for food in all types of cabins and cotton bags to cover the resting elements in the Premium Business cabin were incorporated. On the other hand, in the cargo area, the use of stretch film was replaced by reusable pallet covers in part of the process in Chile and Brazil (page 74 of the integrated annual report 2022). The reuse of pallets is also reinforced in cargo, and in warehousing the reuse of cardboard boxes (page 76 of the integrated annual report 2022). Finally, the reuse of aeronautical material, such as seats, galleys and carpets, is encouraged in the operation itself and by other companies. (page 76 of the integrated annual report 2022).

We continue to make progress with the Recycle Your Trip program, which consists of the segregation and recycling of waste from onboard domestic flights. In 2022, the program was already operating in Chile, Peru, Colombia and Ecuador, and in 2023 it will be extended to Brazil (page 76 of the integrated annual report 2022). In the cargo import operation in Santiago de Chile, in replacement of stretch film, the use of narrow belts made of recyclable plastic has been incorporated, which also reduces the amount of plastic used by 80%. On the other hand, during 2023 the Contingency Kit will be changed from plastic to recyclable materials (100% paper), as will the luggage labels, which will also become 100% paper.

We have worked hard on our goal to eliminate single-use plastics by 2023. Some of the elements that we have replaced, in Onboard Service, we have plastics in cups, cutlery, bags for resting elements and cutlery, as well as bags containing products inside the trolleys and inside the Amenity Kits. In the cargo area, we have also worked on the use of reusable pallet covers and the use of narrow straps that reduce the use of stretch film by 80%.

We have incorporated products made from recycled materials in our amenity kits, including socks and eye covers. We are also continuing to strengthen our "Second Flight" program, which consists of making new products from our crew's and operators' unused uniforms.

With the Recycle Your Trip program, we are responsible for recycling recyclable waste from our operations in Peru, Ecuador, Colombia, Chile and (in 2023) Brazil. We are also strengthening our Recycling System to incorporate more and more elements into our operation's recycling flow.

Finally, we have strengthened, through R&D, the choice of replacing materials with more sustainable alternative solutions with the incorporation of trained personnel and the contracting of a consulting firm specializing in waste issues. In conjunction with the search for a new supplier specializing in plastics, which will begin to provide support in 2023.

### 2.3.5 Packaging Materials

Packaging Materials	Coverage (% of cost of goods sold)	Total Weight (metric tonnes)	Recycled and/or Certified Material (% of total weight)	Target 2022 (% of total weight)
Wood/Paper fiber packaging	100	2,328	8.8%	10%
Metal (e.g. aluminum or steel) packaging	100	333	0.18%	0.2%
Glass packaging	100	998	0.01%	0.01%

### 2.3.6 Plastic Packaging

	2019	2020	2021	2022	Target 2022
A. Total weight (tonnes) of all plastic packaging	170,104	156,122	4,035	2,550	2,927
B. Percentage of recyclable plastic packaging (as a % of the total weight of all plastic packaging)	0.34	0.4	0.6	1.2	1
C. Percentage of compostable plastic packaging (as a % of the total weight of all plastic packaging)	0	0	0	1.1	1
D. Percentage of recycled content within your plastic packaging (as a % of the total weight of all plastic packaging)	0.01	0.01	0.05	1.1	1
Coverage (as a % of cost of goods sold)	100	100	100	100	-

## 2.4 Waste

### 2.4.1 Waste Disposal

Waste	Unit	FY 2019	FY 2020	FY 2021	FY 2022	Target FY 2022
Total waste recycled/ reused	metric tonnes	1,808	742	1,122.02	1,295.7	-
Total waste disposed	metric tonnes	39,239	6,583	27,681.37	36,694.36	39,239
- Waste landfilled	metric tonnes	2,087	1,054	1,657.24	1,467.2	-
- Waste incinerated with energy recovery	metric tonnes	178.1	181	37.66	0	-
- Waste incinerated without energy recovery	metric tonnes	54.9	76	46.29	36.5	-
- Waste otherwise disposed, please specify Effluents treatment	metric tonnes	36,919	4,511	25,940.17	35,190.66	-
- Waste with unknown disposal method	metric tonnes	-	-	-	0	-
Data coverage (as % of denominator)	Percentage of: RTK	100	100	100	100	-

