

INTEGRATED REPORT 2023



We work on **solutions** so that **Climate Change** does not change life in the city



Integrated Report 2023

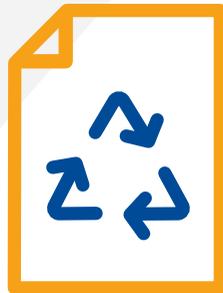
• ODS 6, 12, 2-1, 2-2, 2-3, 2-5, 2-14

This integrated report of Aguas Andinas makes available to its different stakeholders, information related to the financial and non-financial performance of the company and its sanitation subsidiaries and environmental services subsidiaries for the period between January 1, 2023 and on December 31 of the same year, complying with its annual publication cycle. All of these entities are also included in the company's Financial Statements that are presented in the final chapter of this document and do not present significant changes with respect to the previous year. However, any change in the information presented in previous periods is indicated in particular in each of its chapters.

The information contained herein has been prepared following the standards of the International Integrated Reporting Council (IIRC), the guidelines established by the Global Reporting Initiative (GRI) in accordance with the GRI Standards in their most updated version, and the regulatory

framework defined in Chile by the Commission for the Financial Market (CMF) corresponding to General Standard 461. The contents related to non-financial information have been verified by a [third part](#). Likewise, this integrated report has been reviewed and approved by the company's Board of Directors and the Steering Committee at the executive level.

The definition of non-financial content, related to the company's environmental, social and governance (ESG) management, is based on a double materiality analysis carried out in 2022 and its [review for 2023](#). Likewise, it includes details of the progress in risk management and financial opportunities derived from the [climate change](#). Meanwhile, in the section of [ESG Indicators](#) and throughout the report, the progress related to the 2021-2024 Sustainability Strategy defined by the company is presented.



#ZEROWASTE

As in previous years, and in accordance with the commitment assumed by Aguas Andinas with the sustainable development of the planet, this Integrated Report is available only in digital version. Environmental protection is a shared responsibility, we appreciate your understanding and support.

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Action Series

A series: "Aguas-A"
B series : "Aguas-B"



HidroAysa

Integrated Report 2023

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Presentation

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- 21 Current business context.



Message from Felipe Larraín Aspillaga ● GRI 2-22

In 2024, it will be 25 years since the State of Chile awarded us the responsibility of providing potable water, sewage, wastewater collection and treatment services to the inhabitants of the urban areas of the Metropolitan Region. The challenge was to purify 100% of the wastewater to return it to its natural channels. And we are proud to say that not only did we achieve this goal in a record time of 12 years, but we went further. Applying the concept of “biofactories” in our wastewater treatment plants, we implement a circular economy model that allows us to convert the sludge remaining from the process into fertilizers and we take advantage of the gas generated to produce electricity or inject it into the city grid.

For 14 years now, another great challenge has challenged us strongly: climate change and its effects, specifically, with extreme drought and more intense and prolonged episodes of turbidity in the rivers that supply the Metropolitan Region. To that end, in the last five years we have invested around USD 255 million: we built resilience infrastructure, optimized our operations, designed management plans to face the new reality and we have worked collaboratively with the different users of the basin's water resources. , especially, with the Surveillance Board of the First Section of the Maipo River. As a result of these efforts and adequate demand management, we manage to provide a continuous and quality service, even in the most adverse weather conditions.

And we won't stop. We are aware that the hydrological conditions of the Metropolitan Region may continue to change.

The 2023 financial year was marked by various milestones. One of them, given by the appointment of the new general manager, Daniel Tugues, until then deputy general manager of Aguas Andinas, who assumed his new functions in May, in a process of transparent transition and continuity of the work that the company has been doing.

Likewise, this year, for the first time and in an unprecedented manner, the Institute of Directors of Chile presented the Board of the Year Award, which went to our company, highlighting the team of directors for a systematic and in-depth work to comply with the application of Rule 461 of the Financial Market Commission, CMF; and advance in the dissemination of ESG (Environmental, Social and Governance) aspects. Therefore, we are proud to be pioneers in this distinction, as it reflects the work of our corporate governance, facilitating an environment of trust and transparency and promoting the future sustainability of our company's work.

During the period, and committed to the city's water sustainability, the company launched Biociudad, its new strategy with concrete solutions to address climate change and "turn Santiago" into a more resilient city, with investments of more than USD 1,000 million, leveraged on 5 essential pillars: new water sources, more resilience, greater use of groundwater, nature-based solutions and responsible use.

At Aguas Andinas we are committed to strengthening our role as leaders and references in environmental issues, aligned with the vision of our controller, Veolia. We understand that taking proactive and early

measures that drive action with adaptive initiatives is a fundamental responsibility of the private sector. These projects are designed to increase the security, resilience and water certainty of Santiago, while at the same time directly benefiting the community, respecting the environment and promoting sustainability.

A challenge as great as the climate scenario requires a convening call: to users of water resources, central authorities, municipalities, legislators and citizens. It is time to implement a water resources management system with a truly comprehensive vision of the basin, which coordinates all actors, allows the different interests to be balanced—prioritizing human consumption—and covers both groundwater and surface water, from the mountain range to the sea.

From Aguas Andinas we will maintain our investment effort and commitment to deploy, hand in hand with the public-private alliance, the development of new infrastructure that allows us to address the climate emergency, a challenge that we address with the experience and support that characterizes us and that gives us allows you to anticipate increasingly demanding scenarios. We want to be a relevant, proactive and purposeful actor, so that the country continues to develop and progress, just as it has done until now.

Thank you so much.

Felipe Larraín Aspillaga
President of the Board of
Aguas Andinas 

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- Resilience 3
- Circular economy 4
- Sustainable financial management 5
- Innovation 6
- New forms of leadership and work 7
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Message from Daniel Tuques Andrés

GRI 2-22



In November we launched Biocidad, our proposal to adapt Santiago to climate change in water matters. Considers a portfolio of specific solutions and projects, with investments per ~US\$ 1,000 million, structured in five pillars.

This 2023 will probably be remembered, among other milestones, because the drought gave a respite after 14 years. This relief had an unusual counterpart: the convective storms of January, the summer heat waves (especially intense in February) and the high altitude rains in the middle of winter, in June and August. All these events generated extreme turbidity in the rivers that supply the city and significant damage to the company's infrastructure, but thanks to the anticipation, investments and dedicated management of our human team, we managed to maintain continuity of supply in all these episodes. We closed the year with the El Yeso reservoir practically full, and by managing these reserves responsibly we will have a scenario of water relieve during 2024 that we must take advantage of to address the challenges of climate change, proposing the solutions that are required to provide water security to Santiago.

For this reason, in November we launched Biocidad, our proposal to adapt Santiago to climate change in water matters. It considers a portfolio of specific solutions and projects, with investments of US\$ 1,000 million, structured into five pillars. New water sources, with projects such as the Maipo Return. Resilience against turbidity, with the Maipo Alternative Capture, the last phase of our plan along this line, which was submitted to the Environmental Evaluation Service in November. Greater use of groundwater, with new batteries of drilling, such as the recently inaugurated Pozos and Bicentenario Pond. Solutions based on nature, with a special focus on the artificial recharge of aquifers, thus giving sustainability to the previous pillar. And responsible use, with proposals for measures to improve the efficiency of water management and consumption.

We are also aware that our organization must advance and evolve with new challenges. With that perspective and after the execution of more than 200 initiatives of the Avanza Transformation Plan, we verified that the transformation objectives had been achieved in several

axes (Water Resources, Subsidiaries, Biofactories), and we relaunched the program under the name Avanza+, adding new work fronts to accelerate the transformative impulse in key lines for our company: Shared Value (through which we seek to promote a more active and closer relationship with the communities and the environment in which we interact), Energy (to improve energy efficiency in an environment of increasing demands and prices), Networks (to optimize the performance of the largest family of assets) and Data Governance & Digitalization (with the aim of exploring and capturing the potential that new technologies offer us).

When reviewing the 2023 financial year, there are several aspects to highlight. One of them is the financial results, whose numbers support our management, since, in addition to consolidating the path of recovery to pre-pandemic levels, the sustained growth of EBITDA and a healthy generation of cash flow have allowed us to maintain the debt aligned with strategic objectives. Net profit, meanwhile, has recovered progressively, driven by a drop in inflation and by capturing efficiencies resulting from all our transformation efforts. All of this has been recognized by the market, with stock market performance that showed a 45% increase in the share price, compared to 2022.

And beyond the economic numbers, our multifaceted performance indicators have also presented a positive evolution, which in turn has been reflected in higher levels of citizen confidence, reaching the best levels of net satisfaction in our history, as well as such as recognition from prestigious institutions. We are proud to receive distinctions such as the Innovation Club, which awarded us the "Innovation with Impact" award of the year, and that of the Association of sanitation and Environmental Engineering (AIDIS), which highlighted us with the Bienal Award for our contribution to the development of sanitation and environmental engineering. And we also decided to evaluate our management with the

AquaRating methodology, developed by the Inter-American Development Bank (IDB) and the International Water Association (IWA), which measures companies comprehensively, evaluating both quantitative performance indicators and qualitative observations of the processes, practices and technologies used in management. As a result, Aguas Andinas was highlighted among the companies that obtained the best overall score in the standard.

We work daily to promote a friendly climate that allows us to develop the talent and skills of our more than two thousand employees. And this favorable climate of understanding was reflected in the first application of the Great Place to Work survey, which certified us as a great place to work, especially highlighting the dimensions of pride and commitment of our human teams. This way we know that we have the knowledge, experience and professional team necessary to face the great challenges and ensure a safe, reliable and quality supply, even in adverse weather conditions.

We will maintain our vocation for service and our investment commitment, convinced that the public-private alliance has played a key role in the provision of the best water and sanitation services in the region, in coverage and benefits, and will continue to play a key role in addressing the challenges of climate change, which are what we now have to face, together with public institutions and the different sectors and actors of society.

The invitation is raised.

Daniel Tuques Andrés
General Manager of
Aguas Andinas



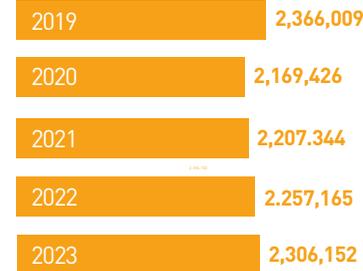
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Aguas Andinas at a glance

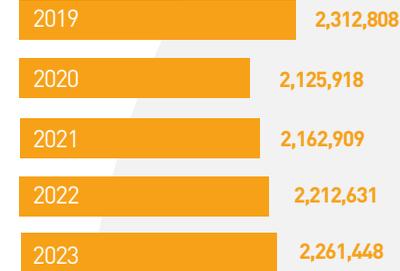
● **ODS-6**

POTABLE WATER CUSTOMERS



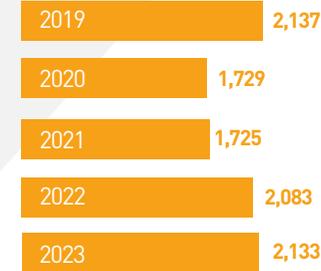
100% It is the coverage of the potable water supply in the concessioned areas.

WASTE WATER CUSTOMERS



98,8% It is sewer coverage.
100% of wastewater is purified.

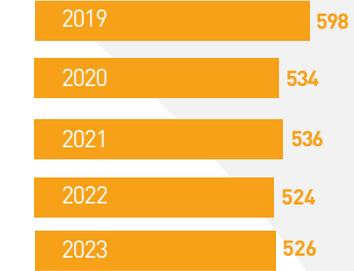
NUMBER OF WORKERS



The annual average of training hours per Aguas Andinas worker has remained above the national average of 34 hours, according to the DataLab Labor Relations Index. This is part of the transformation process that the company is carrying out to adapt to new scenarios, which includes strengthening the leadership styles and talents that current challenges demand. (1)

(1) More information in chapter 7, "New forms of leadership and work", of this integrated report.

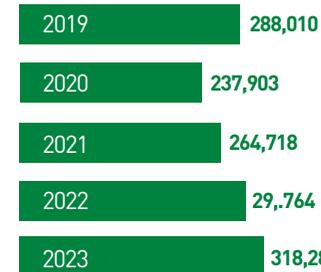
BILLED WATER (Million of M³)



Potable water consumption has decreased as a result of the successful responsible use campaigns that the company has deployed to address the rainfall deficit. These efforts include close work with different municipalities in the Metropolitan Region and raising public awareness with a view to reducing the structural consumption of the city. (2)

(2) More information in chapter 3, "Resilience", of this integrated report.

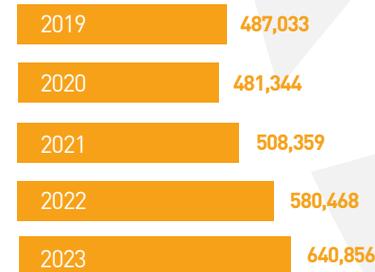
EBITDA (Million of pesos)



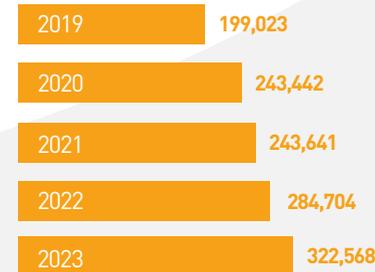
Despite the decrease in billed water, annual income has shown an upward trend in the last five years, partly because inflation translated into rate adjustments, in accordance with the indexation polynomial established by law. Meanwhile, EBITDA was impacted by higher costs linked to the pandemic, but has recorded sustained growth since 2021 thanks to sustainable financial management. (3)

(3) More information in chapter 5, "Sustainable investments", of this integrated report.

INCOME (Million of pesos)



COSTS (Million of pesos)



Net income was affected starting in 2020 by the increase in costs caused by inflation and higher energy spending, among other factors. But in 2023 it began to approach pre-pandemic levels, driven by the moderation of inflationary pressures — which has influenced the readjustability of financial debt in UF — and by the efficiency and process transformation programs carried out by the company to contain its expenses. (4)

(4) More information in chapter 5, "Sustainable investments", of this integrated report.

NET PROFIT (Million of pesos)



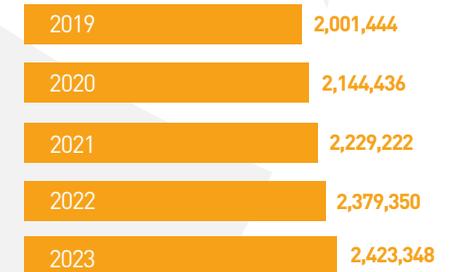
INVESTMENTS (Million of pesos)



The company continues to strengthen the city's resilience to face the extreme drought and the phenomena that affect the production of potable water through a significant investment effort both in new sanitation infrastructure and in the search for more sources of supply. The above is reflected in the maintenance of a high level of investments, which in 2023 had a year-on-year increase of 17.5%. (5)

(5) More information in chapter 5, "Sustainable investments", of this integrated report.

ASSETS (Million of pesos)



Note: For presentation purposes, income from "customer interest" has been reclassified as of 2019. The reclassified amounts are: 2019: \$2,704 million - 2020: \$2,571 million - 2021: \$1,899 million - 2022: \$5,003 million. Until 2019 the data includes ESSAL SA



Our sustainable management contributes to the United Nations Sustainable Development Goals



2,133 workers.
940 million in social investments.



0 occupational diseases.
0 fatal accidents.



97,325 total training hours.
\$ 586 million invested in training, equivalent to 0.1% of total income.



21.2% of the total staff is made up of women.
20.8% of the management team are women.



100% of potable water supply.
764 million m³ of potable water produced.
100% wastewater treatment.
469 million m³ of purified water returned to natural channels.



83.3% of primary energy consumption comes from renewable sources.
8.1 GWh in energy savings thanks to more efficient management of wells.



94.9% of the total staff has an indefinite contract.
88.7% of unionization.



\$ 1,044 million invested in R&D&i.
37 hours of autonomy in the face of extreme turbidity events.



11,221 Forgiven clients
\$ 5,388 million in customer debt forgiveness.



5.3% of clients receives state subsidy for potable water. 123 thousand in total.
99% in placement of potable water subsidies in the year, 5 percentage points more than the previous historical record.



66.6% of the biosolids produced in biofactories is used on agricultural properties.
100% of the energy consumed in biofactories is green, coming from renewable sources.
307,170 tons of recycled/reused waste.



158.54 ktCO₂ issued in the period.
22% less than in 2022.
43 GWh of self-generated electrical energy in biofactories.



\$ 217 million in biodiversity conservation initiatives.



0 corruption allegations.
Certification **ISO 37001**



100% of the stakeholders was consulted in the materiality survey process.
24 affiliations or memberships to associations.

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Awards and recognitions in 2023



Club de Innovación recognizes member companies for their impact and connection with the ecosystem. During the annual corporate innovation meeting, CEO Meeting 2023, the Club de Innovación awarded and recognized five of its member companies that have made a difference in innovation management and culture.



Dow Jones Sustainability Index
Aguas Andinas was selected once again to integrate the Dow Jones Sustainability Index, which groups the leading companies in sustainability in Chile.



Merco Companies 2023
Aguas Andinas is among the 50 companies with the best reputation in the country according to the latest annual ranking of the corporate reputation business monitor.



Merco ESG Responsibility
In April 2023, Merco released its report with the 100 most responsible companies in ESG areas, corresponding to the year 2022. Aguas Andinas was ranked 17th in the general ranking, an advance of 26 places compared to the previous list. Meanwhile, it occupied seventh position in the ranking of the most environmentally responsible companies.



Recognition of the leadership in environmental biotechnology research that Aguas Andinas has been carrying out for more than 20 years. This is the first time it has been awarded to a company.



Merco Talent 2023
The company was positioned in 31st place on the list of 100 companies with the greatest capacity to attract and retain talent in Chile, an increase of eight places compared to 2022.



ISS-OEKOM
Aguas Andinas obtained an excellent evaluation in ISS-OEKOM, with a B grade (range from D- to A+) corresponding to the 2nd decile and "Prime" status. Participated in the 2023 process.



Directory of the Year
Aguas Andinas was awarded the 2023 Board of Directors Award, awarded for the first time by the Institute of Directors of Chile to recognize a "systematic and profound effort to comply with all ESG regulations emanating from General Character Standard (NCG) 461 of the CMF".



Sustainability Yearbook
For the fifth consecutive year, Aguas Andinas is part of the Sustainability Yearbook, an annual publication where S&P Global presents the companies with the best ratings in ESG performance. On this occasion, it was evaluated by the Colombian Stock Exchange (BVC).



Cadem Citizen Brands (second semester)
The company once again led the "Services" category of the Cadem Citizen Brands survey and placed 22nd in the general ranking.



ALAS20
This initiative, which recognizes excellence in the public dissemination of information on sustainable development practices, corporate governance and responsible investments, placed Aguas Andinas in first place in its ranking of leading Chilean companies in investor relations and sixth in sustainability.



CDP
For the fourth consecutive year, Aguas Andinas obtained "Rating B" in the evaluation of its performance in combating climate change; Meanwhile, for the first time it achieved the "B Rating" in the Water Security questionnaire.



GLIO - GRESB
Aguas Andinas is listed on GLIO-GRESB and obtained a B grade (EA scale). This score of 79 points implies holding first place within the Latin American region.



Great Place To Work
The company was certified by Great Place to Work as a good company to work for.



First Place Most Innovative Companies - Utilities Category D. This ranking is organized by MIC Business Consulting, ESE U de los Andes and El Mercurio.

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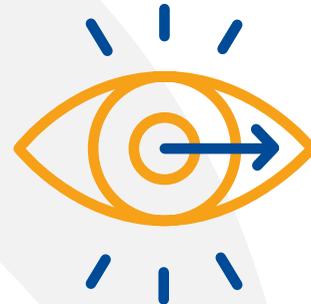


Purpose, vision, mission and values



Purpose

To be a resilient environmental services company, which guarantees quality supply to clients, is aligned with the Sustainable Development Goals (SDG), generate social and environmental value for citizens and contribute to the development of the country through innovative, effective and sustainable solutions.



Vision

Go beyond water, managing resources sustainably.



Mission

- We are dedicated to our clients 24 hours a day.
- We manage the underground city to guarantee the continuity of our services.
- We deliver quality water and transform waste into resources.
- We create shared value with our environment.
- We are committed to the quality of life of people and the development of the country.



Corporate Values and Principles

- Excellence
- Innovation
- Sustainability
- Commitment
- Community
- Alliances



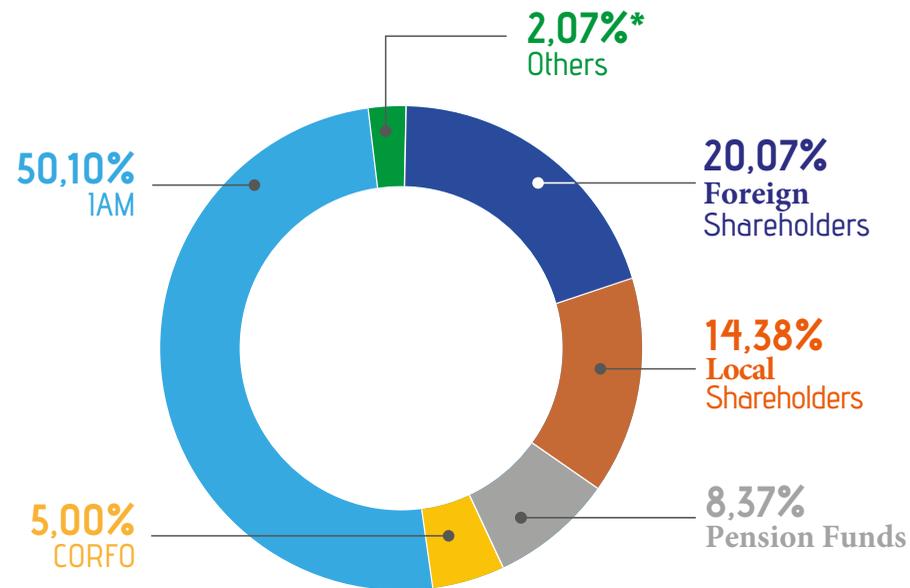
Company Ownership

Aguas Andinas is an open public limited company, whose direct controller is Inversiones Aguas Metropolitanas SA (IAM) with 50.10% of the ownership, which in turn is controlled by Veolia Environnement SA (France) through the Chilean companies Veolia Inversiones Aguas del Gran Santiago Ltda. (IAGSA), Veolia Inversiones Andina SA and the entity Agbar SLU, based in Spain.(6)

- With more than 150 years of experience, Agbar is today one of the largest sanitation services operators worldwide.
- Founded in France in 1853, Veolia is a global leader in the provision of environmental services, designing and providing innovative solutions to manage water, waste and energy.

(6) There is no joint action agreement

Property composition



* Other Shareholders: Natural persons and investment companies with lower percentages.

Composition Main shareholders as of December 31, 2023

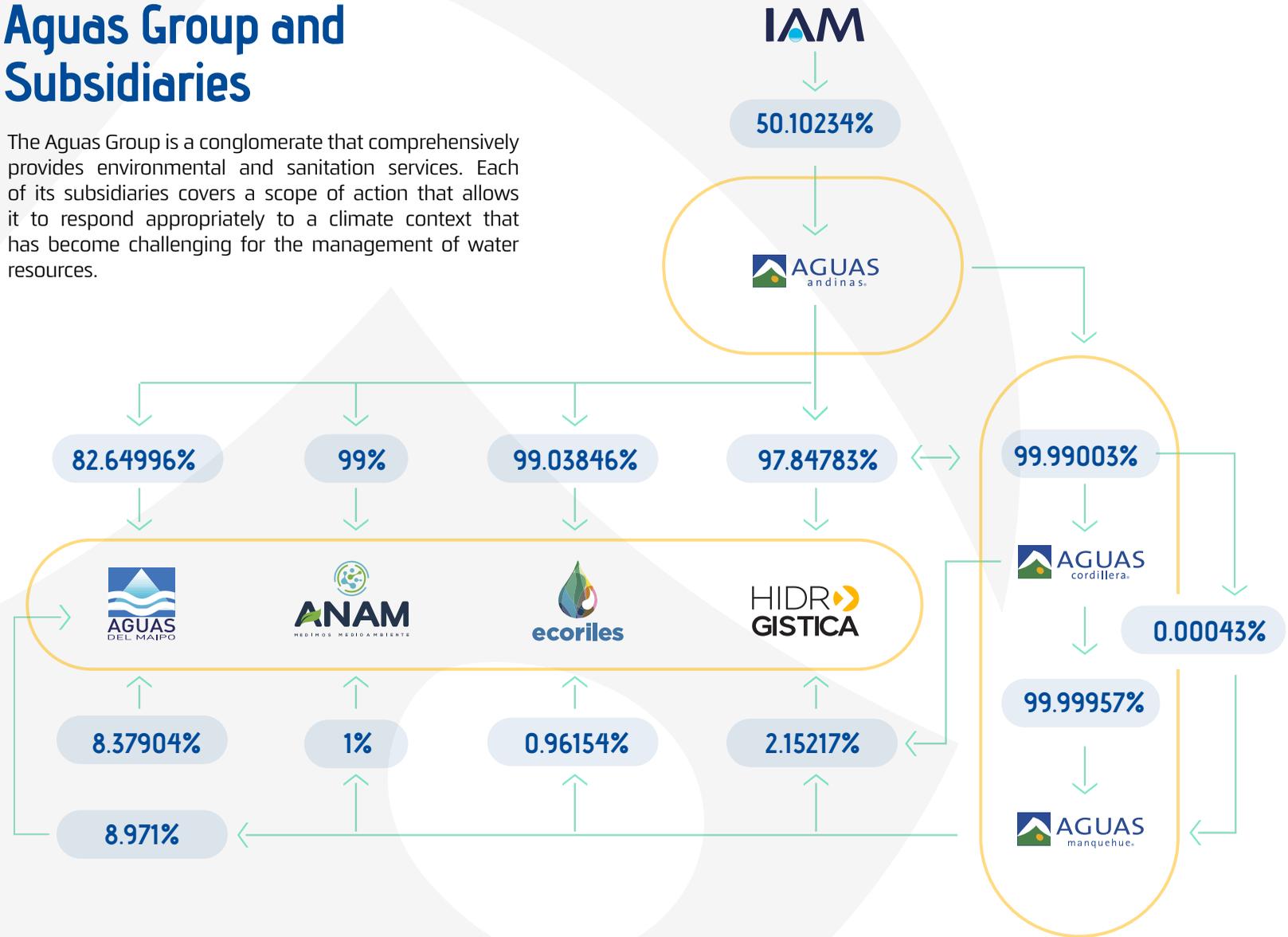
Name or Business name	Id number	Number of shares as of 12/31/2023	Series	%
INV AGUAS METROPOLITANAS S.A.	77274820-5	3,065,744,510	A	50.10%
BANCO DE CHILE ON BEHALF OF NON-RESIDENT THIRD PARTIES	97004000-5	503,307,135	A	8.23%
BANCO SANTANDER ON ACCOUNT OF FOREIGN INVESTMENTS	97036000-k	331,416,304	A	5.42%
PRODUCTION PROMOTION CORPORATION	60706000-2	305,948,258	B	5.00%
AFP HABITAT S.A.	98000100-8	250,262,730	A	4.09%
BANCO DE CHILE ON ACCOUNT OF STATE STREET	97004000-5	243,141,792	A	3.97%
SANTANDER BANK CHILE	97036000-k	118,534,061	A	1.94%
AFP CAPITAL S.A.	98000000-1	105,195,595	A	1.72%
BANCHILE CORREDORES DE BOLSA S.A.	96571220-8	100,041,130	A	1.63%
AFP CUPRUM S.A.	76240079-0	86,203,096	A	1.41%
MAIPO CHANNEL SOC CHANNEL ASSOCIATION	70009410-3	70,426,696	A	1.15%
LARRAIN VIAL SA STOCK BROKER	80537000-9	53,165,252	A	0.87%
Other 1,460 shareholders	-	883.603.945	A	14.44%
23 other shareholders	-	1,974,656	B	0.03%
Total	-	6,118,965,160		100%

Note: Other local shareholders, investment companies and individuals with a shareholding of less than the twelfth largest shareholder detailed in the table.



