

# Ordinary Shareholders' Meeting



*Roberto Alvo - CEO*

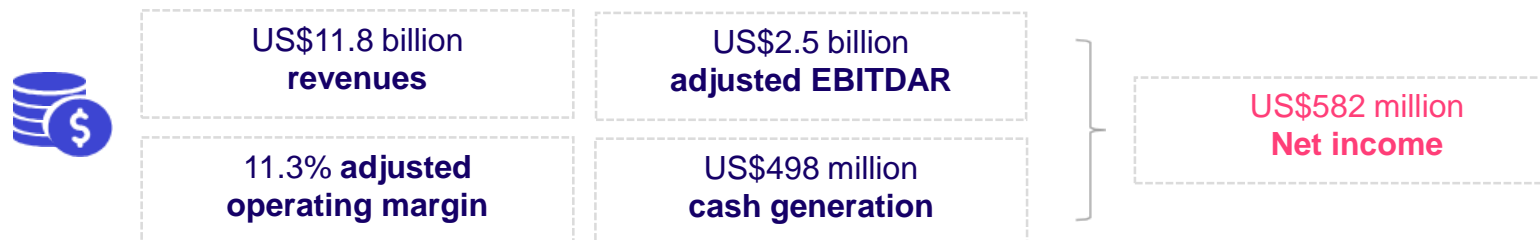
*April 25, 2024*



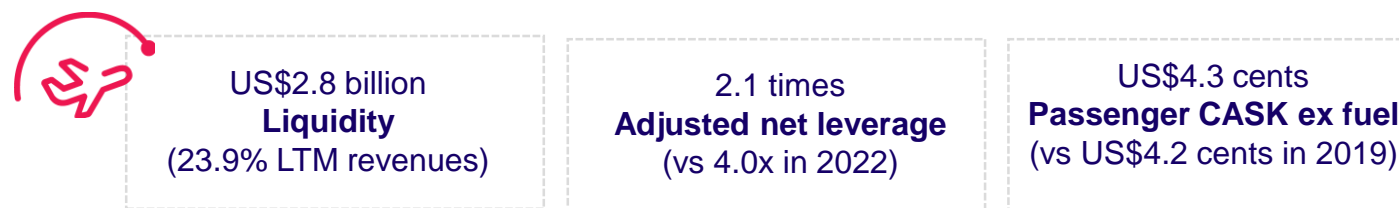


# In 2023 LATAM group strengthened its financial position

## 2023 Financial Results:



## LATAM's capital structure continued to improve while costs remained contained:



## Operational excellence:



# LATAM group has the most expansive network in the region...



148

Passenger destinations

- + Commercial agreements with **57** airlines
- + Codeshare agreements with **27** airlines



## Joint Venture with Delta Air Lines

- Sao Paulo – Los Angeles
- Bogota - Orlando
- Lima - Atlanta
- Atlanta- Cartagena
- New York-Rio de Janeiro
- Santiago - Orlando (June 2024)