## 2.6 Climate Strategy

### 2.6.3 Climate-Related Management Incentives

Who is entitled to benefit from this incentive?	Type of incentive	Incentivized KPIs
CEO	Monetary	Efficiency: The CEO is responsible for the company's results and one of the main targets is to be more resource-efficient, which translates to the reduction of Jet Fuel consumption, a decrease in the carbon footprint, and other climate-related targets.
VPs and Business Unit Managers	Monetary	Emissions reduction: Systematic reduction of Jet Fuel consumption (cost-saving) and CO2 emissions is linked to the company's results and environmental

		performance. The country manager is responsible for the implementation of the environmental management system which is focused on mitigating and preventing the company's environmental impacts, including reducing emissions.
Business Unit Managers	Monetary	Emissions reduction: The Business Unit Managers, along with the Corporate Affairs and Sustainability and its team, have their performance based on managing direct environmental impacts and, therefore, the bonuses are subject to the accomplishment of those goals. For example, support to the programs to reduce and offset emissions, compliance with the European Union Emission Trading Scheme is a strategic target for this area, and the bonus is linked to our performance in this particular topic.

## 2.6.9 Emissions Reduction Targets

Scope covered by the target	Base Year	Target Year	Baseline year emissions covered and as a % of total base year emissions	% reduction target from base year	Is this target validated by the Science-based Targets Initiative?
Scope 1	2019	2030	12,149,725 tCO <sub>2</sub> e 100%	50%	No, but we consider the target to be science-based

## 2.6.11 Net-Zero Commitment

Target Time Frame	Target scope & related emission reduction target (as % of base year emissions)	Is the target validated by Science-Based Targets initiative?
Base Year: 2019  Target Year:: 2050	Scope 1 & 2: 100% (Scope 1)  Scope 3: No target	No, but we consider the target to be science-based

## 2.8 Food Loss & Waste

### 2.8.1 Food Loss and Waste Commitment

Our commitment to food loss and waste: In addition to the materials used in our operation, food management plays a fundamental role in the on-board service provided by the company. Aligned with the group's goals in Circular Economy and the Sustainable Development Goals (SDGs), LATAM seeks to reduce the food waste generated in the processes through operational improvements and innovation.

- Innovation to reduce food waste on board: LATAM implemented a catering service request optimization system for international and domestic flights. By transmitting information in real-time to the catering provider, this system allows the food order request to be captured and adjusted according to the actual flight reservation.

Management of the food waste generated on international flights: according to the health regulations applied in most operations, it is required to incinerate or treat in a special way waste from international flights.

- Food waste management LATAM facilities: In partnership with food services providers, initiatives are implemented to reduce food waste, such as control over rotation and inventory management and adjustment according to historical records. For non-perishable, packaged and sealed materials returning from flight to the kitchens are carefully checked and re-injected into the operation. In addition, in facilities where it is technically feasible to implement composting processes, food waste is consolidated in a differentiated manner for use as fertilizer.

We are working on pilots to reduce food loss and waste to further advance our goal of zero waste to landfill by 2027.

## 2.9 Fleet Decarbonization

### 2.9.2 Fleet GHG Intensity

Intensity GEI	2019	2020	2021	2022	Target 2022
GHG Intensity Ratio for passengers (Kg CO <sub>2</sub> eq per passenger-kilometer)	7,6	8,0	8,5	9,6	-
GHG Intensity Ratio for cargo (Kg CO <sub>2</sub> eq per tonne-kilometer)	17,5	24,5	25,4	26,6	-

### 2.9.3 Air Fleet Decarbonization

	2019	2020	2021	2022	Meta del 2022
% SAF use	0%	0%	0%	0%	0%

## 2.9.5 Measures for Improving Fuel Efficiency

- On-board weight reduction

Agua a bordo program: This project consists of reducing the loading of potable water on the aircraft, according to different pre-calculated factors that ensure the availability of this resource during the flight, thus reducing fuel consumption due to less weight and at the same time increasing the available cargo weight.