Aguas Group and Subsidiaries

The Aguas Group is a conglomerate that comprehensively provides environmental and sanitation services. Each of its subsidiaries covers a scope of action that allows it to respond appropriately to a climate context that has become challenging for the management of water resources.





Aguas Andinas and its subsidiaries

Aguas Andinas comprehensively provides environmental and sanitation services. Each of its subsidiaries covers a scope of action that allows it to respond appropriately to a climate context that has become challenging for the management of water resources.



Anam

Chilean leading company in physical, chemical and microbiological analysis of water resources, solid waste, hazardous waste, sludge and soils. In addition, it has an air quality area that monitors and analyzes odors and odorant gases. With a high participation in the national potable water market, it provides services to the main industrial liquid waste (riles) and sewage treatment companies in the country, including Aguas Andinas and mining. In total, it serves more than 625 clients.

Location: Av. Américo Vespucio 451, Santiago de Chile
<https://www.anam.cl/home>



Ecoriles

It provides comprehensive management and management services of the water cycle, satisfying the growing demand for wastewater treatment nationwide. With more than 270 clients, it is currently the main operator of this business in Chile. For the Aguas Group, it plays a strategic role because it prevents industries from discharging elements not permitted by regulations into the sewer, with the risk of causing problems in the treatment plants. His contributions to the dairy, food, fishing, mining and paper industries also stand out.

Location: Walter Lihn 1868, Santiago de Chile
<https://www.ecoriles.cl/inicio>



Hidrogística

It is a comprehensive supplier of materials for potable water and sewage networks, and the logistics operator of Grupo Aguas in this area. It complements its business model with the provision of specialized services for the water market, where it seeks to play an innovative role by incorporating new useful technologies that help optimize network management. In this sense, it has strongly developed the business model of trenchless technologies, such as robotic video-inspection, the rehabilitation of collectors using sleeves with ultraviolet curing and the intervention of potable water pipes without the need to cut off the supply (Line Stop and Hot Tapping), among other cutting-edge alternatives.

Location: José Ananías 530, Macul Santiago de Chile
<https://www.hidrogistica.cl/>



Aguas del Maipo

Created in 2011, it develops energy projects derived from the sanitation business. In 2017, the operation of a methanization plant began, which transforms the biogas generated in La Farfana into biomethane that is injected into the natural gas networks of Santiago. This initiative has been highlighted for its contribution to sustainability, since it significantly reduces CO2 emissions in the Metropolitan Region.

Location: Av. Presidente Balmaceda 1398, Santiago de Chile

Sanitation subsidiaries

They provide potable water production and distribution services in the concession areas, along with the collection, treatment and final disposal of wastewater, a process where by-products are generated that are valued, such as biogas and agricultural fertilizers.



Environmental services subsidiaries

They are companies aimed at supporting the main management of the Aguas Group, through complementary services of the sanitation business: treatment of liquid industrial waste (riles), logistics operation and sale of materials, development and implementation of services with a technological and innovation component, laboratory analysis and development of energy projects related to sanitation companies, among others.



Our operations

● GRI 2-6 ODS 6, 12

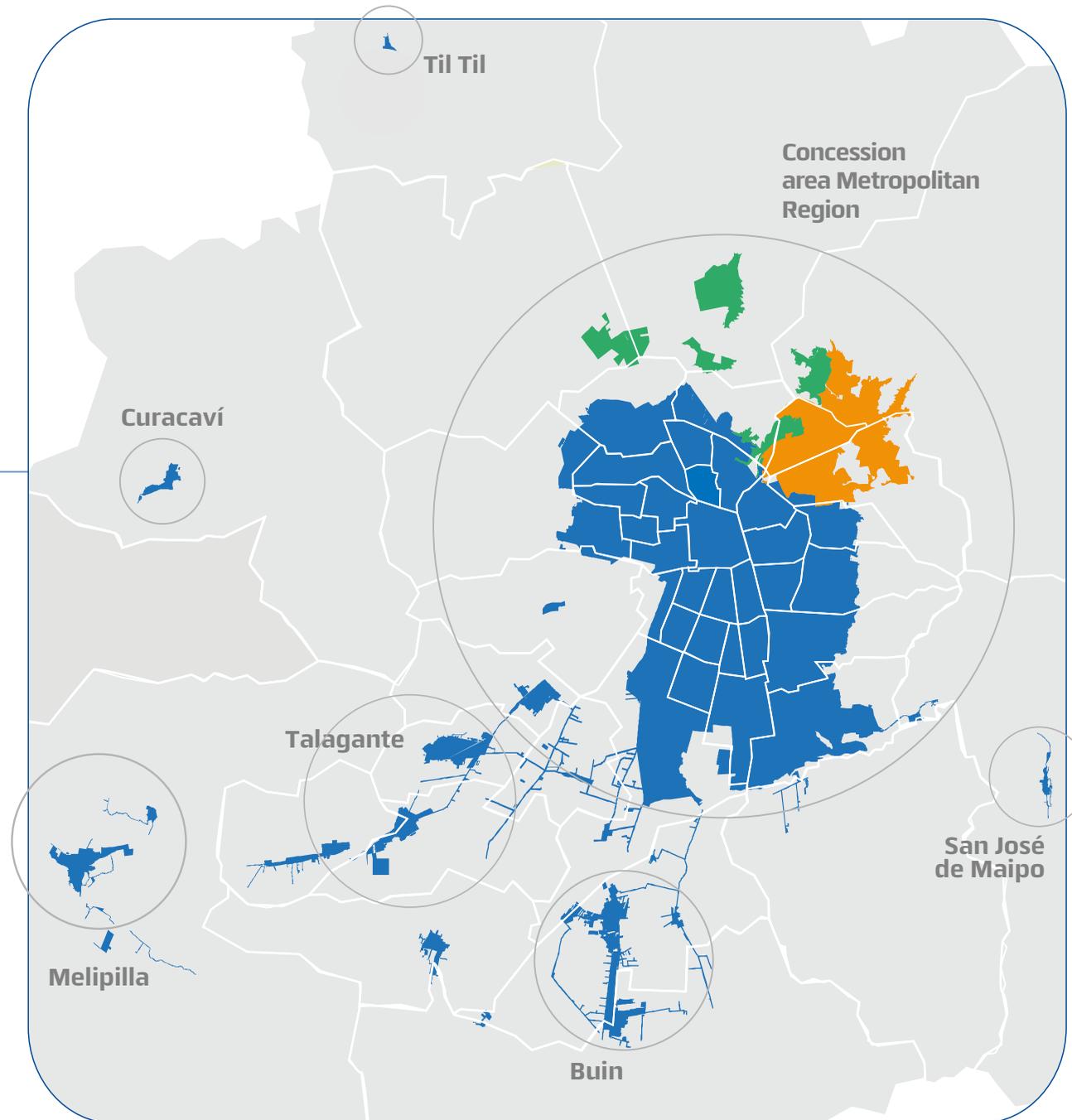
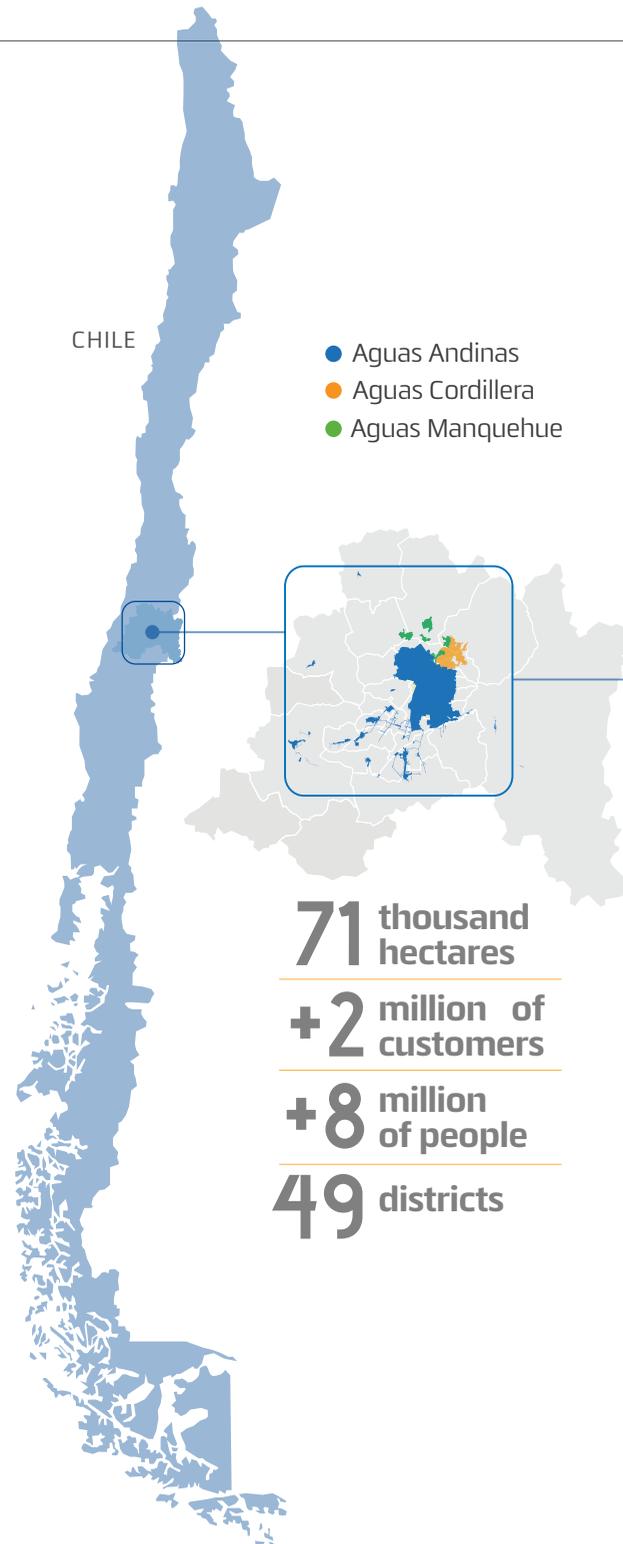
Coverage and operational territory

The concession areas of Aguas Andinas, Aguas Cordillera and Aguas Manquehue cover 49 districts of the Metropolitan Region, one of the sixteen regions into which Chile is divided. The capital of the region and of the entire country is Santiago.

The services provided by Grupo Aguas provide 100% potable water supply, 98.8% sewerage and 100% sewage treatment.

Outside of its concession areas, and from a transfer point, the company also provides collection services to the Smapa sanitation companies, in Maipú; Sembcorp Aguas Santiago, in Lo Barnechea, and Santa Rosa del Peral, in the El Peral sector of the La Florida commune; in addition to the wastewater collection and treatment service for the Cossbo sanitation company, in the commune of Santiago.

Note: The 71 hectares corresponds to the area supplied in the Metropolitan region.



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Assets

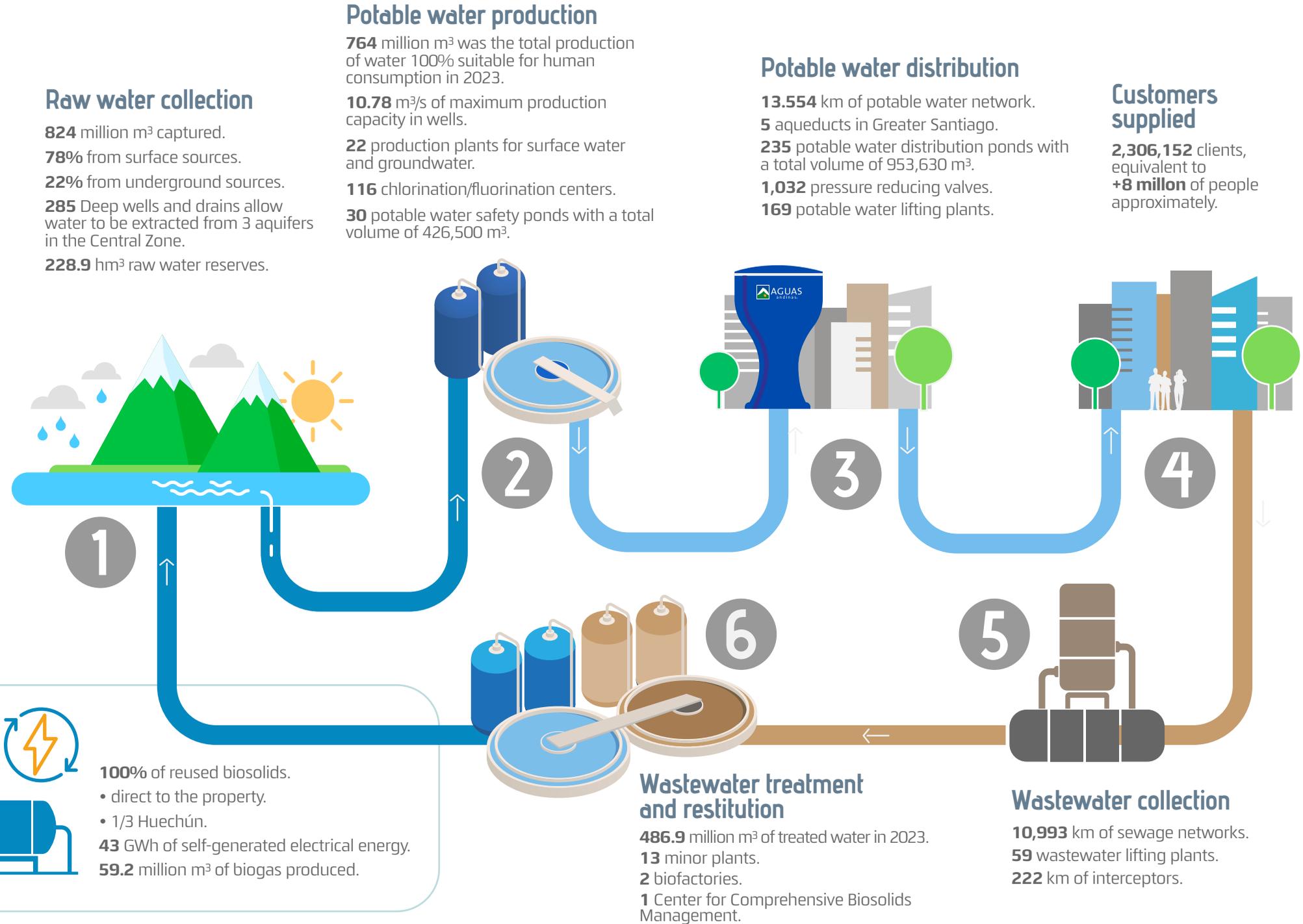
GRI 303-3
ODS 6, 12

The regulated companies of the Aguas Group manage the complete water cycle, which includes the collection of raw water; the production, transportation and distribution of potable water; the collection of wastewater and its sanitation. To this end, it has developed a robust infrastructure that ensures the continuity and efficiency of these services, minimizing the impact on water reserves.

Note: Water captured is different from water contributed to production. There are variations in the filtering process.



100% of reused biosolids.
 • direct to the property.
 • 1/3 Huechún.
43 GWh of self-generated electrical energy.
59.2 million m³ of biogas produced.



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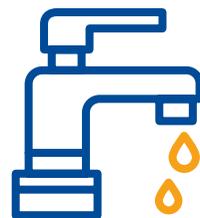
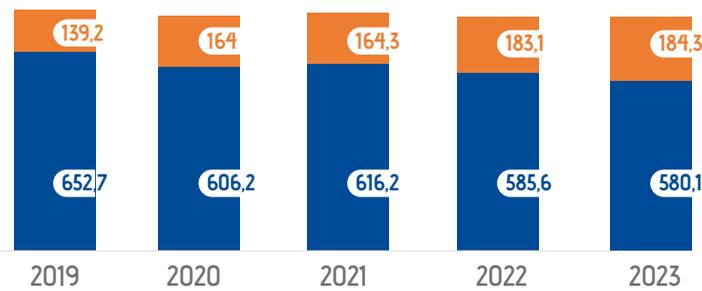
Assets for the production of potable water

GRI 303-3

1- Raw water collection

The water consumed by the inhabitants of Santiago is collected mainly from the Maipo and Mapocho rivers, important water sources in the Metropolitan Region that originate in the Andes mountain range and have high levels of purity. Faced with the decrease suffered by these flows in recent years, raw water is also increasingly extracted from underground aquifers.

Production of potable water by type of source (million m³)



2- Production of potable water

Water purification is carried out in several plants that have cutting-edge technology and processes focused on hydraulic efficiency:

27.79 m³/s

is the total capacity purification of Aguas Andinas

Las Vizcachas Complex (3 floors: Vizcachas, Vizcachitas and Antonio Tagle)

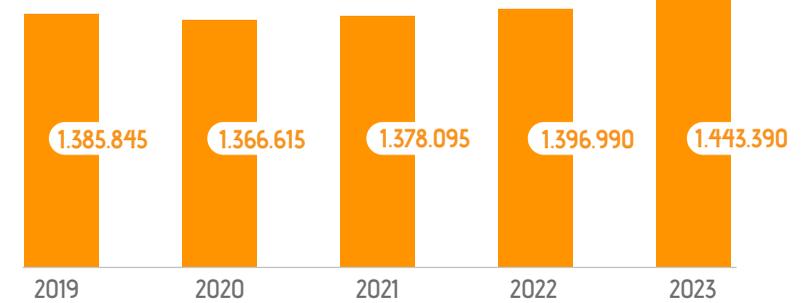
- La Florida Plant
- Chamisero Plant
- Padre Hurtado Plant
- Another 16 smaller facilities

3- Potable water distribution

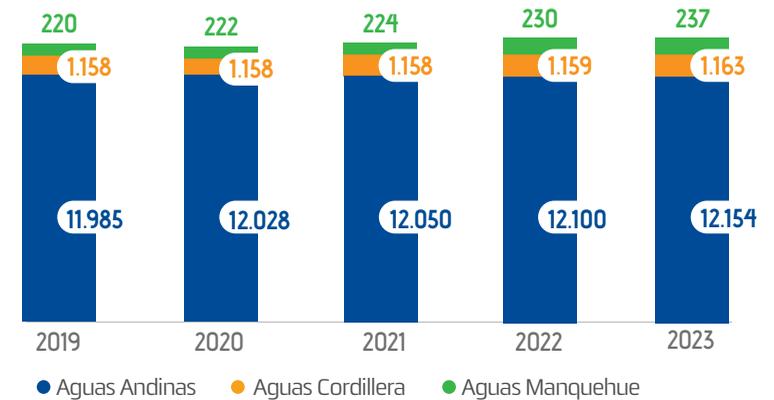
The company has regulation tanks and an extensive underground network to convey potable water to its customers, ensuring adequate pressure and continuous supply. In Greater Santiago, it has more than 255 ponds, which gives a high degree of autonomy to the system. Meanwhile, the distribution network reaches a length that is triple the length of Chile.



Tanks volumes m³



Length of the potable water distribution network (km)



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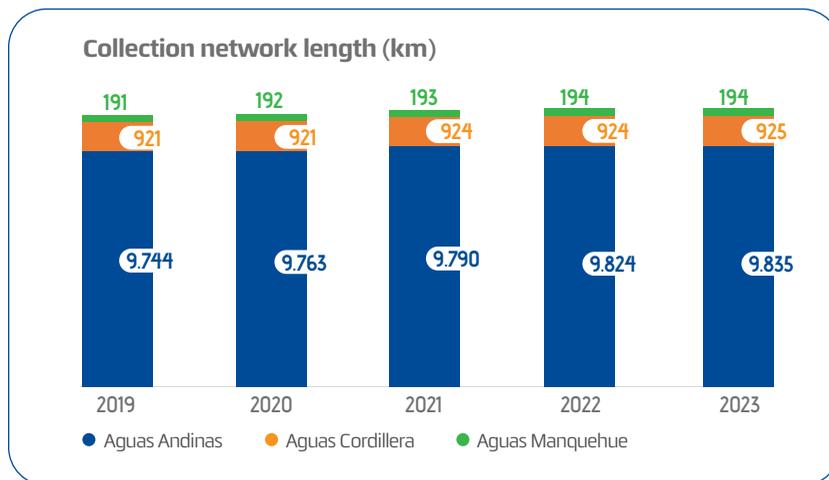
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Assets for wastewater treatment

5- Wastewater collection

This process covers from the evacuation of wastewater through the sewer until its arrival at the sanitation plants. For this, there is an efficient collection network designed to operate by gravitational flow, with a length that exceeds 10,000 kilometers.



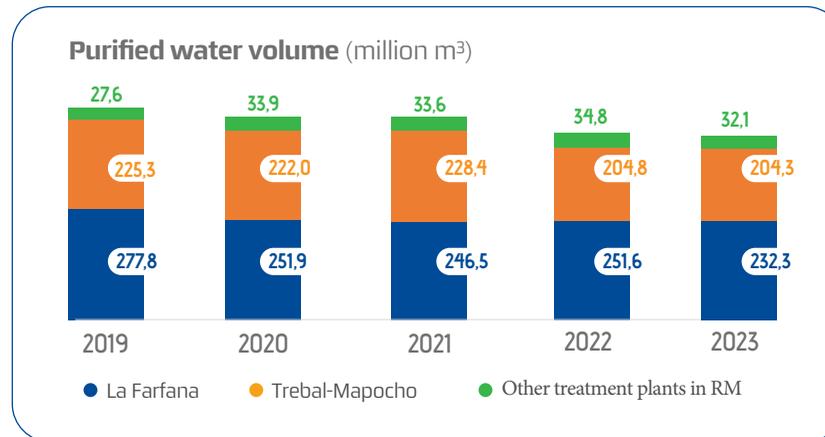
Other assets

The Aguas Andinas Operational Control Center (CCO) operates 24 hours a day, managing around 80,000 variables through more than 700 remote control stations and 900 dataloggers distributed in Greater Santiago.

The company also has additional assets to carry out its daily procedures, such as buildings, offices and other work centers.

6- Wastewater treatment

This process allows wastewater to be decontaminated to leave it in a condition to be returned to natural channels or used in irrigation, in accordance with the standards required by legislation. It is carried out in the Mapocho-Trebal and La Farfana biofactories, and in thirteen smaller plants located in different locations.



486,9 million de m³ of wastewater is treated each year.

The application of a model based on the circular economy allows the valorization of sanitation waste resulting from the purification process carried out in biofactories.



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Our history

Chile can be proud of having a centuries-old tradition in sanitation services, largely thanks to a State policy ahead of its time that gave impetus to the construction of potable water networks, sewage and other infrastructure works that put us at the forefront of the continent already in the 19th century. An example of this is the Santiago Potable water Company, founded in 1861, responsible for works of great relevance for Santiago, such as the Laguna Negra aqueduct (1917), the Las Vizcachas plant (1946) and the El Yeso reservoir (1967). In 1977 this company was renamed Empresa Metropolitana de Obras Sanitarias (EMOS) and, twelve years later, it was transformed into a public limited company, a subsidiary of Corfo.

In 1995, potable water and sewage coverage exceeded 90% in urban areas of Chile. However, sewage treatment only reached 14% of the urban population. Wastewater was dumped into natural channels, exposing people to infectious diseases and risking agricultural production.

As evidenced by the development plans of the state water utilities of the time, large investments were required to extend sanitation and ensure a continuous supply of potable water in a context of demographic growth. By 1998, the Government estimated that the financing of these investments would involve putting the State in excessive debt or diverting resources from other areas of greater social priority. Faced with this, it decided to modernize the regulatory framework and strengthen supervisory capacities with the establishment of a strong technical regulatory entity, the Superintendency of sanitation Services (SISS), linked to the Ministry of Public Works. In this way, it gave way to the incorporation of private capital into the sector, which was key to solving the challenges that the country faced in this area.