8  
North America

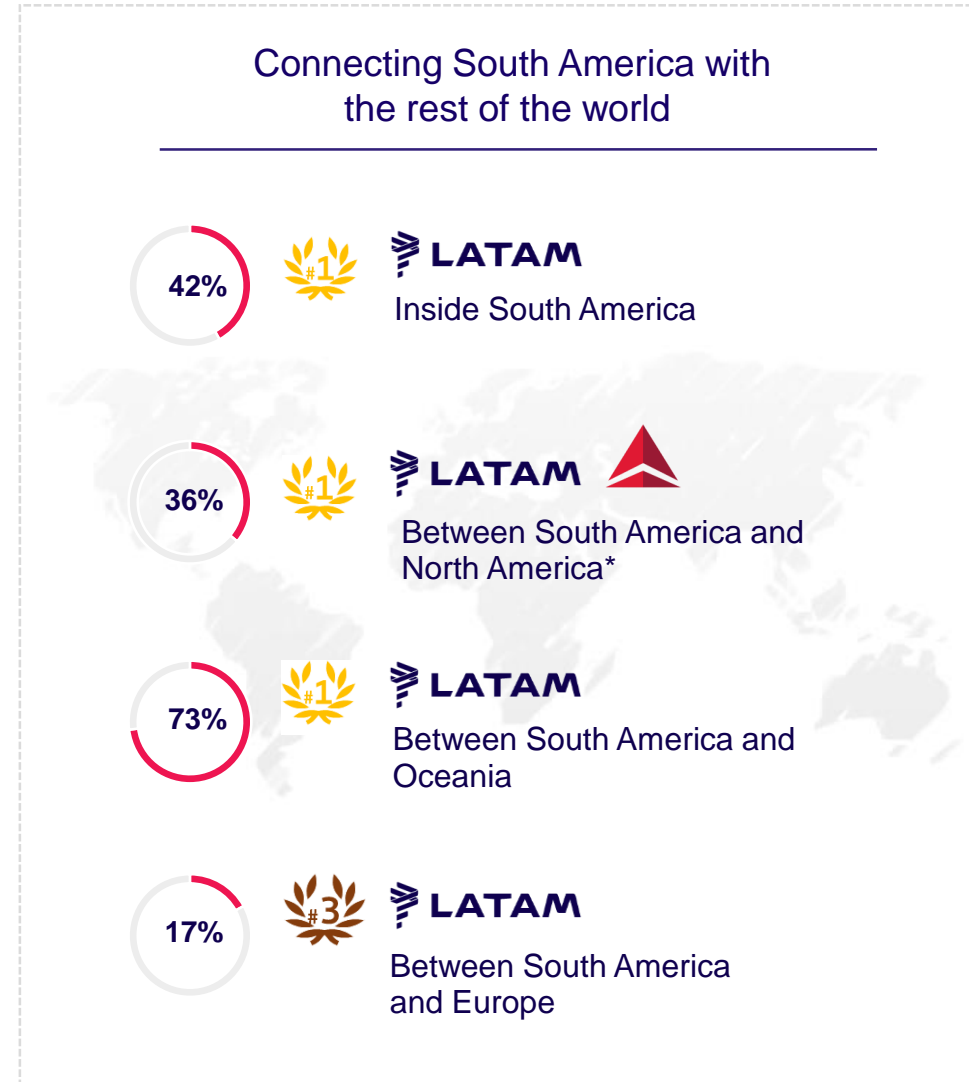
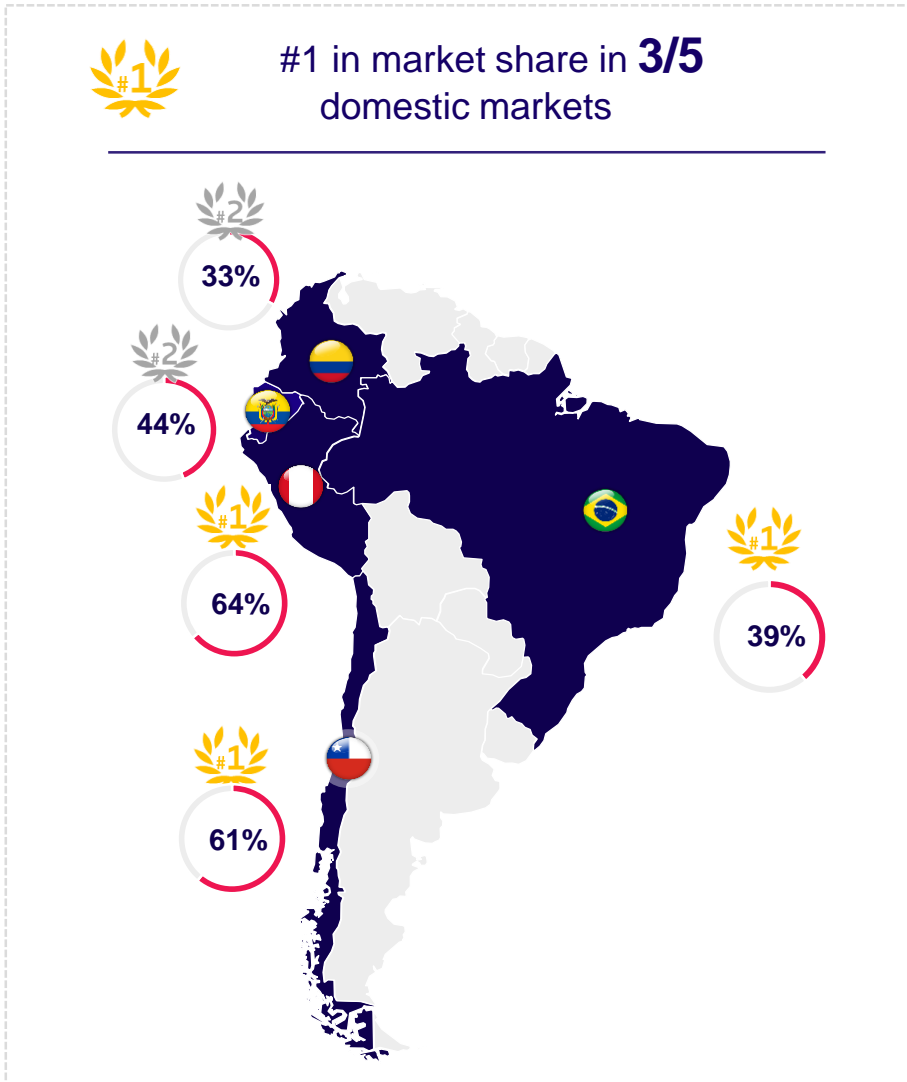
8  
Europe