- Improved on-board technology for route planning, etc.

LATAM Fuel efficiency program: Corporate fuel efficiency program that considers initiatives focused on reducing fuel consumption and operational efficiency to optimize fuel savings. Some examples: rationalizing the use of the auxiliary engine, optimizing routes and flight plans, seeking opportunities to eliminate unnecessary weight during the flight, as well as the implementation of DPO (Descent Profile Optimization), software that improves the performance database of the aircraft computer and descent, reducing about 40 kilos of fuel in this phase. (Page 69 of the integrated annual report 2022).

- Engine upgrades/ replacement

A320FAM Honeywell 131-9A APU de-rate aimed at reducing fuel consumption. The performance of the 131-9A APU can be modified to optimize fuel usage. By default, the APUs in their original configuration are configured for maximum performance. The de-rated configuration has a performance reduction for maximum fuel savings. The savings is about 2.5%. In 2022 the modification of the SSC APUs was implemented. Total fuel saved was 151,325 liters.

- Other

Fleet Renewal Program: In 2022, the group added five new Airbus A320neo aircraft, now totaling 16 in the fleet. These aircraft use more efficient engines and feature aerodynamic improvements and the latest technologies that provide 20% more efficiency in fuel consumption and associated carbon emissions. (Page 69 of the 2022 integrated annual report).

SAF - Sustainable Fuel program: According to data from the International Air Transport Association (IATA), SAF provides a reduction in emissions of up to 80% compared to traditional fuels. LATAM is working to meet the challenge that 5% of its total fleet fuel consumption should come from sustainable alternative fuels produced mainly in the region by 2030 (Page 70 of integrated annual report 2022).

## 2.9.6 Airline Industry Engagement

- Lobbying for increased public investment into alternative fuel technologies

LATAM actively participates in different instances and dialogues in Latin America, with the aim of generating enabling conditions in the region for the development of Sustainable Aviation Fuels (SAF), both at the public and private level. Among these instances, the participation in the National Program for Sustainable Aviation Fuels (ProBioQAV) in Brazil, and the public-private working group on Sustainable Aviation Fuels in Chile, framed within the Vuelo Limpio program (page 70 integrated memory 2022) stand out.

In addition, LATAM and Airbus have funded a study in the Massachusetts Institute of Technology (MIT) Joint Program on Global Change Science and Policy. The study entitled "Options for sustainably decarbonizing aviation in Latin America: an assessment of carbon policies, carbon pricing and aviation fuel consumption to 2050," will provide a comprehensive analysis of potential PBS deployment scenarios to 2050, and will examine approaches related to low-carbon hydrogen, direct air capture and bioenergy with carbon capture and storage. In addition, it will evaluate the

use of incentives, carbon taxes and carbon offsets, among other measurable policy instruments, to offset emissions in aviation.

<https://www.latamairlines.com/cl/es/prensa/comunicados/latam-airbus-mit-estudio-descarbonizacion>

- Participation in projects to measure the impacts of aviation on the environment (e.g. climate change, etc.)

LATAM and Airbus have funded a study in the Massachusetts Institute of Technology (MIT) Joint Program on Global Change Science and Policy. The study entitled "Options for sustainably decarbonizing aviation in Latin America: an assessment of carbon policies, carbon pricing and aviation fuel consumption to 2050," will provide a comprehensive analysis of potential PBS deployment scenarios to 2050, and will examine approaches related to low-carbon hydrogen, direct air capture and bioenergy with carbon capture and storage. In addition, it will evaluate the use of incentives, carbon taxes and carbon offsets, among other measurable policy instruments, to offset emissions in aviation.

<https://www.latamairlines.com/cl/es/prensa/comunicados/latam-airbus-mit-estudio-descarbonizacion>

In addition, LATAM in Chile participates in the "Clean Flight" program launched in 2021. This initiative of the Civil Aeronautics Board and the Energy Sustainability Agency promotes public-private collaboration with the aim of improving energy and environmental management in the airline industry. This program aims to improve the efficiency of cargo and passenger transportation in the civil aviation industry by encouraging best practices in energy management by airlines. This, in turn, would encourage the use of cleaner technologies such as UAS and, consequently, contribute to the preservation of the environment (Page 69 integrated report 2022).