The decade of sanitation

It was in this context that control of EMOS passed to Inversiones Aguas Metropolitanas (IAM), a company formed at that time by the Suez Environnement Group and the Agbar Group, with 50% each. Currently, IAM owns 50.1% of the shares of Aguas Andinas, as the company was renamed in 2001.

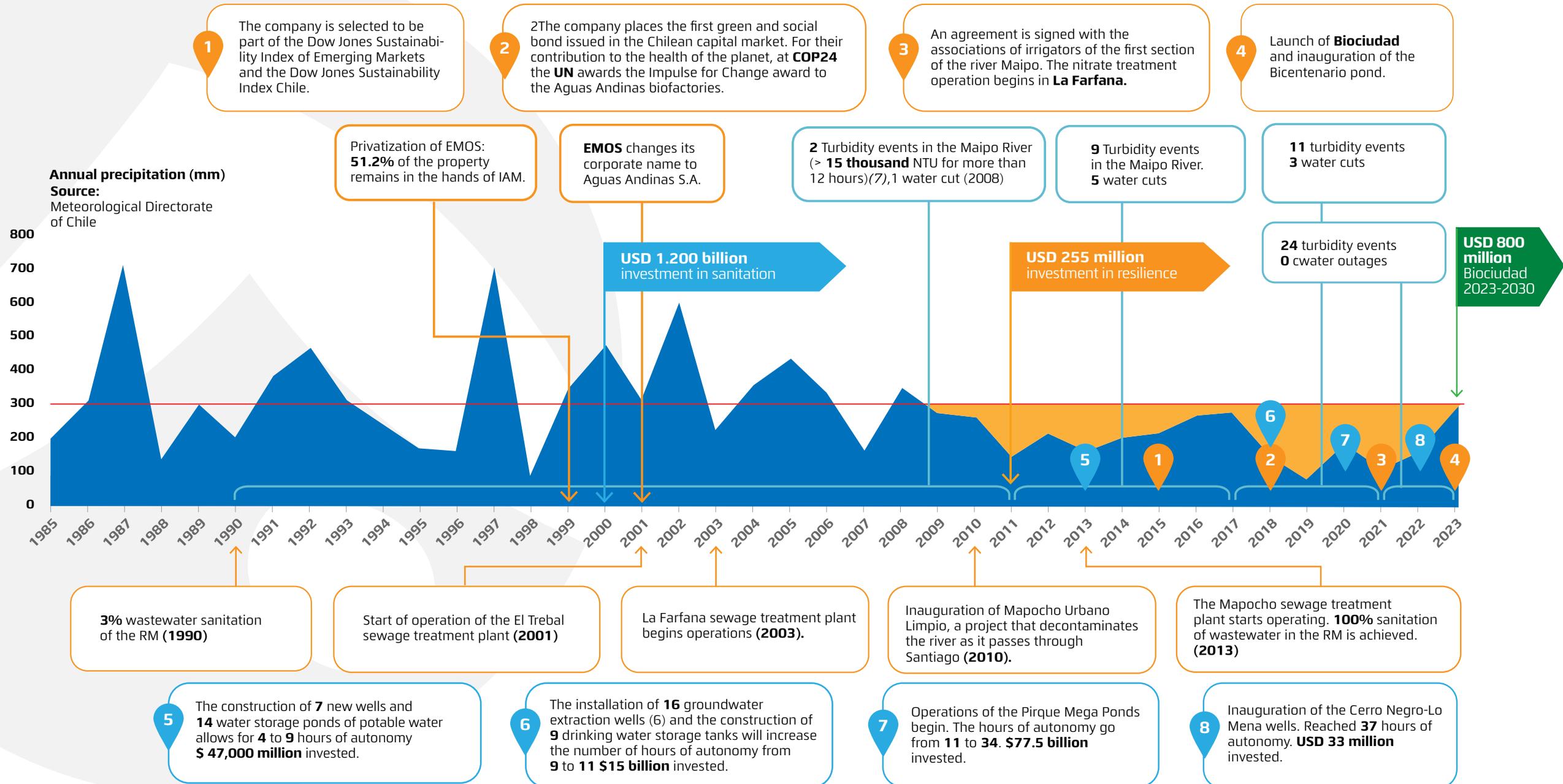
In just 12 years, with an investment of USD 1.2 billion, Aguas Andinas managed to treat 100% of the wastewater in the Metropolitan Region, a record if we consider that developed countries have taken between 30 and 40 years to achieve that feat. Santiago became the first Latin American capital to clean up all of its domestic wastewater, returning it purified to natural channels.

Over the years and in the face of deepening environmental challenges, treatment plants became biofactories, an innovative concept in the global sanitation industry that refers to facilities capable of transforming wastewater into electricity, natural gas, reclaimed water and fertilizer for agricultural use.

In addition, potable water supply coverage has remained at 100% in the concessioned areas. All this, without state subsidies and with tariffs that are among the lowest in Chile and countries that have similar service standards.



Main milestones in line with the evolution of water availability in the Metropolitan Region



7) More than 15,000 NTU (nephelometric turbidity units), for more than 12 hours, force the production of potable water to be suspended at the Las Vizcachas plant and, therefore, to interrupt the supply to Greater Santiago

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The emergence of the climate crisis

About a decade and a half ago, the effects of climate change in the region began to appear more clearly, both in intensity and frequency. The first was the extreme turbidity in the rivers that feed the city's potable water plants, a product of rains at altitude that drag sediments into the flows, so it was necessary to invest in reserve infrastructure that would allow us to continue having a supply of water autonomously to the supply from the rivers. In ten years, Santiago's hours of autonomy multiplied almost tenfold, going from four to 37.

In parallel, there has been an abrupt decrease in annual rainfall. Although the region's water deficit is already structural, throughout this time the inhabitants of Santiago have enjoyed a continuous supply of potable water. That is because Aguas Andinas has addressed this challenge with new infrastructure, hydraulic efficiency plans, responsible use campaigns and transfer agreements with other users of the basin.

The city of the future

The company's efforts have been successful so far, but faced with a scenario of dwindling water resources, increasingly extreme climate phenomena and a growing population, it is necessary to redouble them. Presented in 2023, Biocidad is the new plan that Aguas Andinas developed to guarantee that Santiago continues to have a continuous supply of potable water. With 2030 as a horizon, it proposes a series of projects aimed at providing the city with almost unlimited autonomy in the face of turbidity events and new water sources to adapt to water scarcity.



Current business context

The conditions under which Aguas Andinas operates today are quite different from those that prevailed when the company assumed the provision of sanitation services in Santiago at the beginning of the century. The evolution of climate change has been much more rapid and aggressive than what was initially anticipated, which has been reflected in a marked decrease in the flow of the rivers that used to ensure the supply of potable water for the city and in a greater frequency of hydroclimatic events with the potential to disrupt services.

The future does not look much better. Climate models and international organizations such as the UN show Chile as one of the 30 countries with the greatest water stress in the world by 2040, with the central area being one of the most affected. (10) On the other hand, urban areas continue to expand and, according to estimates by the National Institute of Statistics, by 2035 Santiago could be home to nine million inhabitants.

In this context, the company that managed to extend wastewater treatment coverage from 3% to 100% in just 12 years is not necessarily the same one that will be successful in facing new challenges. Aguas Andinas knows this and that is why in 2021 it began a profound transformation – the Avanza plan – to become a more flexible, financially sustainable and risk-aware company. Likewise, it integrated sustainability at a transversal level in the organization, with a strategy in force until 2024, where the value creation model prioritizes the well-being of the more than eight million inhabitants of the capital. It has also timely executed the infrastructure works committed to the authority in the previous tariff processes and even others that were not planned, but that the company considered essential to be able to continue providing its services with the usual diligence and quality.

Accumulated precipitation in the El Yeso reservoir (mm) ⁽⁹⁾	
2019-2020	135.0
2020-2021	393.7
2021-2022	180.4
2022-2023	259.1
2023-2024	774.1
Average 1962-2023	348.46

Source: Aguas Andinas

However, today it is essential to take a step further. New investments that contribute to the water security of the basin are unavoidable to achieve the levels of resilience that the country's main city deserves. Fortunately, Chile has a regulatory framework that has proven to be effective in addressing these types of challenges. It was 25 years ago when Chile proposed to treat 100% of urban wastewater, allowing private companies to finance the necessary investments and incorporating them into development plans supervised by the authority. This framework has also been key in Chilean cities being able to overcome the effects of the climate emergency so far, and is the best response to the new adaptation challenges that we are facing. (8)



- The current potable water and treatment tariff in Santiago is the cheapest of all the regional capitals of the country.
- Chile is the country in South America that has the safest potable water and where potable tap water in urban areas is safe for people's health.
- Of the 37 capitals of the countries of

OECD, Santiago has one of the lowest tariffs and is only surpassed by Athens, Mexico City, Seoul and Ankara. In the case of the capitals of Mexico and South Korea, there are state subsidies on rates. The potable water and sanitation rate in Santiago does not have state subsidies.

See more HERE

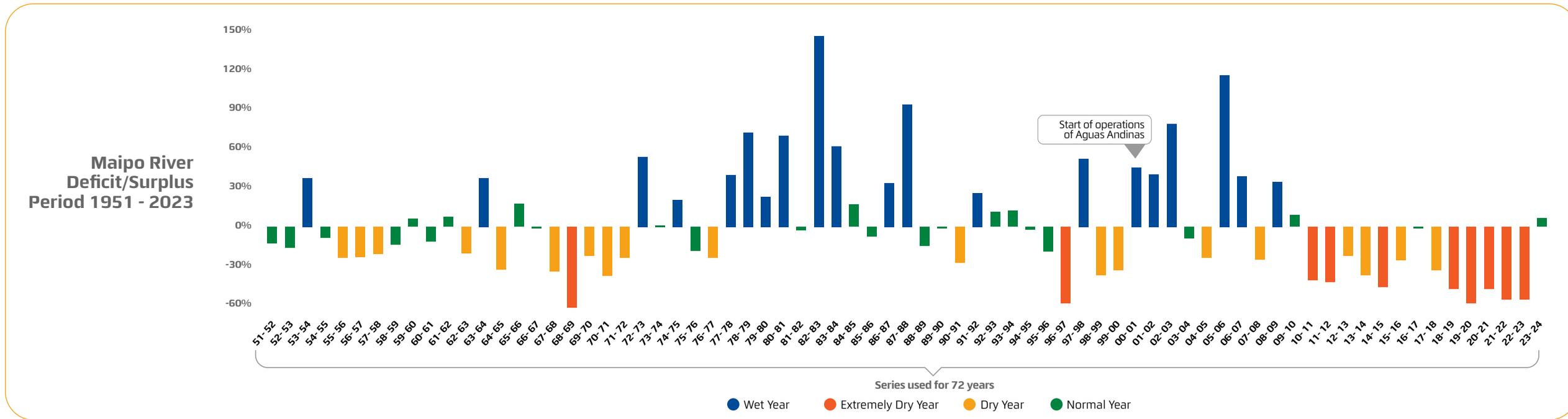
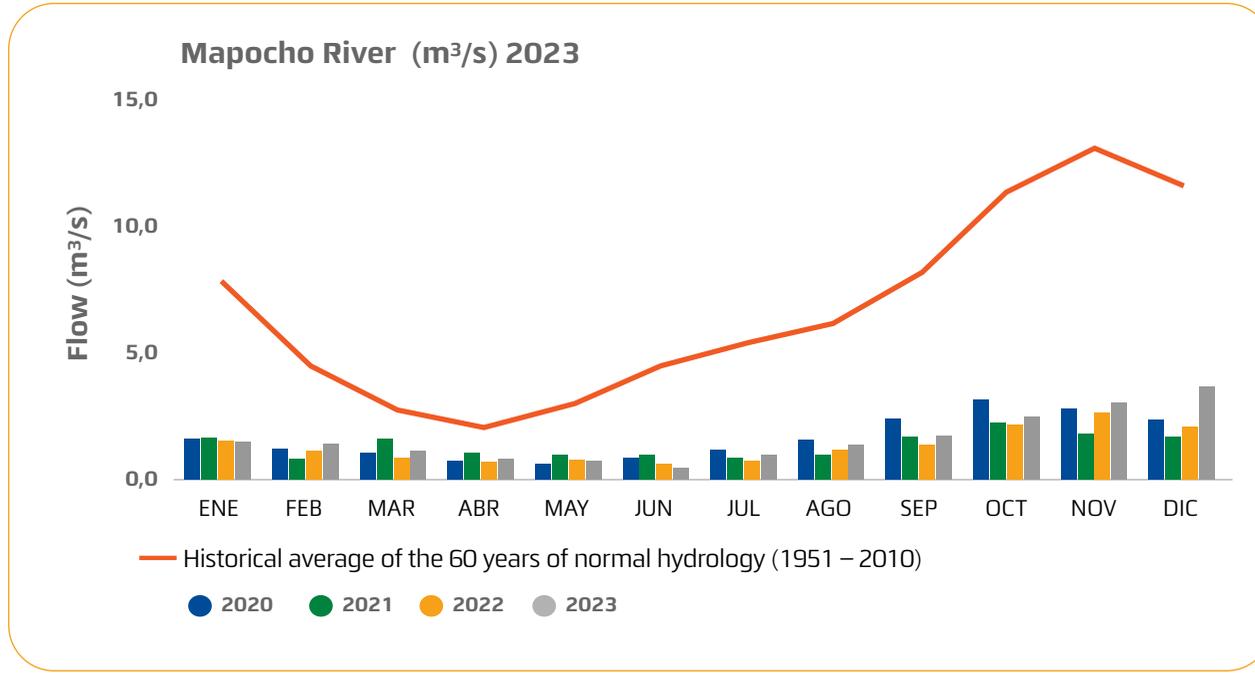
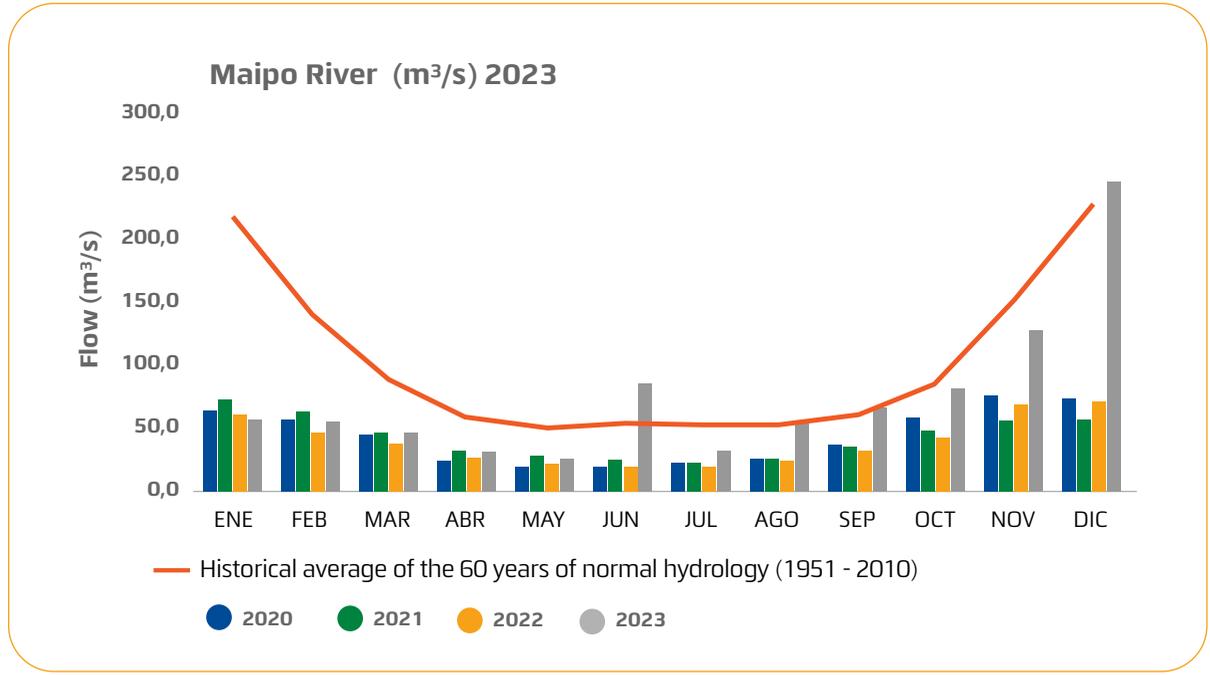
(8) ANDESS (March 2023), Commitments and future challenges of sanitation companies on the path to carbon neutrality.

(9) Hydrological year: from April 1 to September 30.

(10) ANDESS (2023). Comments on the wastewater reuse project, Bulletin 15,690-33.



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Tariff process

A central piece of this regulatory framework is the sanitation Services Tariff Law (1988), which provides that tariffs be set every five years through a process in which each company and the regulatory body, the Superintendency of Sanitation Services (SISS), participate. This process is carried out objectively according to a technical model that considers the determination of the long-term total cost of a model company. Updates linked to variations of polynomials integrated by the IPC, IPBI and IPPIM indices are also contemplated. The mechanism has allowed the inhabitants of the Metropolitan Region to pay for quality sanitation services at tariffs that are among the lowest in the world.

The current prices for customers of Aguas Andinas, Aguas Cordillera and Aguas Manquehue were defined in the seventh tariff process (2020-2025), which concluded on November 14, 2019.

For Aguas Andinas and Aguas Cordillera, additional values were established for the construction of new works, which began to be applied when they came into operation and among which those built to increase the autonomy of the city to 37 hours and those that enable the removal of nitrates stand out in biofactories.

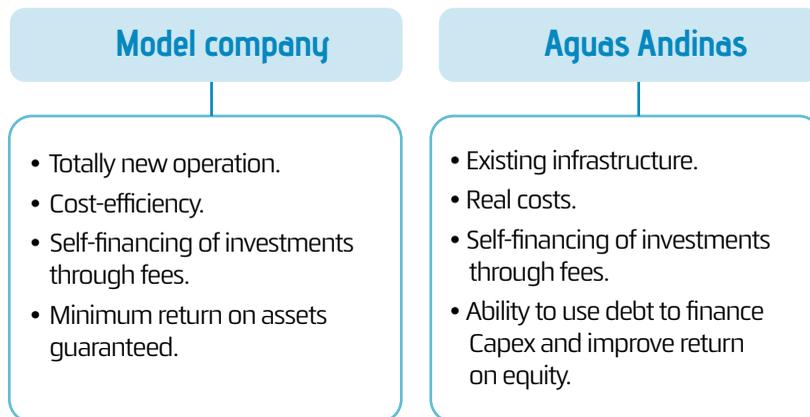
In November 2023, the eighth tariff process (2025-2030) began, a key instance for the future of Santiago. One of the goals that Aguas Andinas has set out to achieve in the process is that the new tariffs include the investments required to face the effects of climate change and continue improving service standards in the coming decades. Only in this way will the company be in a position to pay for the works that allow the continuity of the supply of potable water for the residents of Santiago, maintaining the financial sustainability necessary to operate.

The company has carried out extensive work to raise awareness among the authorities, in order to recognize the situation of structural water stress that afflicts the region, as well as the need to invest in resilience. In that sense, it has already achieved successes, such as the current general consensus regarding the permanence of the drought. Furthermore, in 2022 the SISS raised the level of security with which the infrastructure that the model company used as a reference to set tariffs must possess is projected from 95% to 99%. As input for the discussion, in November 2023 Aguas Andinas announced its most complete proposal to make Santiago a more sustainable city.



+ Definition of polynomial formula applicable to tariffs whenever inflationary variations greater than 3% occur.

Comparison of methodologies



Regulatory framework: Main sanitation laws in Chile

● GRI 2-27

The company operates with strict adherence to the legislation and regulations in force in Chile. The Superintendency of Sanitation Services is responsible for supervising the level of service delivered and acts as a counterpart in the rate regulation process. The main legal bodies that govern the operation of the sector and sanitation companies are:

- **General Law on Sanitation Services (DFL MOP 382 of 1988) and its regulations (DS MOP 1199/2004):** Contains the main provisions that regulate the concession regime and the activity of sanitation service providers.
- **Sanitation Services Tariffs Law (DFL MOP 70 of 1988) and its regulations (DS MINECON 453 of 1989):** Establishes the provisions that govern the setting of potable water and sewage tariffs and reimbursable financing contributions.

Law that creates the Superintendency of Sanitation Services (Law 18,902 of 1990): Establishes the functions of the SISS.

• **Law on Subsidy for the Payment of Potable water and Sewage Service Consumption (Law 18,778 of 1989) and its regulations (DS Hacienda 195 of 1998):** Establishes a subsidy for the payment of potable water and sewage consumption for low-income clients.

More recently, Chile has developed new laws that seek to guarantee the water security of the basins and the population's access to water in a context of scarcity. Among them, the reform of the Water Code and the Climate Change Framework Law stand out, which establish the priority of human consumption and basins as management units with a systemic view.

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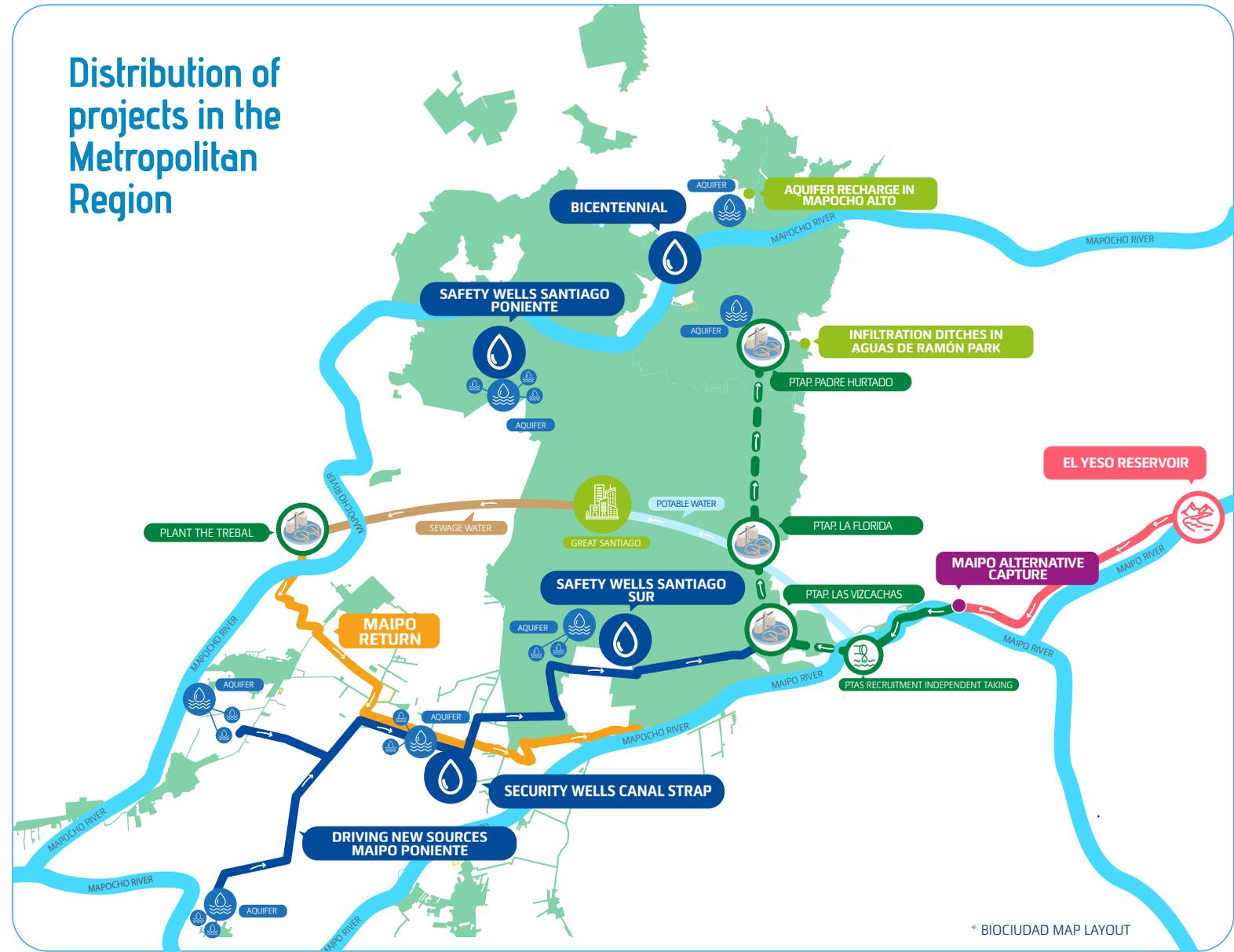
Biociudad: The Santiago we dream

In November 2023, Aguas Andinas publicly launched its new strategy, Biociudad, a new look at the future to confront the effects of climate change and promote resilience and sustainable water security over time, both for the city and its more than eight million inhabitants. The proposal includes a battery of concrete solutions organized around five pillars.

More information about the plan at <http://www.biociudad.cl>.

Biociudad contemplates investments by **USD 1 billion** between now and 2030, an amount that includes USD 255 million already invested in resilience plans and adaptation measures to climate change.

Pillars of action	
1.- New sources	Implement water alternatives to reduce dependence on surface waters—which have been impacted in quantity and quality by the effects of climate change—and increase the availability of water in general.
2.- Resilience	Generate concrete solutions so that Santiago is a city more prepared for the challenges of climate change, especially in the face of extreme events that alter our production of potable water by increasing the turbidity of the rivers.
3.- Greater use of groundwater	Manage the basin's groundwater responsibly and sustainably to give the city more security of supply in the short term, as this will increase independence from surface sources and provide support while solutions from new sources are implemented.
4.- Solutions based on nature	Add solutions that harness the power and benefits of nature to address urgent water availability challenges.
5.- Responsible use	Promote actions that encourage responsible and efficient use of water resources in a context of increasingly demanding climate emergency.