1  
Africa

128  
South America

3  
Oceania

# ...and is a leader in most of the markets where it operates



Source: ANAC Brazil website (RPKs), JAC Chile website (RPKs), DGAC Peru website (number of passengers transported), Diio.net for Colombia, Ecuador and international segments (ASKs), as of 4Q 2023.

\* Calculated in the countries where the JVA operates: Brazil, Colombia, Chile, Peru, Paraguay, Uruguay, the United States and Canada.

# LATAM group continued to strengthen its loyalty program and its cargo business as differentiating aspects



**45 million** members

**166** cargo destinations

**+3 million** new members versus 2022

**20** exclusive cargo aircraft +  
belly of passenger aircraft

**7th** largest loyalty program in the world\*

**946 tons.** of cargo transported in 2023 (+4.9%  
versus 2022)

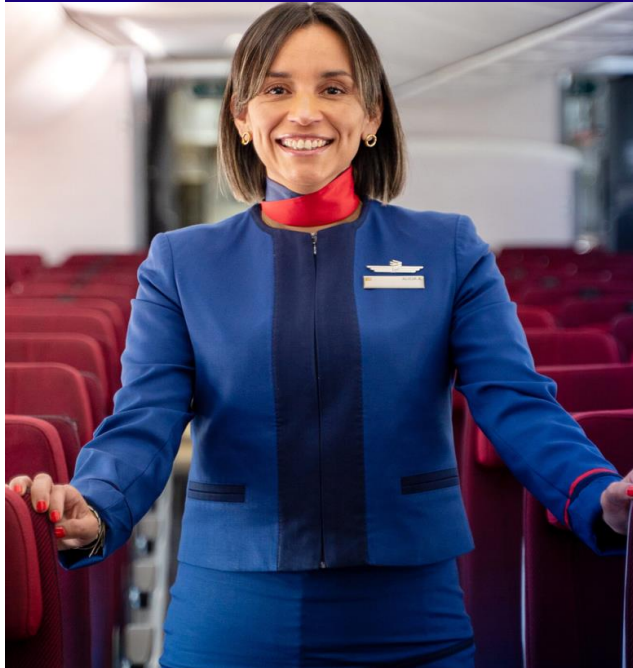
**Best Program of the Year** by Frequent Traveler  
Awards in 2023.

Leaders in the region in the **transportation of  
flowers** to North America from Colombia and  
Ecuador **and fish** from Chile and Brazil.

# The solid results of 2023 are based on the LATAM group's care for people, customers and our environments



## People



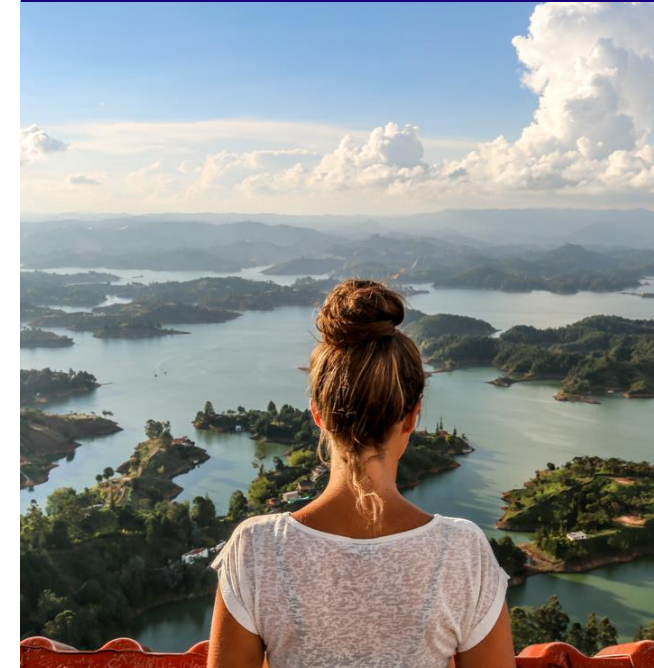
OHI 2023 **Record:**  
**78 p.p** +1 p.p vs 2022