- Partnerships with alternative fuel providers and direct R&D investment into this field

LATAM Airlines Colombia and Bio-D, one of the main companies leading the search for sustainable energy solutions, established an alliance with the objective of promoting the development of PAS production projects in the country. The objective is to establish the conditions for the definition of a commitment of future purchase of PBS by LATAM Airlines Colombia to Bio-D, and in this sense the agreement contemplates the joint work to promote knowledge about PBS among the different actors of the production and logistics chain, share relevant technical information -collaborative work between the airline industry and biofuels- and promote the work with the public sector, the different stakeholders and thus obtain a roadmap for the production of PBS in the country.

<https://www.latamairlines.com/co/es/prensa/comunicados/latam-airlines-colombia-y-biod-se-unen-para-el-desarrollo-de-una-industria-de-combustibles-sostenibles-de-aviacion-en-colombia>

## SOCIAL DIMENSION

### 3.2 Labor Practice Indicators

#### 3.1.2 Workforce Breakdown: Gender

Our target: The LATAM group will work so that gender distribution in executives is between 40-60% by 2025.

This information covers >75% of LATAM's employees.

Diversity Indicator	Percentage FY 2022 (%)
Share of women in total workforce (as % of total workforce)	39%
Share of women in all management positions, including junior, middle and top management (as % of total management positions)	33.2%
Share of women in junior management positions, i.e. first level of management (as % of total junior management positions)	33.2%
Share of women in top management positions, i.e. maximum two levels away from the CEO or comparable positions (as % of total top management positions)	33.8%
Share of women in management positions in revenue-generating functions (e.g. sales) as % of all such managers (i.e. excluding support functions such as HR, IT, Legal, etc.)	13.2%
Share of women in STEM-related positions (as % of total STEM positions)	36.6%

### 3.1.4 Gender Pay Indicators

This information covers >75% of LATAM's employees.

Indicator	Difference between men and women employees (%)
Mean gender pay gap	0,95
Median gender pay gap	0,92
Mean bonus gap	0,94
Median bonus gap	0,96

## 3.2 Human Rights

### 3.2.2 Human Rights Due Diligence Process

Throughout the year, LATAM evaluated human rights-related risks throughout its operation and classified them into a matrix that considers potential impact and probability of occurrence. We do a systematic periodic review of the risk mapping of potential issues in our own operations and in our value chain and are committed to expanding this risk identification in potential new business relations, considering mergers, acquisitions, joint ventures and/or other crucial institutions that, for the reason of business, interact with Grupo LATAM.

Actual or potential human rights issues identified in our process were: Forced Labor, Child Labor, Freedom of association, right to collective bargaining, equal remuneration, discrimination, Healthy and safe environment, Environmental Regulatory Compliance and Harassment or violence.

Groups at risk of human rights issues identified in LATAM Human Rights Due Diligence:

We recognize that some groups within our employees, clients, third parties, and society are more vulnerable to potentially facing the impact on their human rights, as are women, people with disabilities, and migrants. Therefore, they represent a priority stakeholder, and our processes and policies consider them particularly.

In 2023, we are in the process of updating our human rights due diligence for all the countries where we operate, with guidance from an external specialist. This expert is assisting us in reviewing the identification of risks within our operations, suppliers, and other business relationships, in accordance with John Reggie's Guiding Principles on Business and Human Rights (UNGP).

### 3.2.4 Human Rights Mitigation and Remediation

LATAM Airlines has various ethical channels in place to receive reports of human rights violations. In cases where a violation is confirmed, the organization takes actions that may range from action plans and guidance sessions (for both the individuals involved and affected teams) to unpaid suspensions, verbal, or written warnings, and even dismissal.