Contribution to public debate

In order to contribute to the regulatory debate, the Legal Affairs Directorate monitors the public information available on each bill and regulatory change that may impact the Sanitation Industry. In addition, the company participates in the different committees of the National Association of sanitation Companies (ANDESS) that address these matters. In 2023, this monitoring focused on environmental bills and regulatory modifications.

Preliminary draft revision of the emission standard for the regulation of pollutants associated with discharges of liquid waste to marine and continental surface waters (DS 90/2000)

This regulatory change could affect the sanitation industry because it requires treating sludge from rivers in water purification plants. The company estimates that its return to natural channels does not generate impacts on the environment, so the new requirement would only make the service more expensive. At the end of 2023, the initiative was close to being reviewed by the Council of Ministers.

Bill to prevent and sanction greenwashing of image or greenwashing

Entered in 2022 to the Chamber of Deputies, this project seeks to define and prevent “ecowhiting” or greenwashing of image by companies. Among other matters, it proposes requiring that those who advertise their actions related to sustainability provide complete, truthful and verifiable information, without omitting background information whose

absence could be misleading, and that keep information on their environmental practices permanently updated on their websites. It also seeks to prohibit advertising as sustainable practices carried out in mere compliance with the law or that are compromised in environmental qualification resolutions, as well as publicly making environmental statements related to projects that are under evaluation by the authority. Companies that contravene this law would be exposed to fines of between 4,500 and 9,000 UTM. At the close of this report, it was in the second constitutional process, in the Senate Commission on the Environment, Climate Change and National Assets.

Urban wetlands

Since the entry into force of the Urban Wetlands Law (21,202) in January 2020, the Ministry of the Environment (MMA) has designated several private lands as restricted areas under this regulation. Once an urban wetland is declared, the respective municipality must incorporate it as a “natural value protection area” in its territorial planning instruments, in addition to developing a general ordinance for its protection.

The La Dehesa 1 and 2 dams, in Lo Barnechea, were the first urban wetland declared by the ministry, in June 2021. They were grouped as the same ecosystem since they are located together and the municipality of Lo Barnechea presented the declaration request including to both. Dehesa 2, owned by Aguas Andinas, was initially used for irrigation, but it was transferred to the water company in the 1980s. Today it is an accumulation dam for the potable water service of Lo Barnechea and part of Las Condes. In its statement, the

ministry maintained that the quality of the wetland must be compatible with current use. At the end of December 2022, the Municipality of Lo Barnechea convened work groups to prepare the commune’s urban wetland ordinance, in accordance with the provisions of the law. Academics, owners, environmental organizations, oversight boards, canal operators’ associations and representatives of public services, among others, were invited to participate. The issuance of the ordinance was still pending at the end of 2023.

In January of the year reported, 13 municipalities and the Metropolitan Regional Government jointly requested that the MMA declare the Mapocho River an urban wetland, which adds to the declaration already made by the communes of Peñaflo, Talagante and El Monte. The new application covers an area of 734 hectares. In March 2023, the Official Gazette published its admissibility, which begins the citizen participation process, where any person or entity can provide complementary information. Aguas Andinas presented its objections in this instance, since the Mapocho River is an important source of water for the city’s supply and the declaration could restrict its use for this purpose. As of December 31, 2023, the decision of the Regional Secretariat of the Ministry of the Environment was still awaited.





Various water contexts in the world

1 Santiago de Chile

Challenge:
Drought

Main water sources:

- Surface water
- Groundwater

Main measures against shortages:

- Emergency system or alert that establishes phases.
- Biocidad Plan
- Maipo Return
- Water use underground and aquifer recharge.

2 Sao Paulo

Challenge:
Drought
Population growth

Main water sources:

- Superficial water

Main measures against shortages:

- Rationing for users.
- Relocation of inhabitants in 2015.
- New infrastructure resilience for the city: Sistema Produtor São Lourenço.

3 Los Angeles

Challenge:
Drought

Main water sources:

- Surface water
- Ground water
- Imported water

Main measures against shortages:

- Rationing for irrigation of ornamental grass.
- New constructions with drip irrigation.
- Rate structures conservation-oriented.

4 Barcelona

Challenge:
Drought

Main sources of water:

- Surface water
- Groundwater
- Recycled water
- Desalinated water

Main measures against shortages:

- Emergency or alert system that establishes phases.
- Water supply via ships (import).
- Rationing for users (domestic and industrial).
- Rationing for irrigation of green areas.

5 Cape Town

Challenge:
Drought
Poor management
Lack of investment

Main water sources:

- Surface water
- Groundwater

Main measures against shortages:

- Emergency or alert systems early with phases that stipulate:
- Rationing for users.
- Prohibition of swimming pools.
- Increase in tariffs.
- Rationing for economic activities.

6 Singapur

Challenge:
Demographic growth
Location

Main sources of water:

- Surface water
- Imported water
- Recycled/treated water
- Desalinated water

Main measures against shortages:

- NEWater Program, for recycling treated water through a double membrane and ultraviolet technology that currently supplies 30% of the water needed to supply the industrial sector and is also bottled for human consumption.
- Water recycling restrictions and obligations for the industrial sector.

7 Sydney

Challenge:
Drought

Main water sources:

- Surface water
- Desalinated water

Main measures against shortages:

- Emergency system or alert that establishes phases.
- Rationing for irrigation of ornamental grass.
- Prohibition of cleaning urban surfaces.
- Obligation for consumers to fix detected leaks.
- Complaint system for misuse of water.

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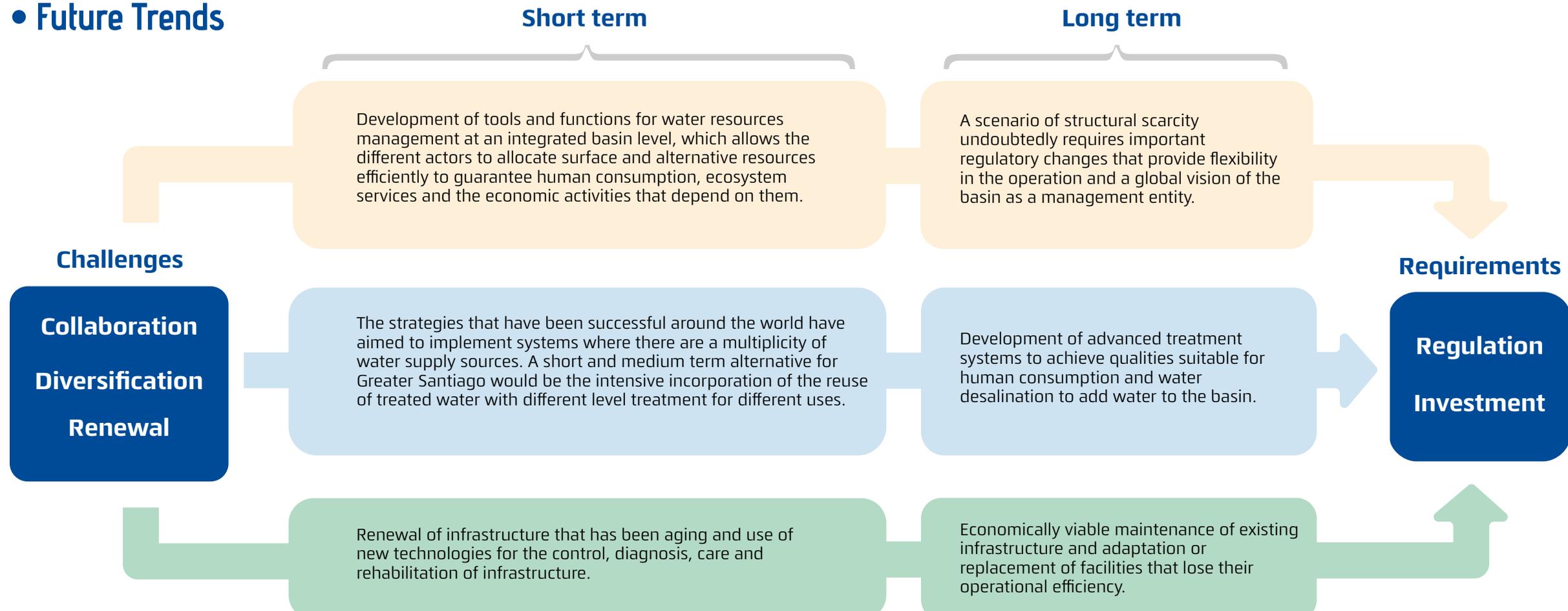
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Factors that contribute to water stress:

- Rainfall
- Aridity/ location
- Changes in climate: drought
- Insufficient management
- Lack of investment
- Pollution
- Population growth

• Future Trends



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Sustainable and resilient business model

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Strategy and commitments

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Aguas Andinas' business is closely linked to the sustainability of its environment and its stakeholders, with whom it maintains effective and permanent coordination and communication. As the main supplier of potable water and wastewater treatment to the city of Santiago, the continuity and quality of its services have direct impacts on the lives of more than eight million inhabitants of the Metropolitan Region, where the concession area is located as well as in the development of the country. On the other hand, the nature of its operations - management and use of one of the most critical natural resources - and its scale - presence in a concession area of 71 thousand hectares, thousands of million of dollars

invested in infrastructure—make the relationship with communities and the environment a substantial part of their work.

In this context, the company understands the relevance of positioning sustainability at the center of its business model, evolved from a sanitation company to an organization that provides environmental services in a comprehensive manner. For this reason, for several years it has been promoting a long-term strategy focused on the sustainable development of the city, the well-being of people and the care of the natural environment. This strategy also integrates the best ESG practices of its groups controllers —Agbar and Veolia—, recognized for being at the forefront of the industry

worldwide. At the same time, it is aligned with the criteria of the circular economy and the 17 Sustainable Development Goals (SDGs) defined by the UN for the year 2030.

To materialize the plan, in 2017 it drew up a roadmap whose last update, carried out in 2021, incorporated specific goals with 2024 as the horizon. In this way, new issues linked to the country's social problems and deeper actions are addressed to face the effects of climate change.



Resilience

Challenge:

Guarantee the supply for the urban water cycle, with special emphasis on the current and future conditions of scarcity of the resource, and extreme events associated with climate change, through the development of projects that, with a medium and long-term perspective, contemplate water efficiency, promote alternative water sources, protect ecosystem services, advance nature-based solutions, and drive efficient consumer demand for water.

Goals:

- Implement a climate change adaptation strategy by strengthening operational resilience.
- Protect and restore the biodiversity of ecosystems as a measure of adaptation to climate change.
- Promote water reuse.
- Generate alliances to raise awareness about the responsible use of water.



Sustainable Investments

Challenge:

Ensure efficient and optimized investment management, which allows the delivery of an excellent service through a responsible investment plan, aimed at adaptation to climate change and that promotes green and social financing, positively impacting all groups of stakeholders. interest of the company, promoting the development of SMEs, disseminating environmental, social and corporate governance sustainability practices.

Goals:

- Be a sustainable company.
- Establish an investment strategy with a positive social and environmental impact.
- Purchasing management with ESG criteria.
- Green and social financing and investment optimization for the company's growth and operational resilience.



News ways of leadership and work

Challenge:

Promote a culture of leadership and new ways of working, providing opportunities to new profiles, promoting Smart Working, equal opportunities and guaranteeing the occupational health and safety of internal and external workers, ensuring their job satisfaction.

Goals:

- Attract and retain talent for the current and future needs of the organization.
- Promote new ways of working.
- Implement equal opportunities by creating inclusive and diverse environments that promote the well-being of workers.
- Strengthen a new style of transformative leadership, driver of change, collaborative, challenging and inclusive.
- Promote well-being and guarantee occupational health and safety.

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Circular Economy

Challenge:

• Be leaders of climate action, contributing to the global goal of limiting global warming to 1.5°C with the implementation of the 2030 decarbonization plan, energy efficiency projects, a waste management plan and developing a carbon neutrality strategy.

Goals:

- Reduce and offset Greenhouse Gas emissions to limit the temperature increase to 1.5°C.
- Achieve energy sustainability, optimizing consumption in processes and increasing the consumption of renewable energy.
- Achieve the goal of zero waste, promoting the reuse and valorization of waste.



Digitalization and innovation

Challenge:

• Redesign processes with the aim of increasing the efficiency and digital transformation of the company, promoting R&D&I projects, active management and digital connection of the operation, improving the customer experience and the availability and transparency of information.

Goals:

- Promote R&D&I and be a reference in Innovation in the water and environment sector.
- Be a leading company in an Industry 4.0 context.
- Lead the digital connection with customers and improve the user experience.
- Evolve in data management.



Positive social value

Challenge:

• Strengthen relationships of trust with communities and collaborate with universal access to potable water, promoting instances of communal dialogue, the dissemination of climate action and water care, and supporting collaborative social investment initiatives.

Goals:

- Strengthen relationships of trust with different groups of interest on the basis of transparency, dialogue and collaboration.
- Lead and disseminate the environmental commitment of Aguas Andinas and its active work to confront global warming.
- Collaborate on access to potable water and sanitation in both urban and rural sectors, proposing innovative and sustainable solutions.
- Contribute to projects of shared value and community benefit.

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Alignment of the strategy with the Sustainable Development Goals (SDGs).



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Alliances for sustainability

Strategy



Resilience



Circular Economy



Sustainable Investments



Innovation and Digitalization



New forms of leadership and work



Positive social value

See more HERE

360 relationship schemes



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Risks and Integrated Management

Integrated Management System

To avoid redundancies, promote the comprehensive management of its operations and maintain the highest standards, the company designed a unique management system that allows it to coordinate multiple aspects of the organization in accordance with different standards. The Integrated Management System (IMS) of Aguas Andinas is based on nine international and national certifications that regulate the management of specific processes associated

with quality, information security, health and occupational safety, environment, energy efficiency, business continuity, corruption prevention, gender equality and management of critical assets. Certifications are reviewed and updated periodically to ensure reliable operation and share good practices.

In 2023, 20 years will have passed since the first ISO 9001 certification.

Potable water Production	●	●	●		●	●	●		●
AP Distribution	●	●	●	●		●	●		●
Wastewater Collection	●	●				●		●	
Wastewater Treatment	●	●	●	●		●			●
Customer Management	●	●			●	●			●
Support: Maintenance, IT, Laboratory, Other works	●	●	●	●	●	●	●	●	●
									
Aguas Andinas	●	●	●	●	●	●	●	●	●
Aguas Cordillera	●	●	●	●	●	●	●		
Aguas Manquehue	●	●	●	●	●	●	●		
Anam	●	●	●						

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Stakeholders

GRI 2-29



At the center of Aguas Andinas' sustainability strategy is the commitment to increasing the satisfaction of its stakeholders with the company. The company has identified eleven of them:

- Clients.
- Suppliers and contractors.
- Aguas Group workers.
- Authorities.
- Capital providers.
- Communities.
- Water user associations.
- Media and communications.
- Civil society associations.
- Opinion leaders.
- Specialized entities.

Their needs and concerns are periodically monitored to manage them in a timely manner by reinforcing dialogue, generating shared value and maintaining a proactive, constant and regulated relationship.

Communication with the market

The company has a mechanism to facilitate the analysis, understanding and evaluation of the sufficiency, timeliness and relevance of the information it discloses to the market, so that the Board of Directors may determine the need to increase its quality or apply improvements in the process of analysis and evaluation of the information to be provided in the future.

This procedure considers that the Board reviews once a year all disclosures to the market made by the company, looking for possible optimizations, both in relation to the ease of understanding and the timeliness of its disclosure.

Since 2019, Aguas Andinas hires an independent expert to detect and implement possible improvements in the processes of preparation and dissemination of the disclosures made to the market. (12)

(12) More information available in the Corporate Governance Compendium (XV), "Analysis of the information that the company discloses to the market."



Comprehensive risk management

In order to increase organizational resilience, Aguas Andinas includes risk management in each of its activities. To this end, the Risk Management and Control Policy defined by the Board of Directors considers that each unit of the company carries out a survey of its main risks at least once a year and proposes the necessary actions for their mitigation, which must be implemented practice by the respective management, accrediting its compliance at the request of the internal and external auditors.

General Management in turn determines the most relevant risks, with respect to which more exhaustive monitoring must be carried out, documenting the evidence that allows evaluating compliance with the committed actions.

The process of quantifying, monitoring and communicating risks covers both the company's direct risks and those of its subsidiaries. Among the impact and probability criteria, operational, economic, environmental, social, human rights and regulatory risks are considered. The guidelines and recommendations developed by The Committee of Sponsorship Organizations (COSO) or others with similar characteristics are used as a guide.

The area in charge of managing risks at an operational level is the Risk and Integrated Management Deputy Manager, led by the Risk Deputy Manager, who reports to the Transformation Director and the General Manager, in addition to reporting quarterly to the Board of Directors. On the other hand, the area responsible for auditing the corporate risk function is the Audit and Internal Control Deputy Management, which performs this task at least once a year and reports to the General Management. Both areas are independent of the business lines. Additionally, every year the risk management processes undergo external audits, considered in the Integrated Management System.

Stages of corporate risk management and control:

For this process to be carried out in a structured and transversal way, all those responsible for this work must apply the company's Risk Management Methodology, which consists of six stages:

- 1. Risk identification:** It includes the analysis of the external and internal context, operations and their continuity, and interaction with interested parties, among other aspects.
- 2. Update of the Corporate Risk Map:** Risks are divided into strategic, financial, operational and compliance.
- 3. Evaluation:** It includes the calculation of the impact in the event of materialization, the probability of occurrence and the associated controls.
- 4. Determination of the remaining risk level.**
- 5. Preparation of action plans for significant risks.**
- 6. Approval and execution of expenses and investment projects for those that exceed the organizational risk appetite.**

In the context of the Avanza+ program, in 2022 a new methodology for detecting risks related to assets was developed to increase efficiency in their management, work that resulted in the exhaustive review of the company's infrastructure, the establishment of new specific management for each asset family, and the preparation of a more detailed and granular risk map.

In 2023, improvements based on critical infrastructure continued to be applied, focusing on

the development and monitoring of mitigation plans for those risks that presented a higher level.

In the area of processes, along with updating the results of the evaluation, the treatment plans were systematically monitored to enforce their deadlines and achieve the expected mitigation, which made it possible to reduce risks in critical sectors to acceptable levels for the company organization.

68 processes

were evaluated in nine organizational units.

More than 6,000

Risks were identified in total, considering from the particular to the strategic perspective.

132 risks

They were evaluated at a strategic level with a medium and long-term perspective.



Main corporate risks in 2023

Risk*	Type	Probability of occurrence	Magnitude of impact	Appetite or tolerance level	Mitigation measures
1.-Physical impacts of climate change: drought, atmospheric rivers, intensification of extreme events.	Strategic	Very high in the long term	High in the long term	Very high	Biocidad: Strategy to confront climate change and its effects, promoting resilience and sustainable water security.
2.-Critical infrastructure failure: unavailability of assets and resources critical to service continuity.	Strategic	High in the long term	Very high in the long term	Very high	Fronts Advanced Operational Management and Avanza+ Networks: Operational excellence in risk, asset and water quality management; operational reliability with service level objectives and network operational condition.
3.-Instability of the current regulatory framework and legislative changes: Case DS90 added to changes in compensation matters for service outages and associated fines, with expected implications on the expectations of interested parties in general.	Strategic	Very high in the long term	Very high in the long term	Very high	Regulatory monitoring and updating alongside the front. Avanza+ Shared Value: Leaving the conventional scope of action to educate, gain social legitimacy and consolidate itself as an increasingly close and open company, a citizen brand.

*The risks presented in this table are ordered according to their priority.

(11) More information in the Compendium of Corporate Governance (XII), "Guidelines and Risk Management Policy of the Company"

Compliance risk mitigation

There is a Compliance Risk Control System approved by the Board of Directors, which approved by the Board of Directors, the objective of which is to guarantee regulatory compliance with regulations and avoid contingencies arising from of the infringement of rules, policies and procedures. The system includes the provision of information and training on compliance policies for training on compliance policies for all relevant personnel.

The Board of Directors has a Code of Ethics that defines the principles and principles and guidelines that must guide the actions of its members, and which is updated annually of its members, which is updated annually. (11)

Sensitivity analysis for financial and non-financial risks



With the methodology used by the group for the analysis and quantification of risks, three scenarios are analyzed for the evaluation of financial risk: the best, the base case and the worst case. The starting point is a quantification that considers past experience and, as guidance, the projection of scenarios, if the risk is projected into the future.

In the case of non-financial risks, the quantification is made based on the most common scenario that impacts the entity's annual net profit during the next three years, based on assumptions of maximum loss by type of impact, considering factors such as fines and compensation.



Business continuity management

As part of comprehensive risk management, the company determines the threats and vulnerabilities to which its operations are exposed. To address them, it has a policy approved by senior management and a business continuity management system based on the ISO 22301 standard, whose main objective is to have resilient units, capable of continuing to operate at an acceptable level after a disruptive incident. This management is structured through the development of business continuity plans for each critical process of the company, an activity that includes six stages:

1	Identification of critical resources and recovery times.	Business Impact Analysis (BIA)
2	Identification of risk scenarios for each critical resource, controls and action plans.	Risk Analysis (RIA)
3	Definition of strategies to recover each critical resource.	Recovery strategies
4	Generation of the document, considering roles, time and resources to give continuity to the process.	Business Continuity Plan
5	Training of key personnel.	Training training plans
6	Testing a strategy of recovery of the process, in order to identify and manage improvements	Simulation exercises

First red alert in six years: Aguas Andinas passed the test

As a result of the unusual rains that affected the central area of Chile between June 21 and 26, 2023, Aguas Andinas had to declare a red alert, announcing the temporary suspension of supply for 34 communes in the Metropolitan Region starting at 2 p.m. June 24. Since 2017, the company had not faced taking a measure of such magnitude, caused by the high turbidity recorded in the waters of the Maipo River during the bad weather front. Finally, the supply cut did not materialize and the red alert returned to yellow on June 26.

Not only were the Pirque tanks key to this result, but also the timely execution of contingency measures planned months in advance to mitigate the impact of this weather risk. Although the impact on customer service did not materialize, the organization was able to prove its ability to coordinate an alternative emergency supply system with the relevant agencies.

Crisis management and handling

Possible emergencies with greater impact or crises that may affect the company's essential processes—whether technological failures, events of natural origin or caused by third parties—are addressed in the Incident and Emergency Management Plan (PGIE), which establishes a framework general to report, confront, mitigate and communicate this type of incidents. Its guidelines, transversal to the entire organization, include:

- work structures and coordination to face a crisis;
- the alert levels that are activated in accordance with defined operational criteria, which are approved with the National Disaster Prevention and Response System;
- the definition of roles, responsibilities and authorities;
- communication with interested parties (authorities, clients, suppliers, among others).

In addition to coordinating the response to an ongoing event, the model considers post-crisis evaluation, in order to identify the causes of the incident or emergency, its consequences and the application of possible improvements to minimize the impacts in case it happens again.

Successful preventive discharge drill of the El Yeso reservoir

The abundant rain and snow precipitation in 2023, added to the high temperatures, predicted significant volumes of snowmelt and, consequently, a significant increase in flows in rivers with snow regime during the summer 2023-2024. In this context, given the possibility that the El Yeso reservoir would reach its maximum capacity, forcing water discharges through the dam's spillway, Aguas Andinas coordinated a preventive discharge drill. The operation, in which regional authorities and various sector organizations also participated, was carried out on December 5, 2023, without affecting the surrounding communities.

In addition to its operational success, the exercise allowed valuable conclusions to be obtained from the behavior of the flows, which will be used to plan future discharges, guaranteeing the safety of the communities and the nearest infrastructure.



Risks and opportunities of climate change

GRI 201-2 ODS 13

Physical risks

Aguas Andinas integrates climate-related risks into its corporate risk management system, for which in 2023 it carried out an identification exercise aligned with the recommendations of the Task Force on Climate-Related Financial Disclosures (TCFD). The physical and transition risks that were currently identified are being monitored and mitigated with various actions.

1- Decrease in precipitation

A dry year impacts the levels of the aquifers and flows of the rivers where water is obtained. Given the trend of recent years in the Metropolitan Region, more dry years are expected in the future.

2- Prolonged drought

The prolongation of the current drought could significantly affect the operations of Aguas Andinas, since the continuity of its services would increasingly depend on water reserves such as glaciers and aquifers. A lower availability of water to supply all customers could cause supply outages.

3-Increase in average temperature

In the Santiago basin, an increase in both the average and average maximum temperatures is projected. There is a direct correlation between high temperatures and greater water consumption, so the latter could grow even in winter, causing greater pressure on the system. Another impact is the accelerated melting of glaciers, which could reduce the availability of water in summer. The sustained rise in temperature also generates the elevation of the zero isotherm, which

implies precipitation in the form of rain in increasingly higher areas of the mountain range, with the consequent increase in the probability of extreme turbidity events.

4-Reduction in water availability in glaciers

Glaciers undergo changes in response to variations in components such as climate and human action. These modifications are mainly evident in its geometry, volume, thickness, mass balance and its contribution of liquid water to the ecosystem. Due to the most severe effects of climate change, the glaciers of the Metropolitan Region are losing volume at an accelerated rate. Initially, by melting at a faster rate, a glacier contributes more water to the basin, but only until it reaches a critical point, when its water yield begins to decrease due to its smaller size. This puts the water supply for Santiago at risk, especially in summer, a period in which 70% comes from glaciers.

5-Increase in heat waves

It is projected that in the coming years heat waves will multiply their frequency by more than two times in the province of Santiago. Although the sanitation infrastructure is designed to operate in high temperature conditions, its extension would cause greater pressure

in the system. The above implies a greater probability of equipment failure and a power outage occurring. On the other hand, heat waves accelerate the melting of glaciers, something that can even cause landslides with an impact on infrastructure, water quality and its availability as a result of the formation of natural reservoirs that prevent its flow to treatment plants. Finally, heat waves could influence the working conditions of operators on the road, making it difficult to maintain wells and other facilities.