## Customers



NPS (Net Promoter Score) **Record:**  
Passengers: **48 p.p.** +2 p.p. vs 2022  
LATAM Cargo: **58 p.p** +7 p.p. vs 2022

## Environments



**#1** in the region in the S&P Corporate Sustainability Assessment (CSA).  
  
LATAM Cargo Chile received the Award to Sustainability in Air Cargo, delivered by TIIACA.

# We work for people and for an organizational culture that makes sense to them.

## Focus on a diverse and inclusive organization:



**+11%** of women in leadership positions vs 2022\*

**+64%** of employees with disabilities vs 2022

**50** different nationalities (vs 44 in 2022)

## At LATAM group we genuinely care about people:



**+2.2 hours** of average training per worker vs 2022

Maintenance of the **teleworking** benefit and expansion of **agreements**

Improvements to the **Staff Travel program**

## In 2023, LATAM group achieved a record result in the Organizational Health Index (OHI)



**78** points (vs 77 points in 2022)

First quartile of the **+1,000** companies worldwide

Strengthening a culture



\* Includes leadership, management and senior management positions.



# Every day we strive to make traveling with LATAM group a more distinctive experience

## Fleet renewal:

**181** narrow-body aircraft with premium cabin by the end of 2023.



## Onboard connectivity:

**157** narrow-body aircraft with Wi-Fi by the end of 2023.



## LATAM group continues investing in customer loyalty:

Construction of a LATAM's lounge in Lima and renovation of the lounges located in São Paulo, Bogotá and Buenos Aires-Ezeiza.

## Progress in improving its service at all times:

In Chile, Peru, Brazil and Colombia, LATAM group affiliates had the lowest number of complaints per passenger of all airlines during 2023.

## Net Promoter Score (NPS):

**Record**

Passengers: **48 p.p.**  
+2 p.p. vs 2022

**Record**

Cargo: **58 p.p.**  
+7 p.p. vs 2022



## Operational Awards:

**Five Star Global Airline** in the APEX 2024 ranking (2nd consecutive year).

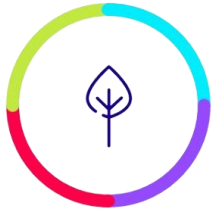
**Best Program of the Year** by Frequent Traveler Awards in 2023.

**Best South American Airline** at the World Airline Awards for Skytrax (4th consecutive year) and Best Staff, Best Main Cabin, Best Business Class.

**#1** in punctuality among Latin American airlines and **#2** among global airlines according to the OAG.



# LATAM group maintains its commitment to being more sustainable every day and a positive asset in societies



## ENVIRONMENTAL MANAGEMENT

Certification of the Environmental Management System under the standard of the voluntary IATA Environmental Assessment (IEnvA) program in Stage 2 in the subsidiaries of Brazil, Chile, Colombia, Ecuador and Peru.



## CLIMATE CHANGE

**850,932 thousand tons.** of greenhouse gas emissions managed by reduction or compensation in 2023.



**110,000 tons.** Of CO2 reduced (+35% vs 2022).

**740,932 tons.** of CO2 were managed through ecosystem compensation strategic in Latin America.



## CIRCULAR ECONOMY

Elimination of **+1,700 tons.** of single-use plastics throughout the operation.

**96%\*** of the scope defined from that the strategy was started.




## SHARED VALUE

**+4,500 people** transported free of charge, equivalent to 26 full A320 aircraft.

**483 tons.** of cargo transported free of charge in favor of social and environmental causes, through the Solidarity Plane program.

Official airline group of the 2023 Pan American and Parapan American Games and of Team Chile.

A photograph of an airplane cabin interior. A flight attendant in a blue uniform with a red collar and a name tag is smiling and looking towards the right. She is standing in the aisle. To her left, a woman with long dark hair is looking towards the camera. In the background, other passengers are visible, including a man in a white shirt and a man in a light blue shirt who is looking at a tablet device. The lighting is warm and the overall tone is positive and professional.

***Thank you to all the clients who choose the affiliates of LATAM group and the more than 35,000 collaborators who are part of the group.***

***Let's celebrate the present together and prepare for a tomorrow full of opportunities.***

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*April 25, 2024*