Mitigation measures and remediation actions were taken at various sites where breaches were detected, as evidenced below:

Brazil:

- Most complaints occur at airports.
- Discrimination or harassment: 16 in Guarulhos (GRU), 5 in São José do Rio Preto, 4 in Brasília, 4 in São Carlos, 3 in Congonhas, and others.
- Confidentiality or information privacy policy: 3 in Brasília (BSB), 2 in Congonhas (CGH), 2 in Guarulhos (GRU), and others.

Other countries:

- Harassment or discrimination: 7 in Chile, 5 in Colombia, 1 in Argentina, 5 in Peru, and 1 in Spain.
- Others: 7 in Peru, 1 in Colombia, and 9 in Chile.

### 3.3 Human Capital Development

#### 3.3.2 Employee Development Programs

Program 1	
Name and description	“Facilitating Support for Customers with Autism” is an e-learning course designed to provide customer-facing staff with essential skills for interacting effectively with customers who have Autism Spectrum Disorder (ASD).
Description of program objective/business benefits	<p><i>The objective of this program is to promote the most appropriate way of assisting individuals with autism in the travel and tourism industry through training aimed at customer-facing personnel. As stated in our code of conduct, LATAM always treats each of our customers with respect and courtesy, respecting their differences and embracing their diversity. To fulfill this mission, LATAM’s diversity and inclusion strategy encompasses all our stakeholders. As part of this commitment, LATAM has partnered with ADC (Autism Double Checked), an organization dedicated to promoting the most appropriate way of serving customers with autism to ensure they enjoy an excellent travel experience.</i></p> <p><i>Through this training, our employees have learned how to engage and provide proper and empathetic assistance to our customers with Autism Spectrum Disorder (ASD), thus furthering our diversity and inclusion strategy both internally among our employees and externally for our customers.</i></p> <p><i>Upon completion of the training for our customer-facing employees, ADC awarded a certification as an “Airline certified in the assistance of passengers with Autism,” requiring the approval of at least 75% of the populations in the Sales, Passenger Service, and Cabin Crew areas.</i></p>
Quantitative impact of business benefits (monetary or non-monetary)	<p><i>LATAM became the first airline group in the region to certify its employees in assisting individuals with autism. This resulted in an improved travel experience for our passengers with Autism Spectrum Disorder (ASD), aligning with our Customer Satisfaction Indicator (NPS) results in 2023, which increased by 20 points. In the future, we anticipate that this program will also have a positive impact on our business by:</i></p> <ol style="list-style-type: none"> <li><i>1. Increasing employee engagement and satisfaction, thereby reducing turnover costs.</i></li> <li><i>2. Improving team collaboration and efficiency.</i></li> <li><i>3. Enhancing our reputation, making us more attractive to talent and reducing recruitment costs.</i></li> </ol>
% of FTEs participating in the program	36.5%. 11,884 persons participated in this program in 2022. 32’507

Program 2	
Name and description	The “LATAM Leadership Program” aims to equip our leaders with essential tools to develop and enhance their leadership skills within our JETS culture. This program focuses on fostering a leadership style that combines closeness with the team and a results-oriented approach.
Description of program objective/business benefits	<i>This program aims to empower leaders with the skills necessary to drive teams towards improved performance, make well-informed decisions, and effectively navigate evolving circumstances. By doing so, it sets the stage for enhanced collaboration, productivity, innovation, and overall team effectiveness. Additionally, the program places a strong emphasis on cultural alignment, fostering a more tightly-knit organization guided by its core values and bolstering employee commitment. Under the guidance of these empowered leaders, employees are encouraged to contribute fresh ideas and initiatives, facilitated by a positive leadership approach. Furthermore, the program is designed to elevate employee satisfaction and retention rates while simultaneously creating greater opportunities for internal development and growth.</i>
Quantitative impact of business benefits (monetary or non-monetary)	The quantitative impact of this program is clearly visible through our eNPS (Employee Net Promoter Score), specifically in the category of “Leadership Career Development,” which saw a remarkable increase of +25 points.
% of FTEs participating in the program	7.9%. 2,500 leaders participated in this program in 2022.