6- Increase in heavy rain events

For the Santiago basin, days of intense precipitation are expected to increase. These types of events can cause obstructions in the collection system, as well as turbidity problems if they are accompanied by a rise in the zero isotherm. Additionally, they can interrupt the drying process of biosolids.

Control and mitigation measures

Aguas Andinas has carried out infrastructure works that increased the autonomy of potable water production with respect to the availability of river sources from four to 37 hours. Likewise, it has modernized its plants and renewed its networks in search of greater hydraulic efficiency, it has signed agreements with the irrigators of the first section of the Maipo River to prioritize human consumption in periods of scarcity and it has deployed public campaigns for responsible use.

Looking ahead to the coming decades, it recently presented a detailed portfolio of concrete solutions: to 2030, Biocidadad



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Transition risks ● GRI 201-2

The TCFD defines them as risks derived from the uncertainty associated with the efforts made by countries to reduce global greenhouse gas (GHG) emissions and keep the impacts of increasing global temperatures to a minimum, as established in the Agreement from Paris. In 2023 they were updated. All those identified are of a normative type.



Risks	Control and mitigation measures
<p>1- Changes in the tariff system that do not include the costs associated with compliance with climate commitments</p> <p>The commitments assumed by Aguas Andinas in terms of reducing its carbon footprint entail a relevant investment in research, technology and infrastructure. "There is a risk that these costs are not included in the tariffs set by the authority.</p>	<p>The company and the SISS are in the process of tariff review. It is expected that the tariffs established for the period 2025-2030 adequately reflect the investments that the company needs to make to face the challenges of climate change.</p> <p>The climate change law is also considered, which aims to address the challenges presented by climate change, move towards development low in greenhouse gas emissions and other climate forcings, so it could support certain relevant investments for reduce the carbon footprint.</p>
<p>2- Changes in water administration, transferring responsibility to basin management</p> <p>As revealed by the Water Scenarios 2030 initiative of Fundación Chile, 44% of water-related problems are due to the lack of an adequate regulatory framework for the integrated management of water resources, something that is not resolved by the current Water Code. In this scenario, in 2022 the Central Government created an Interministerial Committee on Just Water Transition, mandated to develop a roadmap on the matter, which includes establishing basin councils through 16 pilots in the different regions of the country.</p>	<p>Aguas Andinas participates in the Promoting Group of the Maipo River Basin Council, created by the Metropolitan Regional Government with the mission of establishing a formal governance space that favors the water sustainability of the basin.</p>
<p>3- Greater demands on the reduction of non-revenue water</p> <p>According to SISS reports, about a third of the potable water produced in the country for urban sectors does not reach end users or is not billed. Although this percentage is in a medium range for the international context, it is higher than in other OECD countries, such as Poland, England and New Zealand. For this reason, the SISS has on its agenda to advance in the reduction of non-billed water from sanitation companies and there is already a working group with Andess Chile to define medium-term goals.</p>	<p>In order to continue contributing to the responsible and sustainable use of water, the company has formulated plans to reduce losses in each of its systems.</p>
<p>4- Increase in the value of the green (carbon) tax that affects the emissions of sanitation companies and other industries</p> <p>The green tax established in Chile (USD 5/t CO₂) is well below the value necessary to comply with the Paris Agreement (between USD 50 and 100 by 2030). Subsequently, the Ministry of Social Development updated the price of these emissions used in the social evaluation of projects, raising it to around USD 32.5, which can be considered an indication that the green tax will increase in the country, in addition to expanding the number of companies affected, including those belonging to the sanitation industry.</p>	<p>The associated control corresponds to the "Reduction of emissions through the purchase of renewable energy, to mitigate the environmental impact by acquiring energy from renewable sources such as solar, instead of traditional sources such as carbon or oil. The above contributes to reducing the demand for energy generated from fossil fuels, reducing greenhouse gas emissions and other pollutants associated with conventional energy production. It is part of the sustainability strategy and helps meet the goal of reducing emissions.</p>

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Opportunities ● GRI 201-2

Efforts to mitigate and adapt to climate change also create opportunities for organizations. In the case of Aguas Andinas, the following have been identified:



Resource efficiency

- Improvements in water distribution infrastructure to reduce leaks, network pressure management for a more efficient and responsible use of the resource. It includes the implementation of improvements in the hydraulic performance of the more than 13,000 kilometers of potable water network and the more than two million home connections, to reduce physical losses generated by leaks, fraud or various operating conditions, and improve reliability and quality in measurements of potable water production and customer consumption.
- Implementation of energy conservation measures in aeration processes and other stages of water treatment.



Energy source

- Use of sanitation infrastructure for the generation of hydro and solar energy with synergistic effects on the company's operation.



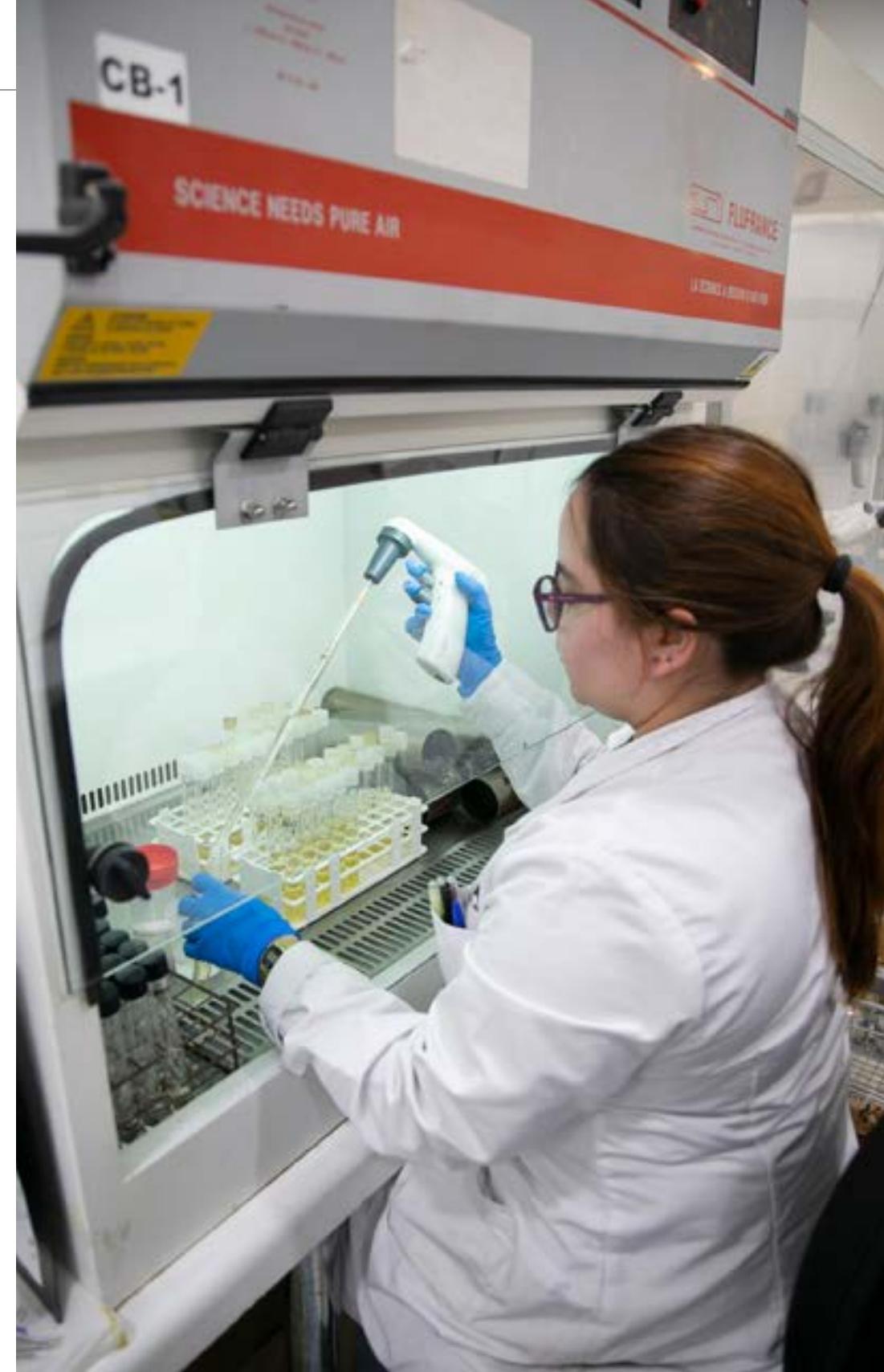
Market

- Provision of financing in collaboration with governments and financial entities for the development of infrastructure that improves resilience to climate change.



Resilience

- Promotion of plans to create green infrastructure in the Santiago basin that allow reducing or compensating for water consumption in the sector.
- Search for solutions that harness the power and benefits of nature to address urgent water availability challenges.



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Avanza+ Strategic Plan

The great challenges facing the company – water scarcity, greater frequency of extreme weather events, more demanding customers – require a strategic response that translates into innovative transformations that allow it to adapt to this new reality and thus design and build what Aguas Andinas will be in the future.

The company took note of this great challenge and already in 2021 began to develop a series of structural changes under the umbrella of the Avanza plan. In two years, this initiative materialized over 200 actions that helped generate a more robust and sustainable organization thanks to work focused on three pillars: organization and culture, risks and sustainability.

However, given the changes in our environment, the company decided to reformulate its strategic program while maintaining continuity with the original program. As a result of this reflection, in May 2023 the Avanza+ strategic plan was launched, focused on making it a more resilient company by 2025 in order to:



- Drought and climate change.



- The evolution towards an increasingly digital world.



- Address increasing customer expectations and the need to ensure service delivery.



- Adaptation to a context of new values prevailing in society and at the organizational level.

The diagnosis does not lose sight of the need that the promotion of any initiative in this direction must contemplate an adequate generation of value for the company's shareholders and the rest of its stakeholders.



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Features of the strategic plan

Avanza+ rests on five major pillars and contemplates 8 work fronts with their respective objectives, as described below.

- Manage the life cycle of data in order to have a single, traceable, timely and reliable database.
- Make automated and digitally verified regulatory reports.
- Have scalable infrastructure to provide services to external and internal clients even in the face of significant increases in demand.

- Position Grupo Aguas as an ally of the community in the context of climate and social change.
- Deepen our environmental commitment.

- Generate renewable energy, making the most of the company's generation potential.
- Enhance and strengthen the energy management system to achieve improvements in the efficiency of our operations.

- Reduce very high risks by 22% between 2023 and 2024.
- Apply the Asset Management Policy throughout its life cycle.
- Raise the company's quality control standard.
- Improvement in quality rankings.



- Make Aguas Andinas a great place to work.
- Ensure the correct development of the hybrid work model.
- Develop retention and succession plans for the expert group.
- Increase productivity.

- Improve the performance of meters by reducing metrological loss.
- Recover the level of pre-COVID delinquencies in the next 5 years.
- Strengthen the business model of the Group's non-sanitation companies.
- Generate mechanisms to advance access to potable water and sanitation.
- Reduce the customer collection period (DSO).

- Increase economic efficiency in purchases with impact on EBITDA.
- Optimize the generation of the company's cash.
- Maximize the value of acquisitions.
- Optimize the company's stock.

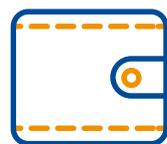
- Improve network operational performance.
- Improve asset management and efficiency.
- Reduce renovation times and, therefore, maintenance costs.
- Accelerate the Hydraulic Efficiency Plan.

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Value creation axes

Following the guidelines of the International Integrated Reporting Council (IIRC), throughout this report the initiatives that create value in some of the following seven capital categories are identified with the corresponding icons. "Capitals" are understood as the relationships that allow the company to create value for its stakeholders and are classified according to the resources used and eventually affected.



Financial capital

Economic resources available to the company to create and provide services.



Natural capital

Natural resources used or affected by the organization's operations



Human capital

Skills, abilities, experiences and motivation to innovate provided by the people who work in the company.



Intellectual capital

Intangible knowledge-based assets, including organizational capital and intellectual property.



Social and relational capital

Networks, links between and within stakeholders and the ability to share knowledge to improve individual and collective well-being.



Capital industrial

Tangible assets used by the organization to provide its services, including buildings, equipment and infrastructure.

Aguas Andinas: one of the best companies to work for

Among the objectives achieved by Avanza+ in 2023, the achievement of the certificate by Great Place to Work (GPTW) that accredits Aguas Andinas as one of the best places to work in Chile stands out.

The result highlighted positive aspects of work culture, leadership, internal communication, camaraderie, sense of purpose, pride and professional development opportunities.

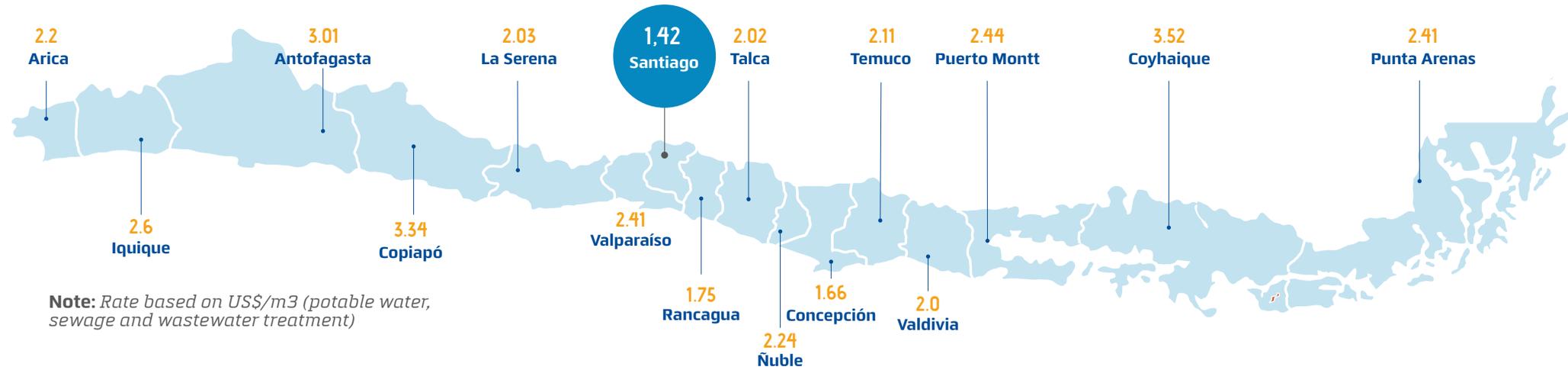
This significant milestone helps strengthen the continuous effort to generate the best working conditions for those who work in the organization.



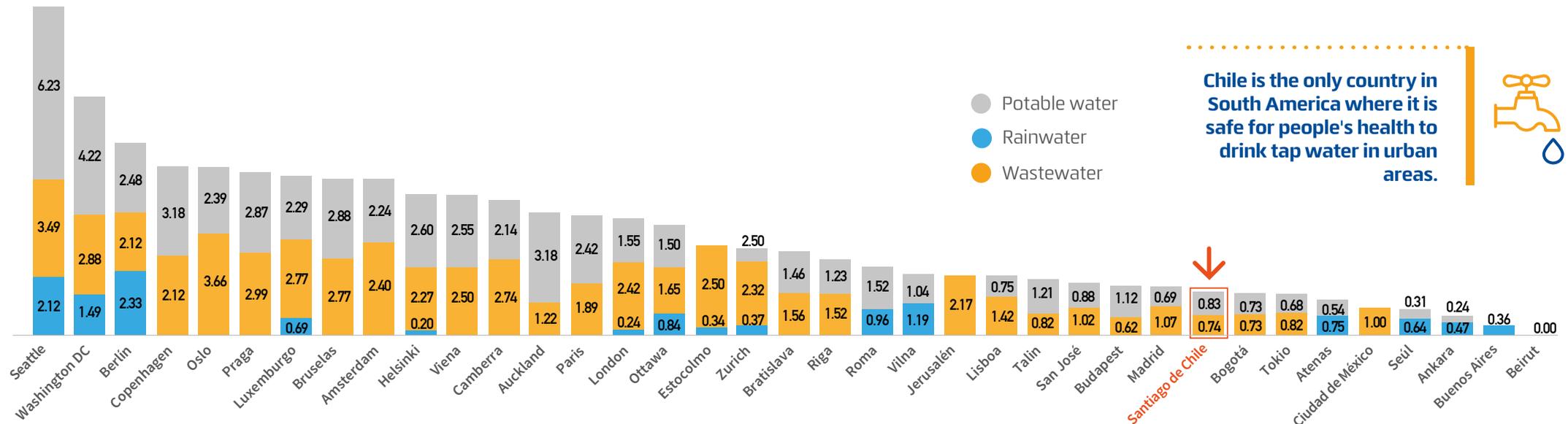
According to data from the SISS, the current rate in Santiago is the lowest among all the regional capitals of the country, which is achieved without the help of state subsidies.

In 2021, the vacation rental search and booking platform Holidu analyzed the differences in prices and quality of potable water in 120 cities around the world, most of them in developed countries. According to this study, Santiago is in the 15% of cities with the lowest cost of piped potable water and, from the point of view of the price-quality relationship, it occupies the eighth place on a list headed by Oslo, Tel Aviv, New York, Stockholm and Helsinki.

The above confirms data from the SISS that indicate that, despite including 100% of the treatment service, the tariffs in force in the concession area are lower than those applied in almost all regional capitals of Chile and those of almost all countries. Likewise, the water bill represents 1.4% of the average family income of the city's inhabitants, a figure much lower than the maximum of 3% suggested by the United Nations Development Program (UNDP).



Note: Rate based on US\$/m3 (potable water, sewage and wastewater treatment)



Chile is the only country in South America where it is safe for people's health to drink tap water in urban areas.



Tariffs in capitals or main cities of OECD countries



Note: Tariff based on consumption of 15m3/month (in US\$ / m3). Price for 1m3

Source: Water Tariff Survey, 2021 edition conducted by GWI



Resilience

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Roadmap: Resilience Pillar



Commitment: Guarantee the supply of potable water, through risk management and adaptation initiatives to the effects of the climate crisis.

Challenge	Goals	Goals for 2024	Preview 2023	Observations	Status
Guarantee the supply for the urban water cycle, with special emphasis on the current and future conditions of scarcity of the resource and extreme events associated with the climate crisis, developing projects that, with a medium and long-term perspective, contemplate water efficiency, promote alternative water sources, protect ecosystem services, advance nature-based solutions and drive efficient demand for water by consumers.	Implement a strategy to adapt to the climate crisis, strengthening operational resilience.	1.- Limit unaccounted water to 29% with the hydraulic efficiency plan.	30,7%	In 2023, a flow of 886 l/s will be recovered through active leak repair, increasing the recovered flow by 32% compared to 2022. With the aim of accelerating the result, an advanced analysis is developed by DMA in 15 locations allowing a management based on data and focusing on field actions.	✗
		2.- Increase the autonomy capacity to 37 hours in extreme turbidity events.	37h	The incorporation of the Cerro Negro wells as support for production, added to the operational strategies, such as the optimization of the use of emergency ponds and the treatment of raw water with high turbidity, allowed the expected autonomy to be achieved. Adding to the above, advanced well management has allowed groundwater production levels to be maintained.	✓
		3.- Increase security of supply in the face of water scarcity.	100%	The Bicentenario reservoir was inaugurated, which reinforces the supply in the eastern sector of Santiago. Active management of wells has managed to recover 550 l/s in 2023 and a total of 1,129 l/s since the beginning of the project, which directly strengthens the city's supply. Finally, from the water treatment plants, filter renovation reached 33% progress at the Vizcachitas-Tagle plant and 55% at the Padre Hurtado plant.	✓
		4.- Achieve over 92% efficiency in potable water production plants.	96%	In 2023, an efficiency of 96% was achieved.	✓
	Protect and restore the biodiversity of ecosystems as a measure of adaptation to the climate crisis.	1.- Advance solutions based on nature.	3	1 reforestation, 1 park opening, 1 ditching project	✓
		2.- Generate ecosystem monitoring in the priority sites defined by the company.	5	5 monitors	✓
		3.- Strengthen public-private alliances that promote biodiversity conservation.	7	Las Condes, Lo Barnechea, GORE (30 water strategies), Fondo del Agua, Parque Cordillera (x2), watershed council.	✓
	Generate alliances to raise awareness about the responsible use of water.	1.- Promote the implementation of progressive tariffs.	100%	Aguas Andinas and the companies in the sector, through ANDESS, prepared a proposal for an additional tariff charge, which was submitted to the Superintendency.	✓
		2.- Promote efficiency initiatives in irrigation of municipal green areas.	1 APL	7% decrease in the consumption of green areas between 2021 and 2023 associated with multiple awareness campaigns and the launch of Biocidadad.	✓
	Promote water reuse	1.- Achieve environmental approval of a reuse project.	54%	In 2023, the preliminary engineering design was completed and progress was made on the environmental impact study for the Retorno Maipo project.	✓
2.- Implement an aquifer infiltration project.		70%	In 2023, 18 infiltration ditches were constructed in the Aguas de Ramón park.	✓	

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The water deficit in the Metropolitan Region

At the UN Conference on Climate Change – COP27, held in November 2022 in Egypt, Chile presented its first Adaptation Communication, identifying the country's threats, vulnerabilities and risks in the face of the climate crisis, highlighting the decrease in precipitation, with a deficit that has reached an average of 23% at the national level, exceeding the period between 2010 and 2019 by 2%. Along with the impact of the phenomenon on the availability of water, the text warns that the quality of the resource will be affected.

In the Metropolitan Region, the most evident effects of the crisis are associated with a drought that lasts more than a decade and a greater incidence of intense summer rains in the mountain area, which, due to the transport of materials, cause high turbidity events in the rivers. Maipo and Mapocho, affecting the production of potable water.

In 2023, no supply outages were recorded due to extreme turbidity events, but the drought had very serious consequences during the summer. According to the Chilean Meteorological Directorate, 2021 was the fourth driest year since records have been kept in the country, and although the rainfall in Santiago

were 10% higher than those of 2020, they fell late, preventing the accumulation of sufficient snow in the mountain range. As a result, in February 2022 the flow of the Maipo River averaged 47 cubic meters per second (m³/s), with the historical average for that month being 141 m³/s. Meanwhile, that of Mapocho was just 1.2 m³/s, against a historical average of 4.6 m³/s. Both rivers supply 80% of the Metropolitan Region. The situation reached a critical level in March, the month of greatest demand for water, especially in the communes that are supplied from the Mapocho River: Las Condes, Lo Barnechea and Vitacura. A rationing plan even had to be designed, which in the end was not necessary to activate thanks to a series of efforts carried out by Aguas Andinas, including close coordination with mayors and media campaigns to reduce potable water consumption.

These emergency actions, added to the adaptation and mitigation works that the company has carried out in the region recently, managed to successfully overcome one of the most difficult seasons that the capital has experienced in terms of water availability.

Potable water restrictions protocol for Santiago

The negative water scenario makes it necessary to be prepared for a future with insufficient water availability to satisfy the population's demand in the most critical periods. For this reason, since April 2022, a protocol of potable water restrictions has been applied for Santiago that considers four states of alert linked to the levels at which the flows of the Maipo and Mapocho rivers are, each with measures that must be applied in a manner sequential and progressive, starting with communication campaigns, until scheduled rotating outages and the preparation of emergency resources, in the event of activating the red alert, the most critical.

The idea is to prevent the entire Metropolitan Region from being left without potable water, limiting the supply by sectors and giving inhabitants notice in advance.

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Critical weather events in 2023 [See more HERE](#)

Partly due to the influence of El Niño(13), in 2023 the region recorded a level of precipitation more in line with historical records. Although the flow of the rivers remained below the average of recent decades, this momentary interruption of the megadrought contributed to ensuring the water supply for the city of Santiago during the 2023-2024 summer season, the period of greatest consumption.

However, intense rains caused several episodes of extreme turbidity in the rivers that feed the Metropolitan Region's potable water production, once again challenging the company's resilience infrastructure. Thanks to the investments made in the last decade to extend the city's autonomy with respect to the production of potable water and the contingency plans executed, there were no massive supply cuts due to these events, which totaled nine during the year. Three of them were especially critical:

- On January 9, 2023, Aguas Andinas declared a preventive early warning due to the high turbidity that the Maipo and Mapocho rivers reached as a result of convective rains that fell during the previous weekend in sectors of the mountain range, causing displacements and alluvium. Turbidity exceeded 4,000 NTU (14) (Nephelometric Turbidity Unit), almost ten times

more than normal (15), forcing production plants to stop alternately and activate the operational continuity plan. The company turned to its supporting infrastructure, including the Pirque mega ponds and the Cerro Negro-Lo Mena wells. Because the Chamisero plant was affected, it was necessary to interrupt supply in a restricted area of that sector of Colina, between 10 p.m. on January 10 and 7 a.m. the next day. Low pressures were also recorded in the area service. The alert was extended until January 13.

- An atmospheric river (16) It affected the central area of Chile, from Valparaíso to the Biobío Region, between June 21 and 26, 2023, a period in which 266.4 mm of rain fell in Santiago(17), with an unusually high zero isotherm for the date: over 2,800 meters above sea level. The turbidity of the Maipo River waters reached a maximum of 65,332 NTU, making it necessary to stop the operation of the water treatment plants and resort to the Pirque mega ponds. Over the course of 45 hours, 78% of its capacity was used, equivalent to 1.2 hm³. On June 24, the minimum level of the reserve was recorded: 324,000 m³, enough for just eight hours of autonomy. That led Aguas Andinas to declare a red alert and announce the suspension of service in 34 communes. Finally, autonomy was extended

thanks to unprecedented actions, such as the use of the emergency intake of the San Carlos canal and a mixture of polymers to treat turbidity. In this way, it was possible to avoid the depletion of reserves and the suspension of supply that had been communicated. Throughout the contingency, technical tables were also activated and press points were held to report on the evolution of the emergency. After the event, the capacity of the ponds was quickly recovered, which was already at 100% on July 4.