## 3.4 Talent Attraction & Retention

### 3.4.1 Hiring

Percentage of open positions filled by internal candidates (internal hires) in 2022:

Indicator	FY 2019	FY 2020	FY 2021	FY 2022
% of open positions filled by internal candidates (internal hires)	60.8%	76%	50%	92%

Data Breakdown of 2022 hires:

- By country:

Country	Headcount	%
Brasil	3.847	56%
Chile	1.469	21%

Colombia	499	7%
Ecuador	109	2%
Perú	464	7%
USA	393	6%
Other	149	2%
<b>Total</b>	<b>6.930</b>	<b>100%</b>

- By gender

Country	N° women	% Women
Brasil	1.346	35%
Chile	735	50%
Colombia	259	52%
Ecuador	48	44%
Perú	237	51%
USA	118	30%
Other	75	50%
<b>Total</b>	<b>2.817</b>	<b>41%</b>

- By age group:

Age	Headcount	%
Up to 30 years	3.494	50%
From 30 to 40 years old	2.351	34%
From 41 to 50 years old	785	11%
From 51 to 60 years old	266	4%
From 61 to 70 years old	32	0%
Over 70 years old	1	0%
<b>Total</b>	<b>6.930</b>	<b>100%</b>

### 3.4.2 Type of Performance Appraisal

Every year LATAM conducts Performance Assessments for Executives, Middle Managers, Supervisors, and Cabin Crew Chiefs to evaluate the performance of company employees.

### 3.4.6 Employee Support Programs

Benefit	Description
Workplace stress management	LATAM's Wellbeing Program, launched in December 2022, focuses on managing workplace stress and promoting the welfare of our employees. It comprises four components: 'Getting to Know Each Other' to foster connections, 'Travel Club' with travel tips, 'Wellbeing Tips' to enhance mental health, emotional, and also physical health, and 'LATAM Club,' offering discounts to employees and their families in various categories. This program is accessible on the LATAM Portal and RH Connect.
Spot and health initiatives	Each country manages different initiatives aimed at promoting physical activities. For example, in Chile, during the summer, employees are invited to participate in various cost-free sports activities held at the company's facilities called "LATAM Park." This includes reserving courts for various sports or signing up for classes such as Zumba, functional training, spinning, among others. Additionally, all employees with indefinite and fixed-term contracts are provided with travel medical insurance for trips outside their country, and in some countries, health insurance is also available.
Part-time working options	For some specific roles we have part-time contracts, which allow our employees to work less hours per week instead of the traditional full-time contracts. This support program is available in different countries, according to their national regulation.
Working-from-home arrangements	All LATAM employees have the possibility to work in hybrid mode, which consists of two days working in the office and three days working-from-home. Also, some specific roles work 100% from-home due to their functions, as is IT and our Contact Center teams. LATAM grants some expenses derived from hybrid work, such as food and internet costs, according to the regulations of each country.
Flexible working hours	For certain countries and specific job positions LATAM gives the option of flexible working hours, according to national regulation. This implies a flexible schedule which allows employees to decide when to start and/or finish their workday according to their individual needs and within the time range defined by the companies where it applies.
Childcare facilities of contributions	<u>Childcare facilities:</u> According to each country's regulations, we grant childcare facilities to working women to take care of their children after the postnatal period, or childcare contributions, as an alternative for parents who work on shifts or whose child has health incompatibility to be in the childcare facilities.
Breast-feeding/lactation facilities of benefits	We have dedicated lactation rooms in our workplaces. These spaces offer privacy, comfort, storage and hygiene to new mothers to breast-pump for their newborn child. This support program is available in different countries, according to their national regulation.
Maternity and	LATAM Airlines ensures the provision of parental leave permits for both

Paternity leave	mothers and fathers in accordance with the legal regulations of each respective country.
Paid family or care leave beyond parental leave	LATAM Airlines ensures the provision of family or care leave permits for their employees in accordance with the legal regulations of each respective country.

### 3.4.5 Employee Turnover Rate

Data coverage: 100% of all LATAM FTEs globally.

Indicator	FY 2019	FY 2020	FY 2021	FY 2022
Voluntary employee turnover rate	4.2%	2.5%	5.1%	5.74%

- Data Breakdown for 2022 Turnover rate:

By gender:

Gender	%
Women	41%
Men	59%
Total	100%

By country:

Country	%
Brasil	50%
Chile	23%
Colombia	8%
Ecuador	1%
Perú	6%
USA	10%
Otro	3%
Total	100%

## 3.5 Occupational Health and Safety

### 3.5.2 OHS Programs

At LATAM Airlines, we have the following occupational health and safety programs:

- Working at Height Programs.
- Corporate Safety Inspection Program.
- Corporate Program for the Index of Safe Practices (proactive occupational safety behavior procedure - IPS).
- Confined Spaces Work Program.
- Accident Investigation Procedure.

- Procedure for Working with Forklifts.
- Critical Risk Prevention Program.
- Occupational Health and Safety Work Instructions (location/country).

- OHS risk and hazard assessments to identify what could cause harm in the workplace

We have a comprehensive workplace safety governance strategy that includes several key procedures:

1. Hazard Identification and Risk Assessment (HIRA): This methodology helps us identify hazards, assess risks, and define control measures across our processes and facilities, ensuring worker safety.

2. Occupational Safety and Environmental Inspections: We conduct regular inspections, generate detailed reports outlining identified risks and impacts, and develop action plans for mitigation.

3. Management and Control of Action Plans (API Sheet): This process minimizes operational risks and impacts by implementing action plans and addressing root causes identified during inspections.

4. Risk Analysis: We proactively identify risks through comprehensive risk analysis procedures.

5. Change Management Evaluation: This process helps us identify and mitigate hazards associated with internal and external changes, ensuring safety in our operations.

Additionally, we utilize the AQD software for managing non-compliance issues.

- Prioritization and integration of action plans with quantified targets to address those risks:

To prioritize and integrate action plans aimed at addressing these risks, LATAM employs the "API" or Action Plan Index. This indicator assesses risks based on severity and probability criteria, enabling us to determine action plan priorities and measure their effectiveness.

- Integration of actions to prepare for and respond to emergency situations:

Based on integrated corporate guidelines, our operations have an Emergency Plan that defines emergency scenarios according to location based on the characteristics of the countries where we operate. Simulations of these scenarios incorporated in this plan are also conducted.

- Evaluation of progress in reducing/preventing health issues/risks against targets:

The performance of our management system is continuously monitored through accident rate indicators, such as the injury rate and the Serious Accident Potential (SAP) indicator. These indicators are assessed against annual targets and are subject to regular reviews across all countries and operational areas within LATAM. Additionally, third-party service providers working with LATAM also participate in monitoring these safety indicators.

- Internal inspections:

We have a safety inspection procedure and a work plan that encompass infrastructure, mobile equipment, ladders, height work systems, and more. Our risk and impact assessment processes during inspections adhere to criteria outlined in our Safety Management System (SMS) Manual. These practices are standardized across all countries where LATAM operates, in accordance with

the Environmental Management System (EnvA) manuals specific to each country. These manuals are readily accessible on the LATAM Group portal.

- Procedures to investigate work-related injuries, ill health, diseases and incidents:

We have a workplace accident investigation procedure that applies to all LATAM Group companies. Its objective is to establish guidelines for conducting accident investigations, so as to identify the root causes that led to the undesirable event. Through this tool, action plans and corrective measures are developed to prevent the recurrence of similar incidents.

- OHS training provided to employees and/or other relevant parties to raise awareness and reduce operational health & safety incidents:

The Occupational Health and Safety (OHS) team is responsible for assessing and validating all the content managed by LATAM's Corporate Training Academy, with a focus on occupational health and safety. Additionally, they are involved in defining the content of safety briefing sessions for operational teams and often participate in these communication sessions.

### 3.5.3 Absentee Rate

Data coverage: 98.8% of all LATAM FTEs globally.