- Another high intensity meteorological phenomenon caused rains with a high zero isotherm (2,664 meters above sea level) between August 19 and 23. A total of 228 mm of water precipitated. On August 23, the company informed the public that it was on preventive early warning due to the turbidity recorded in the Maipo and Mapocho rivers, which forced the water treatment plants to stop. Once again, the operational continuity plan was activated to reinforce production and the reserve infrastructure was used, including the Pirque ponds.

Aguas Andinas facing meteorological emergencies [See more HERE](#)

Prevention	Coordination in the emergency	Damage repair
<p>Aguas Andinas performs constant maintenance of its more than 11,000 kilometers of sewers, extracting over 3,000 tons of waste per year.</p> <p>In response to forecasts of heavy rainfall, it mobilizes its teams on the ground to ensure optimal operation of the infrastructure and monitors the evolution of the bad weather front, the state of the basin and the isotherm levels to identify in advance alterations in the condition of the rivers. In addition, it calls on citizens to make good use of the sewage network, avoiding throwing obstructive elements.</p> <p>Coordination with other river users through monitoring boards makes it possible to have real-time data on meteorological conditions at various points in the basins and to be aware of possible risks to the continuity of service at intakes.</p>	<p>The company maintains the SISS and SENAPRED(18) (National Disaster Prevention and Response Service) informed about status changes in the alert system and the situation of the basin, along with issuing press releases to the general public.</p> <p>In coordination with the canal associations, the canal gates are closed so that the river naturally carries the rainwater.</p>	<p>The winter rains caused severe damage to the infrastructure of surface water catchments. The June front caused the release of the fuse parapet and the ripping gate in the Independent Intake of the Maipo River and several perforations in the inflatable gate of the San Enrique plant, in Mapocho, among other damages.</p> <p>The August one again destroyed the fuse parapet of the Independent Takeover. All damages were repaired before the end of 2023.</p>

(13) A natural weather pattern in the tropical Pacific Ocean that brings warmer than average sea surface temperatures and has a major influence on climate around the world.

(14) Nephelometric Turbidity Unit

(15) In the region, the Maipo is one of the rivers that has the highest turbidity values, with an average of 470 NTU. Potable water by law must have a average no

greater than 2 UNT. Source: Vergara, Iván (June 22, 2022). Analysis (CR)2 | From water to chocolate: Effects of climate change on the turbidity of the Maipo River. Center for Climate and Resilience Research.

(16) Generated by long, narrow corridors that transport large amounts of water vapor into the atmosphere, causing torrential rains.

(17) Meteorological Directorate of Chile (June 2023). Daily and Monthly Total in

mm. San José Guayacán Station (330112).

(18) National Disaster Prevention and Response Service: is the State technical agency in charge of coordinating public and private resources intended for the prevention and response to emergencies and disasters of natural origin or caused by human action.

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Learnings of the year

- The events of 2023 demonstrated that, given climate change, extreme turbidity events can occur in any season. There were no records of precipitation with such a high zero isotherm in the middle of winter. May 20, 2008 marked the latest precedent for the occurrence of this type of event, which is why it had become the deadline from which winter maintenance plans were put into action.
- They also allowed us to verify that the investments to increase the resilience of Santiago have been effective and were necessary. The reserves of the Pirque ponds were used intensively for the first time on

three occasions during the same year. In addition, the operation had the new Cerro Negro-Lo Mena well system, inaugurated in 2022, which adds a flow with low turbidity of 1,500 l/s to supply 400,000 clients in the southern area of Santiago, another great contribution in situations like those experienced in June and August.

- The damage caused by meteorological events to the collection infrastructure reinforces the company's will to strengthen its facilities and study more redundancy alternatives.

- The drought continues despite the rainfall in 2023, which failed to bring river flows to their historical averages. This is a structural situation that has been felt with unusual intensity in the northern area, in towns such as Tiltil and the Chicureo-Chamisero sector, which is why measures are being taken with great urgency to ensure the supply of potable water in those places and throughout the region.

Facing the climate crisis: the Biociedad plan



To proactively face the challenges posed by the climate crisis, in November 2023, Aguas Andinas launched Biociedad, its adaptation proposal for Santiago in water matters that considers an investment of US\$ 1,000 million by 2030. Thus, it contemplates five pillars of job:

New sources

One of the pillars of Biociedad's work is the implementation of new water alternatives that increase the availability of water and independence with respect to surface sources, which have been most impacted by the effects of climate change in quantity and quality.

Maipo Return

This project consists of the construction of a pipeline that will transport up to 3,000 liters per second of purified water from Mapocho Trebal to return part of the additional water supplied by the first section of the Maipo River during periods of scarcity. This will allow users to use these purified waters for irrigation, within the framework of the agreement signed in 2021 by

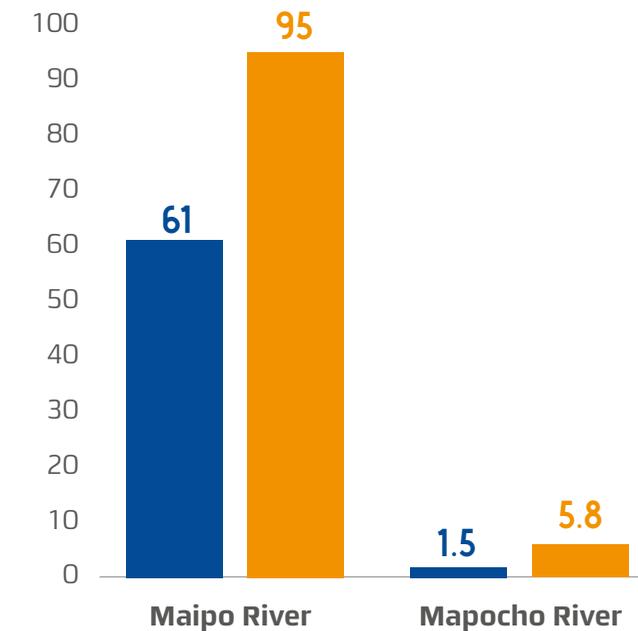
the company and the irrigation associations and, in this way, add greater sustainability and balance to the basin.

During 2023, the preliminary engineering project was completed and progress was made in the environmental impact study: the definition and description of the permanent and temporary parts and works of the project were completed, while the baseline of the components associated with the layout reached 80 % progress. The area of influence analyzes the need to expand the initial scope to address areas not initially considered; specifically downstream of the project.

Regarding the citizen participation processes and the relationship with municipalities, all the municipalities involved were addressed, both those where the project will be built and the majority of those communes in the lower part of the Maipo and Mapocho rivers.

Contribute to	Main benefit	Status	Estimated cost
Drought	Greater availability of raw water	In study	\$150 billion

River flows Maipo and Mapocho



- 2023 flow rate (m³/s)
- Historical average annual flow rate (m³/s)

Source: Aguas Andinas

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Resilience

With this pillar of work, Aguas Andinas has proposed to generate solutions so that the city of Santiago is better prepared for the challenges of change climate, especially extreme weather events that increase the turbidity of rivers and alter the production of potable water.

Recruitment and Alternative Driving Maipo

This initiative, which is expected to come into operation in 2027, corresponds to the last phase of the company's resilience plan. Its objective is to connect the El Yeso reservoir with the three largest water treatment plants of Aguas Andinas: Las Vizcachas, La Florida and Padre Hurtado. Considers a new intake that will be located in the first section of the Maipo River, six kilometers higher than the current Independent Intake, and a series of works that will be interconnected with other existing ones—such as the San Carlos canal and the Laguna Negra aqueduct—to transport up to 25 m3/s of water with low levels of turbidity from the high mountain range (el Yeso reservoir, among

Contribute to	Main benefit	Status	Estimated cost
Turbidity and operational flexibility	> 48 hours of autonomy	In environmental process	\$70.8 billion

Greater use of groundwater

The current water stress scenario has modified the city's supply matrix in recent years. Before the drought, between 11% and 13% came from groundwater, while today the aquifers provide 24%. However, it is necessary to continue reducing dependence on surface waters. While definitive solutions are sought, this Biocidad pillar aims to make responsible and efficient use of groundwater, whose extraction requires greater energy consumption and produces impacts on aquifer levels.

Bicentennial Pond

On November 15, 2023, this new infrastructure was inaugurated in the Bicentenario Park of Vitacura, built to optimize the use of groundwater in the eastern sector of Santiago, an area with higher supply risks than others in the city due to its dependence of the Mapocho River, whose flow is less than that

Contribute to	Main benefit	Status	Estimated cost
Turbidity and drought	Operational continuity	Executed	\$8.5 billion

others) to the production plants, without the flow mixing with the murky waters of the river during extreme weather events. Thus, the current 37 hours of potable water supply autonomy will be extended to at least 48 hours.

On November 16, 2023, Aguas Andinas submitted the project to the Environmental Evaluation Service, where it must complete its processing. The construction of the pipeline will be carried out with the "tunnel liner" method, which produces fewer negative impacts on the environment.

of the Maipo. The project allows the storage of water from four wells in the Américo Vespucio Oriente axis to maximize the use of these facilities and offer the communes of Vitacura and Las Condes an additional supply. The use of groundwater also prolongs autonomy in the event of turbidity phenomena.

The pond works through two lifting plants, technology that is usually used in high and low sectors of the city to maintain a constant pressure in the network. In the case of the Bicentenario pond, they are sized for the periods of greatest demand, when it exceeds 500 l/s.

To minimize the impact on the Bicentenario Park, Aguas Andinas committed to restoring 3,500 m2 of green areas and planting 100 trees with low water consumption.



Santiago Poniente Wells

Formerly known as Antonio Varas Bajo, the project includes a battery of 12 wells distributed in the communes located in the Santiago Central aquifer sector. At the close of this report, it was in the study phase.

Nature-based solutions

This pillar includes conservation, restoration or management actions of ecosystems to protect, manage and restore natural processes that allow us to face urgent social challenges, such as the threat of water availability.

Infiltration trenches

According to the World Wildlife Fund (WWF), the development of nature-based solutions could contribute up to 30% to the climate mitigation and adaptation needed by 2050 globally (19). In this sense, during 2023, the company successfully completed a pilot project designed under this logic: the construction of 18 ditches in the Aguas de Ramón park, which capture the rainwater that runs down the slopes of the hills, channeling them into a drain (well) that infiltrates them into the water layers, in order to recharge the aquifers in Central Santiago. These new ditches even managed to capture last winter's rainfall. In light of its good results, it is expected to extend the initiative to six similar projects in 2024 and the construction of infiltration wells such as Mapocho Alto is also being studied.



2,780 m of trenches built in 2023

7 ha of influence

26 infiltration drains

1,400 m³ infiltrates per hectare per year

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(19) WWF (2024). What are nature-based solutions and how can they help us confront the climate crisis?



Protection and restoration of biodiversity for adaptation to the climate crisis

GRI 304-2 ODS 14, 15

In line with the Aguas Andinas Biodiversity Policy, in 2023 monitoring and measurements of parameters related to biodiversity continued in the five sites chosen as representative to evaluate the impact of the company's facilities and activities. Although the impacts associated with these operations do not constitute a significant transformation of the habitat, they can present positive impacts aimed at restoring biodiversity to improve the climate adaptation of the city and the company's facilities. The results for the year show a positive effect at all sites. The company also develops a strategy in these places based on the identification of ecosystem services, the

development of management plans and the deployment of watershed conservation and restoration measures. An example of the above is the improvement of the sclerophyllous forest carried out after the December 2019 fire in Canelo, which affected 1,000 hectares of that foothills area. This active conservation work included the reforestation of five hectares that were monitored during 2023. More extensive reforestation plans are projected for 2024. The company also reforested an area of 0.35 hectares of the La Dehesa dam, with around 400 trees planted.

5 priority sites				
Aguas de Ramón Natural Park	La Farfana environmental lagoon	El Canelo	Melipilla environmental lagoon	El Rutil Comprehensive Biosolids Management Center
3,600 hectares	15 hectares (7 of water and 8 of forest)	2,000 hectares	4.3 hectares of body of water	80 operational hectares
Area that is part of the network of natural parks of the RM, characterized by a high richness of endemic species of flora and fauna.	Aquatic and terrestrial ecosystem is home to a significant number of bird species, located on the land of the La Farfana plant.	Maipo River subbasin rich in endemic and native species, some in conservation category. It houses the El Canelo estuary.	It corresponds to two old treatment lagoons that became habitats for wild birds.	Property designed to receive the biosolids generated by the Aguas Andinas wastewater treatment plants.
Actions				
<ul style="list-style-type: none"> Infiltration ditches Forest improvement Education for watershed conservation Agreement with Cordillera Park 	<ul style="list-style-type: none"> Water quality monitoring Biodiversity monitoring Biodiversity strategy and action plan Distribution of biosolids to farmers 	<ul style="list-style-type: none"> Improvement of native forest Water quality monitoring Biodiversity monitoring Area with restricted access 	<ul style="list-style-type: none"> Biodiversity monitoring 	<ul style="list-style-type: none"> Biodiversity monitoring

Responsible use

In a context of increasingly demanding climate emergency, more efficient exploitation of water resources and sanitation infrastructure in Greater Santiago is critical. This covers the entire cycle of raw water extraction and potable water production, from how the region's natural sources are managed to the commercial distribution of produced water and its consumption.

Structured to operate in scarcity

In 2021, the company formed the Water Resources Committee and the Water Resources area was established. Through these instances, events of water scarcity and high turbidity related to climate change are faced, defining the mechanisms to react and design solutions to these contingencies, in coordination with other actors in the basin.

Structure	Goals	Advances 2023
Water Resources Area	<ul style="list-style-type: none"> Address water scarcity and high turbidity events related to climate change. Manage works such as the El Yeso reservoir and the Pirque megaponds. Participate in various projects that allow the integration of new sources of supply. Responsible for the relationship and collaboration with the rest of the users of both basins, including the operational management of the agreements with the seven canal associations and with the Alto Maipo project. 	Its management was focused on ensuring supply and maintaining supply for Santiago during the extreme events that occurred during the year. Among his achievements is optimizing more than 60 hm ³ of raw water in the Maipo River, in addition to taking advantage of precipitation events to fill the El Yeso reservoir.
Water Resources Committee	<ul style="list-style-type: none"> Define strategies for the care of water reserves. Point out the guidelines for directors' participation in the OAU. Ensure the development of projects that increase the availability of water resources. Establish the relationship axes with other users. Raise alerts and communications to the authorities. 	The focus of work was on the recovery of infrastructure affected by the most critical episodes, in addition to project monitoring and the review of budgets and results in relation to water efficiency.

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Better management of watersheds

GRI 303-1

The company participates in the surveillance boards of the first sections of the Maipo River, Mapocho River and the Arrayán estuary. This collaborative work with other users of these watercourses has allowed us to improve management in areas such as:

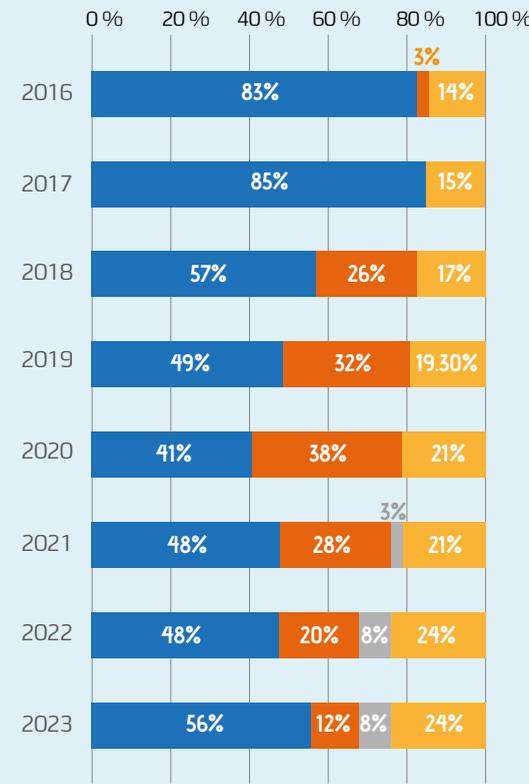
- Design of online monitoring of the flows captured at the users' intakes, which allows them to be adjusted more frequently according to time variations.
- Water balances with the data recorded in the implemented software.
- A coordination table—the dispatch table—was established so that the canal associations that own water use rights in the first section of the Maipo River voluntarily transfer their surpluses to the company during their periods of cessation of operations or when they have its base demand is covered, so that it can be used for human consumption responsibly and efficiently (20). This exchange also reduces discharges from the Yeso reservoir, the region's main water reserve.

60 hm³ of raw water additional per year have been earned for human consumption thanks to the dispatch table.

The blue bars show the surface production carried out with the company's water use rights. The orange bars indicate the mandatory transfers made by canal operators in exchange for regulated compensation when Aguas Andinas rights do not provide enough to satisfy the city's demand. In gray the voluntary contributions of the channels obtained through the dispatch table are indicated.

Contributions to the productive matrix of the Aguas Group

Production by source



- % Surface production (DDA)
- % Surface production (dispatch table)
- % Surface production (purchases from canal operators)
- % Underground production

Source: Aguas Andinas

Towards comprehensive management of water resources

See more HERE

Aguas Andinas participates in the Promoting Group of the Maipo River Basin Council, created by the Metropolitan Regional Government as part of the roadmap drawn up by the Interministerial Committee for Just Water Transition created by the Central Government. The objective is to accumulate experiences that will later be reflected in a bill that regulates the formation of basin councils in all regions of the country, with the mission of managing water resources in a more comprehensive way: by basin instead of by sections, and incorporating both surface and ground water.

The company is also a member of the Santiago-Maipo Water Fund, an independent platform with representation of actors in the water sector of the Metropolitan Region, which seeks to contribute to the water security of the people, organizations and ecosystems that are supplied by the basin of the Maipo River. Its lines of action include the development of a water efficiency strategy and the creation of a platform to manage information.

The water treated in the biofactories is reused in various processes: in 2023, 80% of it was delivered to canal associations and 11% to Anglo American. Other uses are related to internal irrigation and reuse in company processes.

In 2023, Aguas Andinas continued its annual participation in CDP, receiving a rating (B) that recognizes its coordinated actions for the proper management of water-related areas. This rating also corresponds to the average in South America for the industry and the global average for the non-energy utilities sector.

Efficiency in groundwater extraction: Advanced well management

Aguas Andinas has been executing a plan since 2022 to rehabilitate existing wells and increase the efficiency of their performance through sensorization (measurement of flow, level, energy and pressure) and online control, with the goal of extracting more water at a lower operating cost. It is planned to intervene at least 250 wells until 2025. In addition, there are personnel on the ground who verify and improve the measurement of the catchments.

97 wells intervened at the end of 2023

1 m³/s

Recovered flow, or that in one day is equivalent to the average consumption of 65,000 families in the month of maximum consumption.

At the same time, the company seeks formulas to continue maximizing its surface water rights according to its availability and develops groundwater recharge projects with rainwater to protect and recover aquifers depressed by the drought.

(20) More information on measures to make responsible use of the potable water produced, including actions to reduce the volumes used in irrigating green areas, under the title "Responsible use and water efficiency" of this chapter. Note: Water captured is different from water contributed to production. There are variations in the filtering process.

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Reduction of losses in raw water pipelines

Since 2017, Aguas Andinas has been implementing a plan to reduce losses in the pipelines that transport raw water from its sources to the purification plants.

Greater control	Investments	Results
<ul style="list-style-type: none"> The measurement of losses in the Laguna Negra Cordillerano Aqueduct (ALNC) and in the different raw water channels was reinforced. The maximum load of each pipeline was defined to avoid overflows and water losses along its route. The practice of a weekly inspection of critical points along the 200 km route of the ALNC and the other channels was established. 	<ul style="list-style-type: none"> Multi-year investment plans were established for the maintenance of the ALNC, with \$5,000 million invested in ten years. In addition, improvements and piping of critical parts of the canals. 	<p>have been made. After these interventions, raw water losses have remained within industry ranges worldwide.</p> <p>40 hm³ of raw water per year have recovered thanks to these measures.</p>

Efficiency gains within potable water production plants

The Production area has achieved a significant reduction in the water used in the water treatment plants. Process water is used in these facilities(21) to prepare chemical inputs, backwash the filters and wash the pre-decantation and decantation units. Within the framework of the Potable water Production Master Plan, a series of actions focused on reducing losses in these processes, including structural improvements in gates, automation of purges of pre-decantation units, and installation or updating of macrometers. A project is also being studied to recirculate water with the filters are washed so that efficiency is even greater. Among the advances of 2023, the following stand out:

At the Vizcachitas-Tagle plant, the filter washing system is being modernized, mainly to maintain output quality. At the same time, this helps hydraulic efficiency, since it will go from washing with water only to one with water and air, which will allow the necessary volumes to be reduced. With a cost of \$13,000 million, including the renewal of filters, this project advanced 33% in 2023, totaling 70% progress.

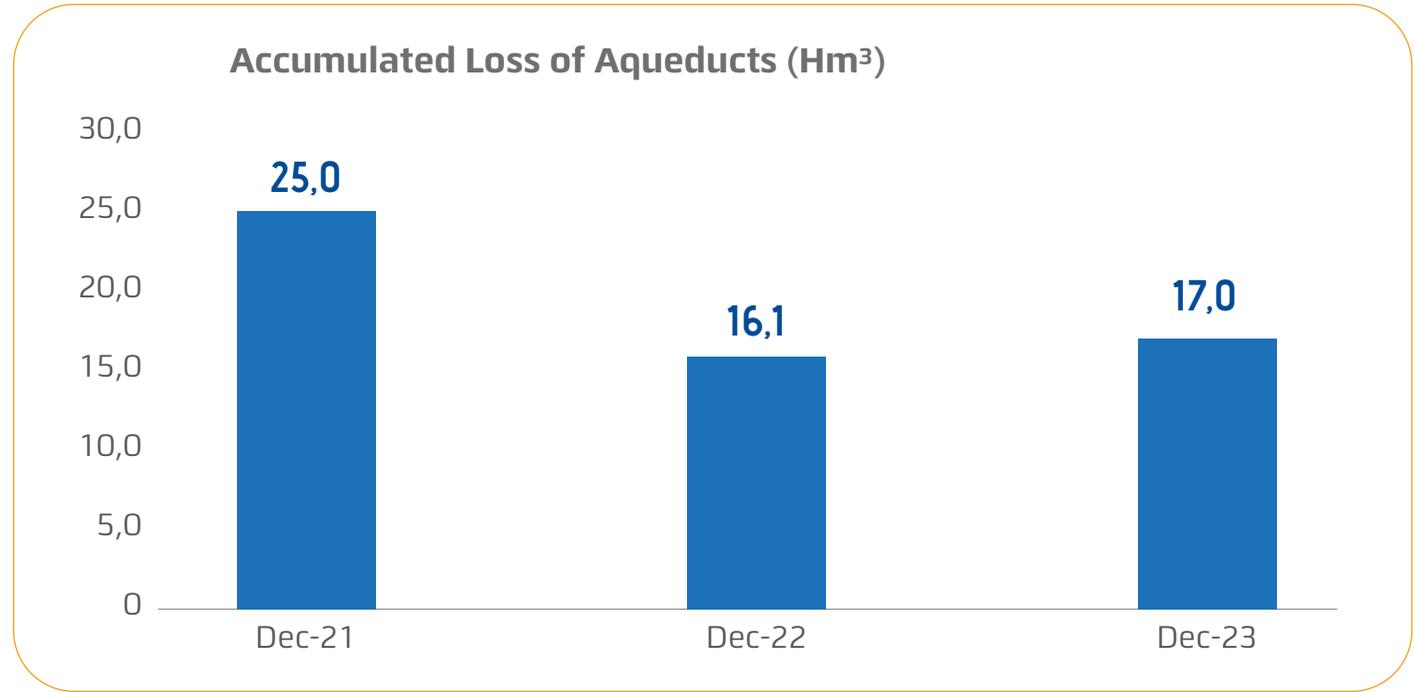
At the Padre Hurtado plant, a new automated filtration system is being installed that is more efficient in the use of water and provides more quality guarantees. In 2023, the second stage of the \$3,984 million project reached 55% progress. It is expected to be completed in October 2024.

(21) That which has already gone through the mechanical processes, but not the chemical processes, so that it does not have turbidity, but is not yet drinkable.

Management of drinking water distribution macroinfrastructure.

Since 2019, investments have been executed in the five aqueducts - totaling around 70 km in length - and 235 drinking water distribution reservoirs that exist in Greater Santiago.