Indicator	FY 2019	FY 2020	FY 2021	FY 2022
% of total days scheduled	4.4%	4.4%	4.7%	4.1%

## 3.9 Privacy Protection

### 3.9.1 Privacy Policy: Systems/ Procedures

- Internal and external audits of the privacy policy compliance

In the case of Colombia, last year (2022) an external audit was carried out on personal data protection contracted by LATAM, in which our compliance was certified.

Every year the annual planning is carried out for the internal review of the privacy controls and data protection of the systems that manage personal data in LATAM, the review and updating of the documentation

There is an internal audit area that carries out audits of compliance with the company's security controls.

## Annexes

### Annex A: Certifications

- ISO14001:2015 LAN Cargo Certificate (2021 - 2024)



BUREAU  
VERITAS

Bureau Veritas Certification

## LAN CARGO, S.A.

6500 NW 22nd. ST. Miami, FL 33122 USA

This is a multi-site certificate, additional site(s) are listed on the next page(s)

*Bureau Veritas Certification Holding SAS – UK Branch certifies that the Management System of the above organisation has been audited and found to be in accordance with the requirements of the management system standards detailed below*

### ISO 14001:2015

*Scope of certification*

Air cargo transportation services and the maintenance of its aircraft in Miami. LAN CARGO EMS activities include ORG (Corporate and Administrative activities); GRH (Ground Activities); MNT (Maintenance activities); CGO (Cargo and Warehouse activities); and SEC (Security, Safety, and Environmental activities).

Original cycle start date:	26-October-2015
Expiry date of previous cycle:	16-June-2021
Certification / Recertification Audit date:	08-June-2021
Certification/Recertification Cycle Start Date:	26-October-2021
Subject to the continued satisfactory operation of the organization's Management System, this certificate expires on:	25-October-2024

Certificate No.:	US015725	Version:	1	Issue Date:	05-August-2021
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*Brian Sanders*



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*Certification Body Address: 5th Floor, 66 Prescot Street, London, E1 8HG, United Kingdom*

*Local Office: 16800 Greenspoint Park Drive, Suite 3005, Houston, TX 77060, USA*

Further clarifications regarding the scope and validity of this certificate, and the applicability of the management system requirements, please call: +1(800) 937-9311





BUREAU  
VERITAS

Bureau Veritas Certification

# LAN CARGO, S.A.

## ISO 14001:2015

### Scope of certification

Site Name/Location	Site Address	Site Scope
LAN CARGO, S.A.	6500 NW 22nd. ST. Miami, FL 33122 USA	Air cargo transportation services and the maintenance of its aircraft in Miami. LAN CARGO EMS activities include ORG (Corporate and Administrative activities); GRH (Ground Activities); MNT (Maintenance activities); CGO (Cargo and Warehouse activities); and SEC (Security, Safety, and Environmental activities).
Bldg 2	5900 NW 18th St. Miami, FL 33125 USA	Light Maintenance Hangar – Chemical Storage and Waste Disposal

Certificate No.: **US015725**      Version: **1**      Issue Date: **05-August-2021**

*Brian Sanders*



Certification Body Address: 5th Floor, 66 Prescot Street, London, E1 8HG, United Kingdom

Local Office: 16800 Greenspoint Park Drive, Suite 300S, Houston, TX 77060, USA

Further clarifications regarding the scope and validity of this certificate, and the applicability of the management system requirements, please call: +(800) 937-9311



- IEnvA Stage2 Compliance Certificate



# Certificate of Compliance

This is to certify that

## LATAM Airlines Group S.A LA

has been independently assessed and has met the requirements of the  
**IATA Environmental Assessment Stage 2.**

Environmental Assessment Standard: **Edition 3.6**

independently verified in accordance with the requirements of **ISO14001:2015.**

### **Environmental Assessment Scope:**

Flight Operations

Corporate Activities

Maintenance, Repair and Overhaul

A handwritten signature in blue ink, appearing to read "Marie Owens Thomsen".

**Marie Owens Thomsen**

Senior Vice President, Sustainability and  
Chief Economist  
IATA Sustainability and Economics

Report Reference: IEnvA-LAN-AC-2022

Date of Registration: 8 March 2023

Date of Expiration: 8 March 2025