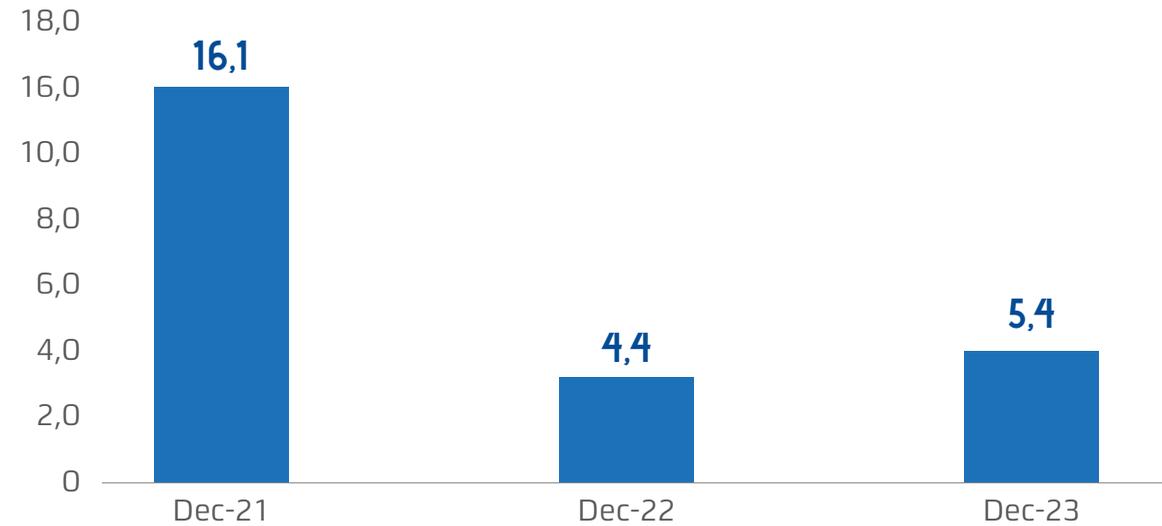
Aqueducts	Regulating ponds
<p>To avoid overruns, the operational control of the aqueducts was optimized with adjustments to the demand prediction model and metering systems were implemented to keep a daily balance. Then, inspections began to be carried out with a submersible robot that makes it possible to diagnose critical sections. Thanks to this technology, the repair of the first part of one of these mega-infrastructures began in 2023.</p>	<p>In the regulating ponds, work has focused on preventing overflow losses with specific operational controls and monthly balances.</p>



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Accumulated loss in primary tanks (1L) (Hm³)



Hydraulic Efficiency Plan

Hydraulic efficiency is related to the performance of the 13,554 kilometers of potable water distribution network and the more than two million home connections that the company has. Its purpose is to avoid losses of produced potable water, which are classified according to different criteria, one of which addresses the problem based on the causes:

- **Physical losses:** They are real losses due to leaks in the network, so that the water is not consumed by the end customer.
- **Apparent losses:** It is water consumed by the customer, but that the company has not been able to record due to measurement errors—generally due to the age of the home meters—or fraud (22).

Unaccounted water

(22) There are also legitimate uses that are not measured, such as the water used by firefighters to put out fires and to wash the network.



In 2016, the Hydraulic Efficiency Master Plan was launched, which addresses both types through a set of initiatives.

70 hm3 of water annually the company has proposed to recover, once the plan has been 100% completed, the equivalent of the annual consumption of 1,490,000 people.

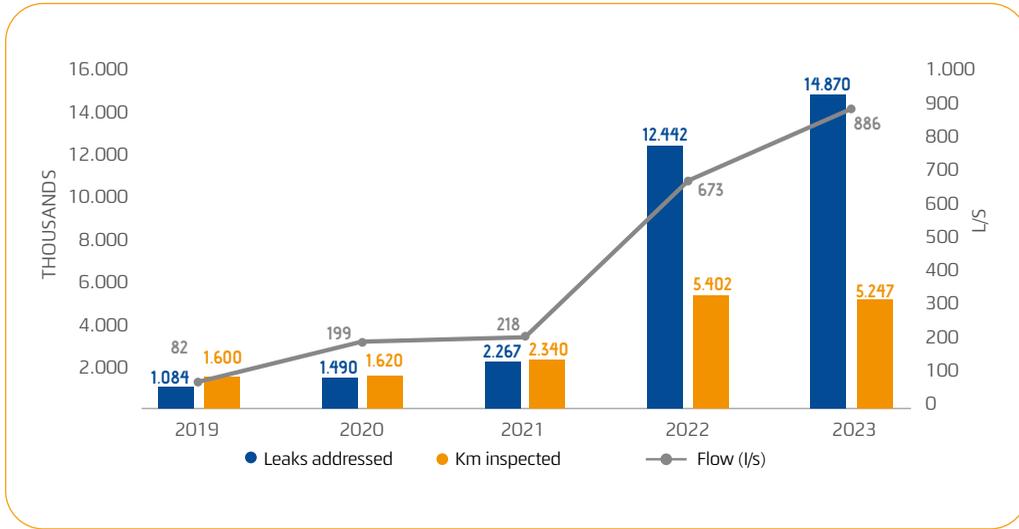
To achieve this, the company has invested USD 65 million in new technological solutions for the network, which began to be applied gradually since 2018. The main ones are:

Area	Measures	Objectives/ Results
Greater network control	Physical transformation and sensorization of the network Control elements are incorporated to monitor flows and pressures. Optimization of customer service conditions and visualization of sectors with loss levels above expectations.	Optimization of customer service conditions and visualization of sectors with loss levels above expectations.
	Using Aquadvanced Platform for operational management of the network in an integrated manner with the company's other platforms. Monitoring of flows, pressures and unwanted events.	Monitoring of flows, pressures and unwanted events.
	Back office and monitoring in the Control Center In 2023, a daily operational monitoring team was added, supported by an analysis team, to monitor the performance of the actions and quantify their results. Continuous improvement.	Continuous improvement.
Search for leaks	In 2022, after a successful pilot plan developed the previous year, a project was launched to triple the capacity to detect non-visible leaks produced by the natural deterioration of the network using new methods and technologies. The company tested practically 100% of the existing technologies in search of the most appropriate ones for mass use and specific cases. Of note, for example, is the incorporation of acoustic detection equipment and others that use tracer gases (helium). Telemetry was also increased, which makes it possible to detect differences in pressure and flow in the network, facilitating the location of leaks and preventive repairs or adjustments.	5,325 km of network traveled on average in 2023 and 2022, 80% more than in 2021, before the implementation of the plan. 14,870 leaks repaired in 2023, almost six times more than the 2,267 leaks repaired in 2021. 886 l/s of water recovered in 2023, 306% more than in 2021.
Increase in network renewal	A distribution network usually loses water through elbows, valves and other pieces, depending on the materials with which have been manufactured, which intensifies with antiquity. Network renewals diminish these losses decrease, and so the company has accelerated its pace of execution. Furthermore, as a result of one of the initiatives of Avanza+, a much more specific new asset management policy is being applied as well as an investment methodology prioritization with a focus on leakage risks mitigation.	44.82 km of potable water network renewed in 2023, 10% more than in 2022 and 87% more than in 2021

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Active leak management



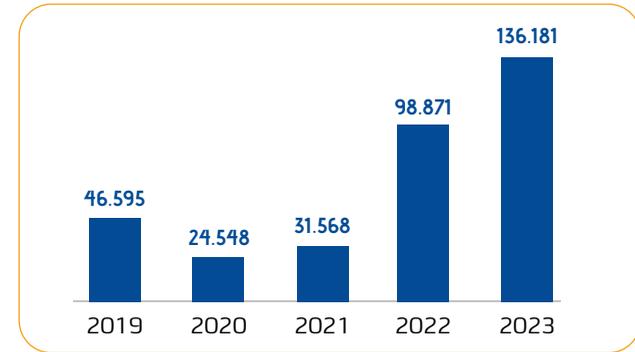
Management of Commercial Apparent Loss

In order to improve efficiency when measuring customer consumption and avoid billing errors, starting in 2022, the Customer and Development Directorate doubled the replacement rate for volumetric meters. The goal is to replace more than 400,000 units in three years (2022-2024), 30% of the fleet, in order to reduce the metrological loss from 6.4% to 4.2% and the loss from 11.4 to 9.9 years average age.

As a complement, the inspection rate was expanded to detect and deter fraud, and a BI (Business Intelligence) model was created to optimize meter management, a strategy that includes a consumption analysis bot that minimizes the possibility of errors.

At the time of writing this report, Chile's first meter laboratory was scheduled to open in April 2024, which verifies measurement errors of new and used meters.

Gauges replaced



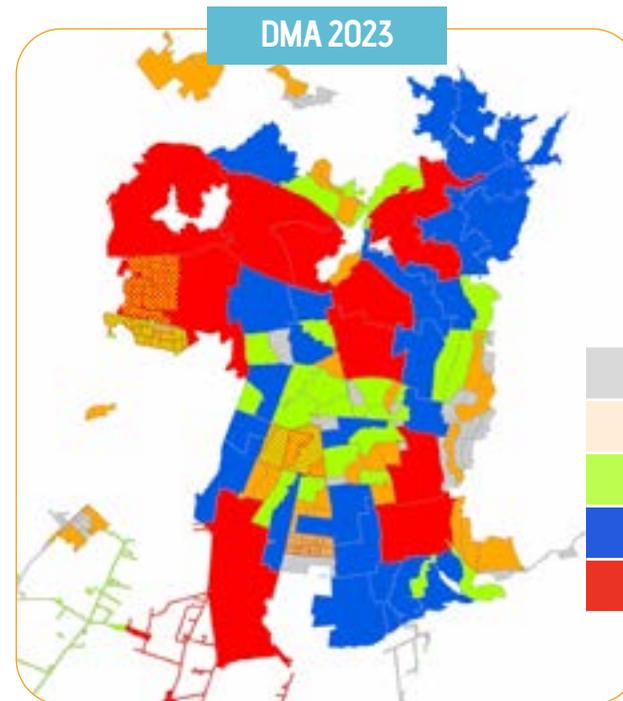
- 0.5% fewer reading errors in 2023 vs. 2022.
- 14.2% of the meter park replaced in 2023.
- 7 hm³ of metrological recovery in 2023.
- 1.3 hm³ of recovery for control of losses due to fraud in 2023.

Sectorization of the network in district measurement areas (DMA)

To have information that allows more precise diagnoses of the status of the network, in 2023 a project was strongly promoted that seeks to subdivide it into district measurement areas (DMA). In these more limited sections, sensors, macrometers and other technologies are being installed to monitor the flows that enter and leave, among other parameters, in order to compare the data with those obtained in the neighboring DMAs. Thus, the location of the faults can be determined more accurately.

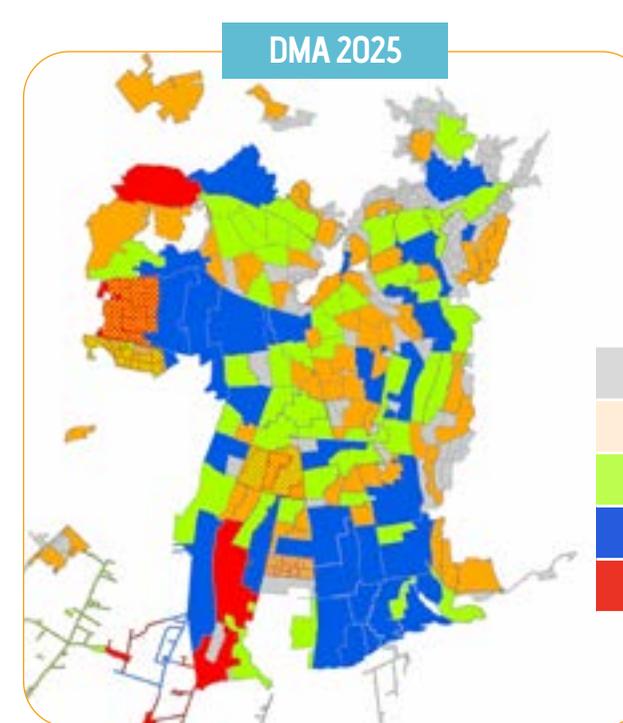
The system was first implemented with very good results in locations in the Metropolitan Region that are not connected to the Santiago network and is now being extended to the capital, a task in which the Engineering, Operations, Energy, Customers and IT departments are working.

District meter areas



Km	Quant	Km network
0-25	72	797
25-50	34	1.224
50-100	33	2.419
100-300	26	4.382
300-800	11	5.392
Total	176	14.214

Advanced management by DMA



Km	Quant	Km network
0-25	159	1.682
25-50	68	2.597
50-100	56	4.271
100-300	27	4614
300-800	3	1.050
Total	313	14.214

Installation of (121) CAU in VRP.
ORD SISS 3506 (June 2025).

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Reduction of losses in raw water pipelines

Since 2017, Aguas Andinas has been implementing a loss reduction plan in the pipelines that transport raw water from its sources to the purification plants.

Measures taken

Strengthening the measurement of losses in the Laguna Negra Cordillerano Aqueduct (ALNC)

Multi-year investment plans for the maintenance of the ALNC. \$5,000 million invested in ten years.

Definition of the maximum load of each pipeline to avoid overflows and water losses along its route.

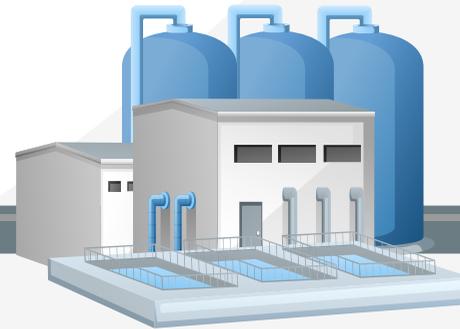
Weekly inspection of critical points along the 200 km route of the ALNC and the other channels.

Achievements

Improvements and piping of critical parts of the canals.

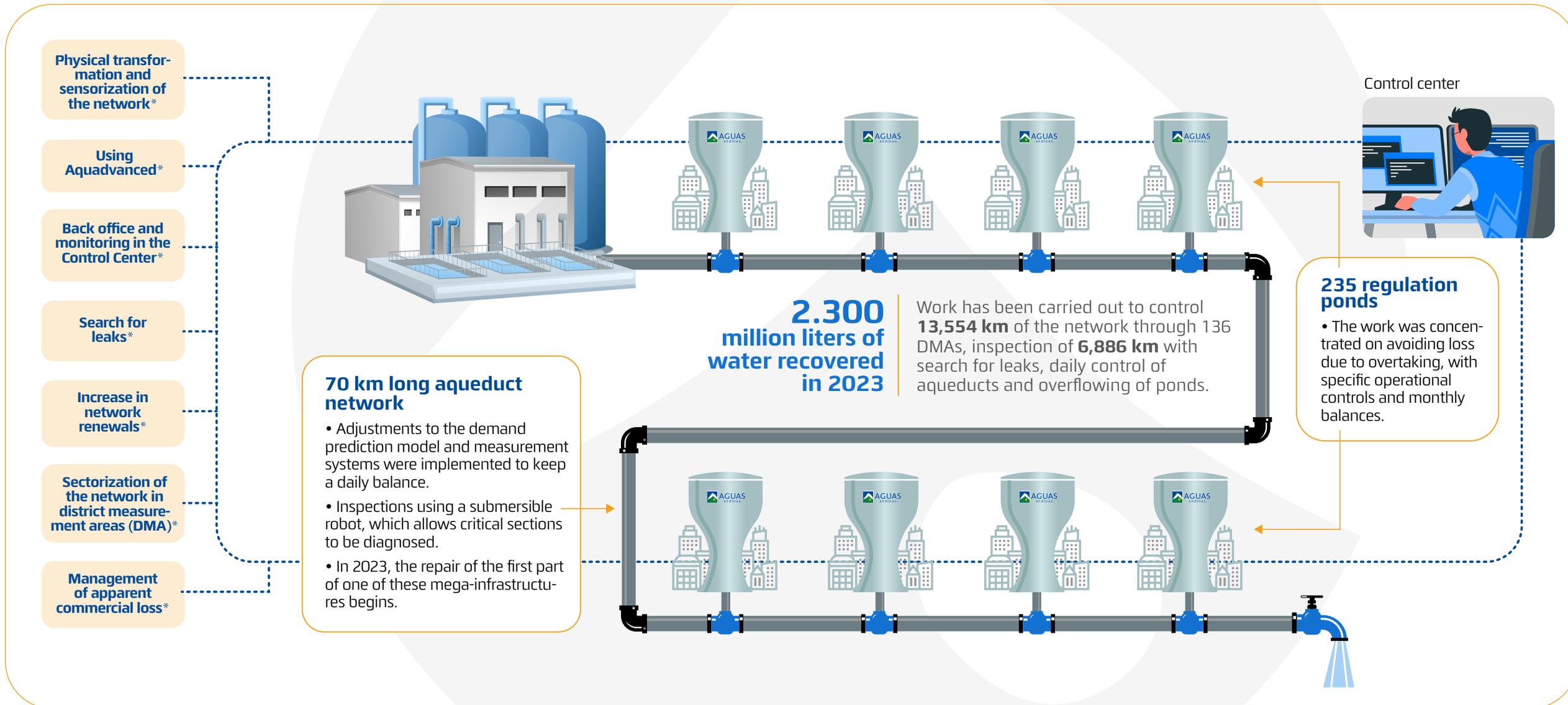
Raw water losses have remained at an acceptable level.

40 hm³ annual raw water is no longer lost thanks to these measures.





Management of the potable water distribution network



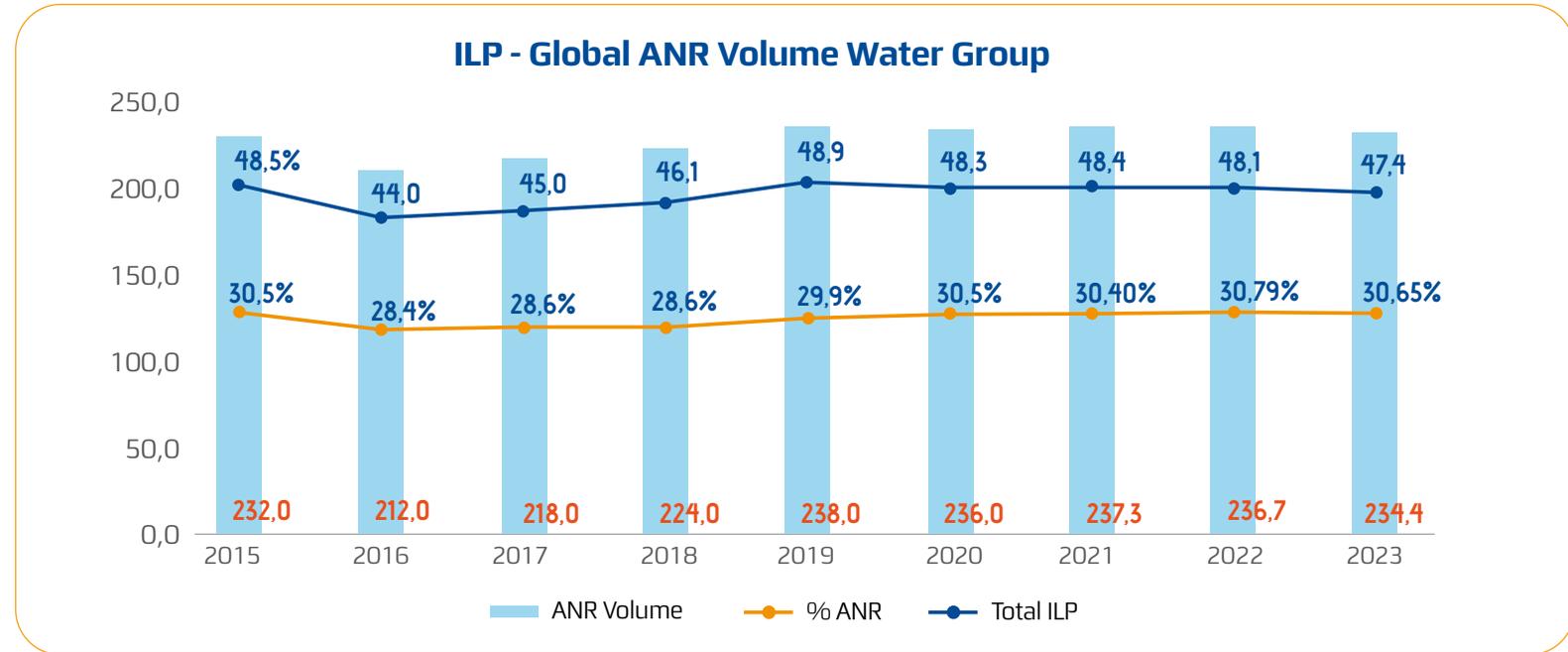
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Results of the Hydraulic Efficiency Plan

Starting in 2022, it has been possible to control the increase in non-revenue water - the percentage of total potable water produced that is not recorded - which had been registering a trend increase in recent years. The application of the efficiency plan managed to stabilize it at around 30%, with a slight decrease in 2023 compared to the previous year. The challenge for the future is to achieve more pronounced reductions.

Another way to measure losses is with volumetric criteria. For example, the linear loss index (LLI) indicates the cubic meters lost per kilometer of network each day. This indicator has shown a downward evolution since 2019, the year in which the results of the efficiency plan began to materialize.



The incorporation of technology for operation, preventive maintenance and network interventions prevented supply cuts to approximately 190,000 customers in 2023, a figure that impacts approximately 760,000 people.

Climate change rate

Given that the responsible use of water also involves final consumers, a system of tariffs defined according to progressive sections and differentiated by the level of consumption would generate incentives to reduce savings, give signals of protection of the resource and promote equity in access to potable water (23). In addition, higher tariffs for customers who consume the most would allow the deployment of the infrastructure necessary to confront climate change to be gradually covered, applying them once the works come into operation, without affecting the basic uses of water.

The above requires modifying the regulations and tariff decrees of the sanitation companies, changes that Aguas Andinas promotes

(23) UN Climate Technology Center & Network (2024). Progressive Water Pricing

together with ANDESS. There is a broad consensus around its convenience. Globally, progressive tariffs are more common than flat ones: according to the Global Water Intelligence database, of a sample of around 600 cities, 63% have progressive tariffs.

Mass awareness campaigns

Aguas Andinas maintained its public awareness campaign in 2023 through social networks and mass media, incorporating it into the Biocidad plan after its launch. Additionally, in each interaction with the media, company spokespersons reiterated the urgent call to make responsible use of water.



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A new mountain park for the city

Aguas Andinas, Corfo and Parque Cordillera announced in december 2023 the opening of the new El Yeso-Laguna Negra park. In this new instance for education in water care, visitors will be able to witness the changes caused by the climate emergency in the availability of water resources in their natural condition. The 15,000 hectare site has a 13.5 km trail for the public to explore the reservoir and lagoon. In the first stage, access will be with limited places and invitations. Afterwards it will be open to the community, after registering on the asociaciónparquecordillera.cl site.

Aguas Andinas Award for Water Efficiency

The company decided to establish recognition for companies and institutions that have achieved relevant water savings with measures that are an example for other organizations. After contacting the institutions that recorded the greatest reductions in consumption to find out the measures they had adopted, in November 2023 the first four winners of the Aguas Andinas Award for Water Efficiency were selected:

• **Municipality of Ñuñoa**

It was the institution or company that obtained the greatest decrease in consumption in the entire Metropolitan Region, with a drop of 34% between January and September 2023. Among the actions that allowed it to achieve this savings, the installation of technical irrigation in more than 53,000 m2, the adaptation of 6,000 m2 of green areas with low water consumption species and permanent monitoring of water leaks in meters in parks and squares.

• **Enex**

Shell's licensee in Chile achieved savings of 11,571 m3 of water in 2022. Among other measures, it implemented a technology to wash cars that

consumes 94% less water compared to traditional methods. In addition, it has built 14 treatment plants to recycle 70% of the resource used in each wash.

• **Pontificia Universidad Católica de Chile**

It received recognition for the water efficiency achieved at the San Joaquín Campus, which in 2023 reduced its consumption by 30.4% compared to 2019. The efforts of the university were directed at creating a green area management plan for the campus, sustainable landscaping projects, investments in technical irrigation with nighttime hours and measurement of water consumption in selected buildings.

• **Mall Plaza**

The company reuses the gray water generated by its digesters—automated containers that eliminate food waste through the action of microorganisms and enzymes—to use it for garden irrigation. With this, the consumption of its malls was reduced by more than 300 m3 in 2023.

In 2024, it is planned to continue this recognition by carrying out a process with open applications.



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Circular economy

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Roadmap: Pillar of circular economy

See more HERE



Commitment: Reduce emissions through decarbonization and the transformation of waste into value-added products.

Challenge	Goals	Goals for 2024	Preview 2023	Observations	Status
Reduce and offset greenhouse gas (GHG) emissions to limit temperature rise to 1.5o C.	Reduce and offset greenhouse gas (GHG) emissions to limit temperature rise to 1.5o C.	1.- Reduce GHG emissions for scopes 1 and 2 by 56% by 2030 compared to the 2017-2018 average. Maintain or improve the reduction of scope 3 emissions compared to 2020.	87.7 kton CO2 eq in Scopes 1 and 2	87.7 kton CO2 eq in Scopes 1 and 2. 74.1 kton CO2eq in Scope 3. All scopes together total 161.8 kton CO2eq, which represents a decrease of 22% compared to 2022.	✓
		2.- Develop a strategy to move towards carbon neutrality.	Gap diagnosis	During 2023, an analysis of the gaps between the actual and committed trajectory was carried out. With this, an update of the emissions projection to 2030 was carried out and new projects were proposed to achieve its fulfillment.	✓
	Achieve energy sustainability by optimizing consumption in processes and increasing the consumption of renewable energy.	1.- Achieve that 80% of the energy consumed is of renewable origin.	83.3%	During 2023, primary energy consumption reached 2,610,341 GJ. Of these, 1,330,441 GJ came from renewable energy in electricity consumption and 1,280,205 GJ from biogas consumption.	✓
		2.- Achieve that 80% of electricity consumption is carried out under energy performance monitoring and improvement schemes.	100%		✓
		3.- Increase the use of biogas for energy generation.	54,661,020 kWh	A project was carried out to increase self-consumption of electricity in Mapocho-Trebal. In La Farfana, the aim is to increase the capacity of the methanation plant.	✓
	Achieve zero waste for disposal through reuse and waste valuation.	1.- Maintain the transfer of biosolids to landfills at 0%.	100.00%	66% of biosolids were used in agriculture in 2023.	✓
		2.- Increase the use of biosolids on agricultural properties.	204,647 t	The use of biosolids on agricultural properties increased.	✓
		3.- Transform more than 15 ktpa of biosolids into fertilizers. > 10,000 tons	13,000t	During 2023, approximately 13,000 tons of fertilizer (Huechún) were sold, used in agroindustry to fertilize meadows and fruit trees.	✓
		4.- Valorize more than 35 ktpa of waste from other industries in biofactories.	27,615t	In 2023, a total of 27,615.04 tons of waste from other industries were valued in biofactories.	✗

To collaborate with the mitigation of the climate crisis, Aguas Andinas has developed a circular economy model that allows it to maximize efficiency in water and energy consumption, put the by-products of its processes to use and reduce its carbon footprint. Likewise, it promotes alliances and collaborative work with other actors participating in water management in its concession area.

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Biofactories

GRI 303-2, 306-1 y 306-2 ODS 6 y 12



CIRCULAR MODEL: BIOFACTORIES

Residual water

The Mapocho-Trebal and La Farfana biofactories, along with 15 other smaller plants, purify around 1,300 million liters of wastewater per day, which reaches these facilities directly through the sewage network, without being discharged into the Mapocho River nor in other channels.

Energy generation

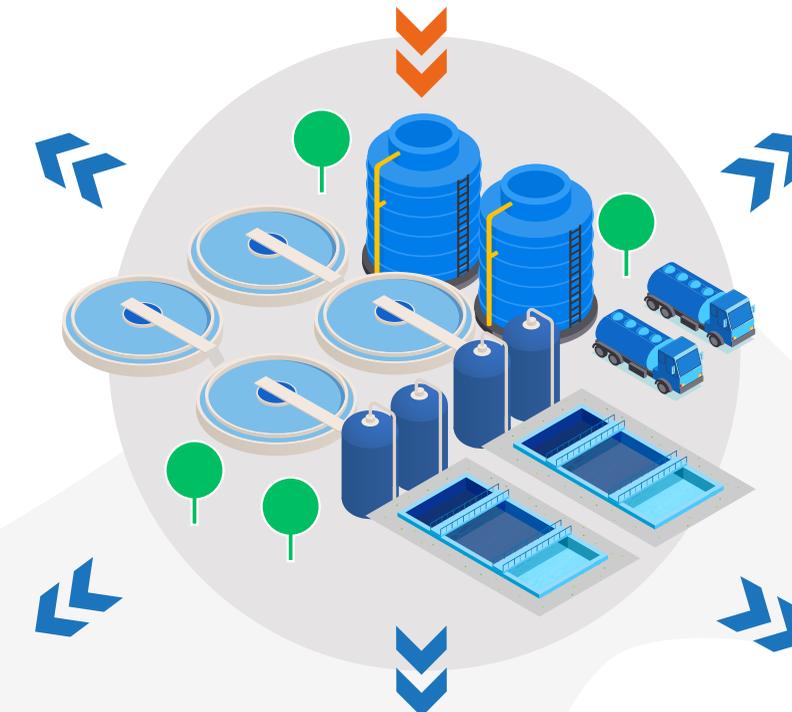
The biodegradation reactions of organic matter generate biogas, a fuel composed of methane and carbon dioxide that is used for plant boilers and to produce energy for self-sufficiency.

63% of the total electricity consumed by the Mapocho-Trebal biofactory comes from biogas. In La Farfana, methane is separated from carbon dioxide and injected into the Metrogas network.

11,219,325 Nm³/month of Biogas destination Metrogas (for methanization)

More water resources for the population

The purified water is available to be exchanged for the raw surface water that farmers use for irrigation and thus favor human consumption when river flows are not sufficient. This will be possible with the Maipo Return project of the Biocidad plan.



Valorization of biosolids for agriculture

100% of organic waste separated from water during the purification process is used in agriculture and the regeneration of degraded soils.

2/3 They are used directly as biosolids, after going through a series of quality controls.

1/3 It undergoes a biodrying process at the El Rutil Comprehensive Biosolid Management Center and is sold as dry fertilizer through the Huechún brand.

30,000 + hectares have been benefited with these biofertilizers.

Environmental services

In 2010, sanitation made it possible to close the 21 wastewater discharges to the Mapocho River that existed thanks to an interceptor collector that runs parallel to the riverbed from Las Condes to the treatment plants. Thus, enteric diseases were eradicated, urban spaces were recovered, and river banks were repopulated with wild species.

Return of purified water

Once treated and cleaned, the water is returned to natural courses, now suitable for agricultural irrigation and industrial activities, complying with the ranges established by regulations.

+ 469 million of cubic meters of treated water in 2023.

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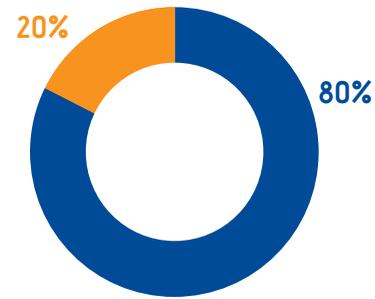
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In 2017 Aguas Andinas introduced the new concept of biofactories in the global environmental services industry. Unlike traditional treatment plants, which consume external energy and produce waste, biofactories use a series of technologies to valorize the by-products of wastewater treatment, aiming at energy self-sufficiency and not generating waste or environmental impacts in the long run term. The company currently has two of these production centers, La Farfana and Mapocho-Trebal.

+ 45 million m³ of purified water were reused in 2023

Breakdown of treated water reused in 2023 (m³)



● Agricultural use ● Others

La Farfana	Internal Irrigation	74.378
La Farfana	Transferred to canalists (agricultural use)	36.642.039
La Farfana	Internal processes	669.402
La Farfana	Transferred to Anglo American	5.177.637
Mapocho-Trebal	Internal irrigation	97.349
Mapocho-Trebal	Internal processes	3.000.703
Total		45.661.508

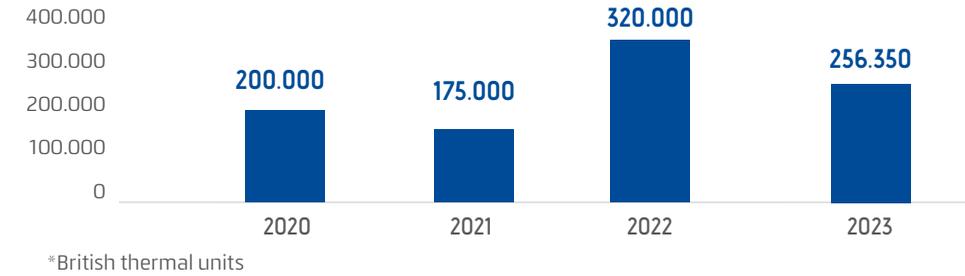
This volume was 11% lower than in 2022 because there was more rainfall in 2023, which is why the canal operators requested the closure of the delivery gate and Anglo American stopped the transportation of treated water in the first week of November.

Other milestones to highlight during the period are:

- A plan was designed for the La Farfana methanation plant to take advantage of the total available biogas, increasing its processing capacity from 44,000 standard cubic meters per day (Sm³/d) to 60,000 Sm³/d (equivalent to 425,455 million BTU/anus). This requires installing new motors with greater capacity, support structures (anchors) and some sections of pipes.

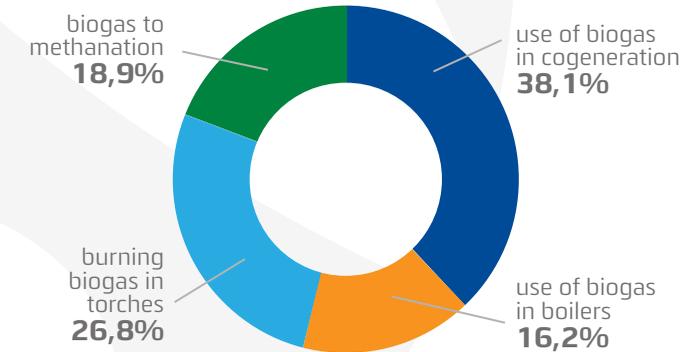


Biomethane production in La Farfana (million of BTUs*)



- By using internal combustion engines, the cogeneration process allows the biogas from anaerobic digestion to be transformed into electrical and thermal energy. In this sense, several deep maintenances (overhauls) were carried out on the cogeneration equipment at the Mapocho-Trebal plant, to ensure that they continue to produce electricity in the coming years, although this restricted cogeneration during 2023.

Use of purification plants 2023

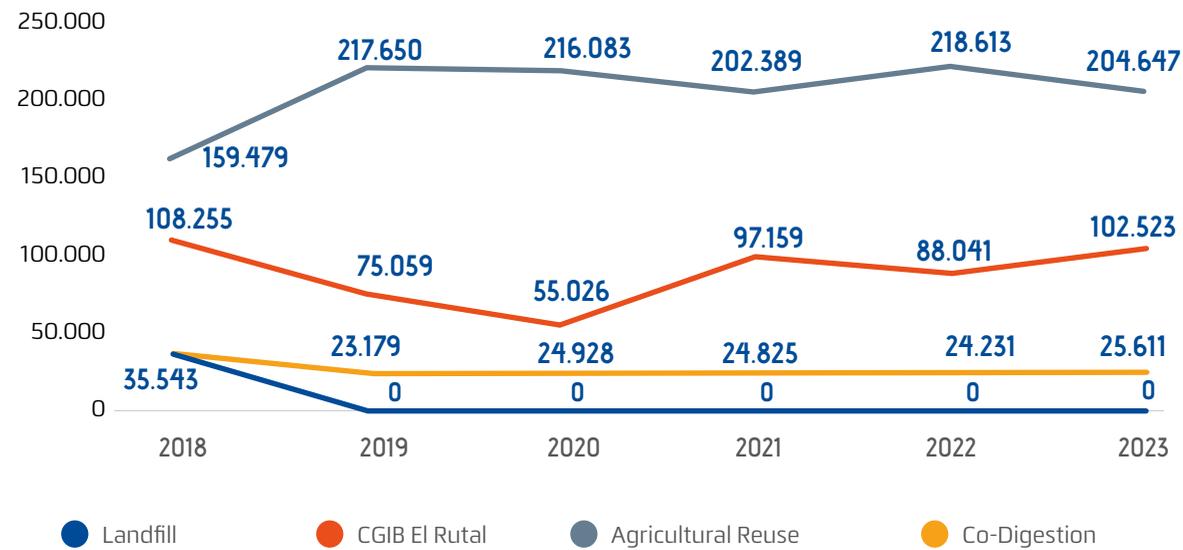


- The marketing of fertilizer produced from biosolids from wastewater treatment plants completed a second year of sales through the Huechún brand. Since it has a product certificate (December 2021), its sales have continued to grow, as has its price. In 2023, 12,000 tons will be marketed.

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Biosolids valorization (anual tons)



Huechún fertilizer and carbon agriculture

The Huechún fertilizer is the result of a multi-year project whose objective was to valorize the biosolids generated in the treatment of wastewater. The result is a biological fertilizer for soil preparation for various crops that is today highly demanded by fruit and wine producers in the central zone. Produced at the El Rutil plant through a stabilization and biodrying process that improves agricultural properties, SAG (24) recognized it as a fertilizer in 2021 and since then its price has tripled. For the company, it is a priority initiative both for its commercial prospects and for promoting circularity.

In addition, Huechún contributes to reducing the agricultural carbon footprint, something known as “carbon agriculture.” Being a nitrate-based fertilizer, it is a rich and efficient source of nitrogen, which is completely absorbed by plants. Thus, it prevents it from being lost in the environment, stimulates the uptake of more CO2 by plants and, by promoting greater food production per unit of arable land, helps prevent deforestation and changes in land use. This is especially relevant if we consider that the agricultural sector is responsible for 23% of global greenhouse gas (GHG) emissions according to the IPCC (25) and that, according to ECLAC, the contribution of Latin America and the Caribbean is 1.5 times higher than the world average, largely due to inadequate use of fertilizers (26).

Product that enhances circularity and sustainability

Uniform composition easy to apply and incorporate

Authorized by the SAG as a fertilizer

Biologically stable

Slow nitrogen release 5% humidity

Carbon farming

According to a study by the Intergovernmental Panel on Climate Change (IPCC), the agricultural and livestock sector is responsible for 23% of global greenhouse gas (GHG) emissions. But, according to ECLAC data, the most alarming thing is that the contribution of Latin America and the Caribbean is 1.5 times higher than the world average, largely due to the inadequate use of fertilizers. Huechún contributes to reducing the agricultural

carbon footprint, something known as “carbon agriculture.” Being a nitrate-based fertilizer, it is a rich and efficient source of nitrogen, which is completely absorbed by plants. In this way, it prevents it from being lost in the environment, stimulates the uptake of more CO2 by plants and, by promoting greater food production per unit of arable land, helps prevent deforestation and changes in use. ground.

(24) Servicio Agrícola y Ganadero (SAG), a Chilean government agency that is responsible for the protection of agriculture and livestock.

(25) Intergovernmental Panel on Climate Change or Intergovernmental Panel of Experts on Climate Change.

(26) Trivelli, C., and Berdegué, JA (2019). Rural transformation. Thinking about the future of Latin America and the Caribbean. 2030 - Food, agriculture and rural development in Latin America and the Caribbean, No. 1. Santiago de Chile. FAO.

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Maintenance and rehabilitation of the sewer network

A central component of the water cycle is the sewage network, which allows wastewater to reach the treatment plants. For this reason, the company makes permanent efforts to keep it in good condition. In recent years, significant growth has been achieved in its replacement rate, going from 5 km per year in 2022 to more than 40 km in 2023. This, thanks to trenchless rehabilitation techniques, which reduce interventions on public roads, such as the use of cured and flexible sleeves that are introduced into the pipes and, once inside, inflate and solidify.

In 2023 Aguas Andinas requested approval from the Metropolitan Housing and Urbanization Service (SERVIU)⁽²⁷⁾ to apply cracking when it was necessary to increase the diameter of the ducts. In this case, a new pipe is introduced into the old one, it is fractured and then widened with an expander. The company carried out a study with the Pontifical Catholic University to validate the method, which is already used in potable water networks.

Additionally, each year the Winter Plan is carried out, with cleaning and maintenance work on the sewer network in preparation for the rainy season. In 2023, its start was brought forward to May in response to forecasts of earlier and heavier rains. Within the framework of the plan, campaigns are disseminated to raise awareness among users about the importance of making good use of the sewage system. Likewise, when rain fronts of more than 20 mm are forecast in the capital, reinforcement communication plans are activated. Added to this is the giving of talks in communities that register a greater number of obstructions caused by inappropriate uses. For this, the company coordinates with the municipalities.

During 2023, 7,993 unblockings were recorded in the sewer networks that presented overflows, while those that did not present overflows were 16,843.

(27) It is an autonomous State institution with presence in each region of Chile that grants this type of permits related to infrastructure.

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Waste management

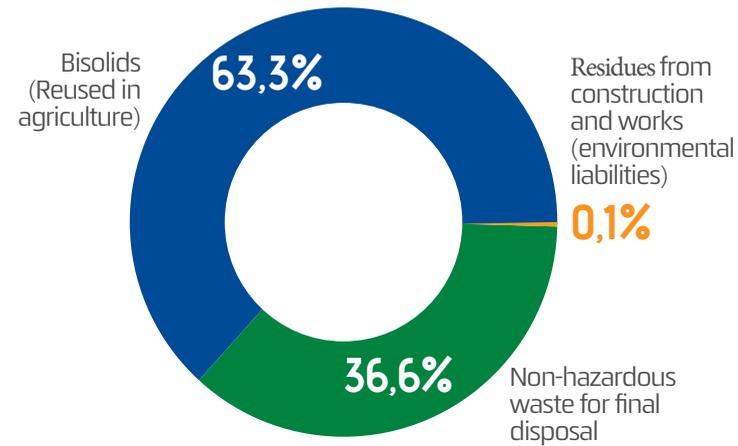
● GRI 3-3, 306-1, 306-2, 306-3, 306-4, 306-5, ODS 12

Aguas Andinas applies its circular economy model in all its processes seeking to reduce, reuse and revalue its waste. The use of biosolids for agriculture and soil regeneration is one of the main steps in that direction, but metals contained in materials that used to be considered waste, such as chlorine cylinders and disused pipes, are also recovered.

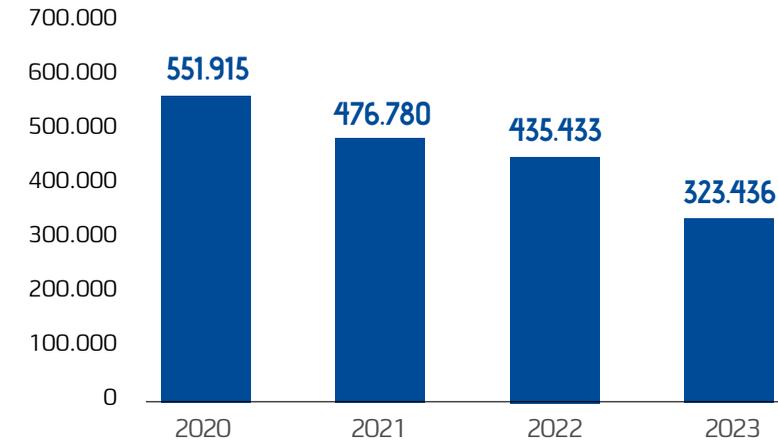
See more HERE



Composition of waste generated in 2023 (Tons)

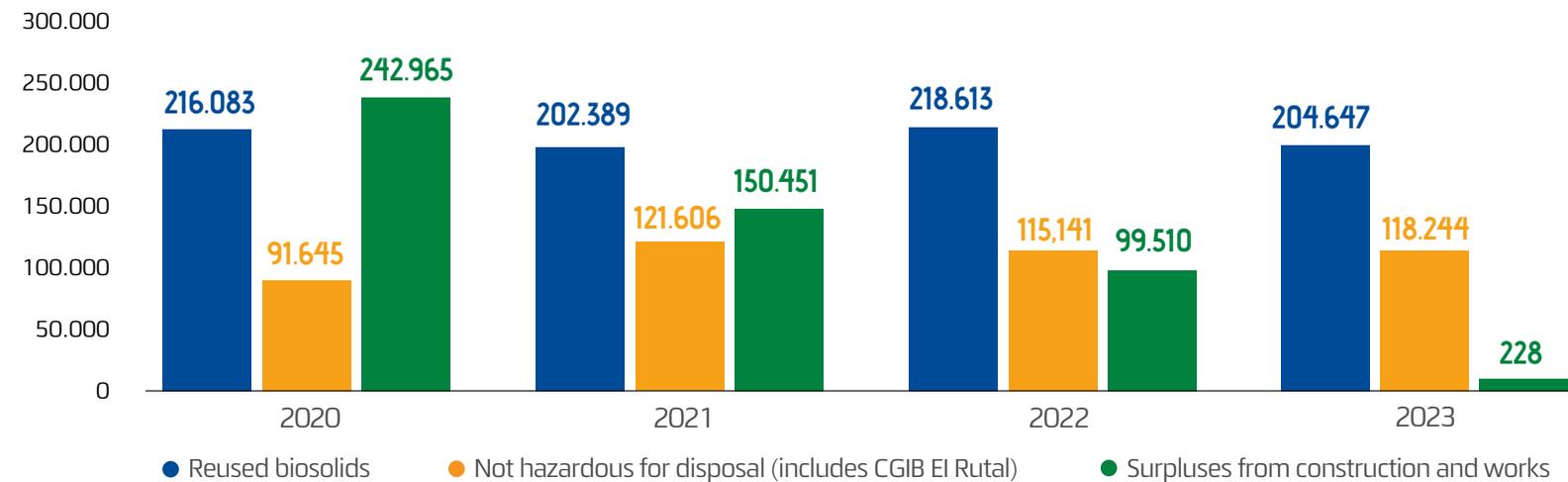


Total waste generated (tons)



Waste according to its destination (Tons)

Does not consider the total waste generated



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Decarbonization and energy sustainability plan

Plan supervised by Deputy Sustainability Manager reported through the committee of directors.

In 2019, Aguas Andinas became the first company in the sanitation sector worldwide to establish emissions reduction goals approved by The Science Based Targets Initiative (SBTi) (28), with a scientific basis and the ambition to limit the average increase in global temperature to 1.5°C, in accordance with UN guidelines and the Paris Agreement. To achieve these goals in 2030, the Avanza+ program incorporated a work front focused on energy in 2023, with three pillars of action:

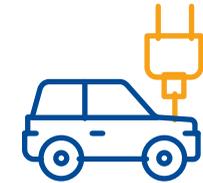
- **Energy efficiency:** Reduce consumption ratios in processes, with emphasis on those with higher levels, such as groundwater extraction, potable water lifting plants and larger wastewater treatment plants. This also seeks to comply with Law 21,305 on Energy Efficiency.

- **Renewable energy generation:** Evaluate projects to maximize production in existing facilities, with the goal of achieving a positive balance between renewable energy generation and the company's consumption.

- **Commercial optimization:** Evaluate projects with the potential to achieve better prices in each operational process and in energy sales.

Aguas Andinas is among the six companies located in the quadrant of low exposure and high preparation for climate change according to the report X-ray of corporate vulnerability to climate change, carried out by the SCX Santiago Climate Exchange. The study, which was presented at COP28, evaluated the 110 main companies in Chile according to their sales. In terms of footprint measurement, decarbonization ambition, compliance with emissions reduction goals and acceleration via residual footprint compensation, the company was ranked in the second level of best performance along with seven other companies.

(28) The SBTi is the result of a collaboration between the United Nations Global Compact (UNGC), the World Resources Institute (WRI), WWF (World Wildlife Fund), CDP (Carbon Disclosure Project) and the We Mean Business Coalition.



Energy efficiency ● GRI 302-4

Driven by increased extraction of water from wells, energy consumption is increasing as are energy prices, which have grown between 15% and 20% each year. This has a significant and permanent impact on the cost structure. In fact, this variable already represents around 15% of the company's annual budget. On the other hand, Law 21,305 commits the company to a 4% reduction in energy intensity by 2026, with 2021 as the base year. In this context, Aguas Andinas has proposed to reduce the kWh consumed in all its processes, especially in those that require the most energy.

Well efficiency

Not only has underground extraction increased, the water tables have also decreased as a result of the drought, increasing the energy used in this process by 12%. Thus, obtaining water from wells already represents 25% of energy consumption in the entire water cycle. Consequently, a plan is being carried out to make well performance more efficient through the application of sensors that record a series of parameters - including the energy used - and online controls. Between the beginning of the 2022 plan and the end of the reported year, 89 wells have been intervened out of a total of 261 contemplated until 2025.

1.8 ktonCO₂e
 achieved energy savings due to reduced emissions by the end of 2023.

The biofactories are certified under the ISO 50001 Energy Management System standard. In 2023 the audit was carried out to renew the certification, which was extended until 2026.

Efficiency in potable water lifting plants

Lifting plants represent another 25% of the energy consumption of the water cycle. However, they present stable conditions that make it possible to model their operation, monitor them, and propose improvements to their operation and maintenance. For this reason, the company began a plan to measure equipment performance to prioritize those that must be intervened and evaluate possible equipment changes. The goal is to reduce energy consumption thanks to this program by around 600,000 kWh per year.

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Efficiency in biofactories

Although biofactories produce energy, they also consume it. The process with the highest energy expenditure is aeration (43%), which is used to remove carbon and nitrogen from the water (it is compressed, propelled and air is blown into it to generate bubbles). With the objective of ensuring the quality of the effluent under DS 90 and optimizing electricity consumption, the N-Control platform, from the Createch company, was implemented. With ammonium, nitrate, DO and turbidity probes, this intelligent aeration system allows partial oxidation of ammonium and nitrite to be carried out, complying with regulatory parameters, with the least possible amount of energy.

(500,000 kWh)
were saved in both
biofactories in 2023,
equivalent to
\$27 million.

Renewable energy generation

The company's effort to increase its self-sufficiency, mainly with green energy, has led to 48% of the energy for wastewater treatment in 2023 coming from the biogas generated by the plants themselves, a production that reached 54,661,020 kW/year. This self-consumption represents 18% of Aguas Andinas' total electricity consumption in 2023.

To obtain these results, the following advances were made during the period:

Greater cogeneration in Mapocho-Trebal

In 2023, a project was carried out to maximize the percentage of self-consumption of electricity in the Mapocho-Trebal biofactory, in order to reduce purchases and generate income by injecting unused energy into the grid. The amount of electricity cogenerated depends on the volume of biogas reused in the process, which in turn responds to operational availability, biogas quality and external electrical disturbances. To avoid the latter, load separation began to be carried out between the Malloco and Santa Marta feeders.

The percentage of biogas burned in flares was established as an indicator of project progress. The objective was that the annual average for 2023 would not exceed 8%, which was achieved. What's more, the indicator fell from 14.4% in the first half of 2023 to 0% in the second and it is expected to maintain that result in 2024. Injected energy also increased, while energy for self-consumption fell from 47 GWh in 2022 to 43.3 GWh (43.3 million kWh) in 2023 due to lower engine availability due to deep maintenance.

Commercial optimization with green criteria

Through the company's Energy Management System, in 2021 the facilities were identified that, due to their high demand for electricity, can assume the status of free customers and directly negotiate the purchase price. Thanks to this initiative, these facilities were able to tender a 100% green energy package.

265 GWh
was the electricity
consumption from
renewable sources in 2023.

Energy consumption ● GRI 302-1, 302-4 ODS 7, 13

Internal energy consumption (Gigajoules)					
Source	2019	2020	2021	2022	2023
Non-renewable fuel	61,236	55,513	58,323	46,65	83,581
Biofuel	1,436,596	1,436,262	1,428,085	1,391,079	1,280,205
Electricity	1,109,334	1,127,331	1,210,517	1,289,032	1,246,555
Total	2,611,166	2,619,105	2,696,924	2,726,762	2,610,341
Energy sale	245,367	200,775	133,424	288,884	262,119



(5.6 million kWh) was the energy injected in 2023, 87% more than in 2022 thanks to the load separation strategy.



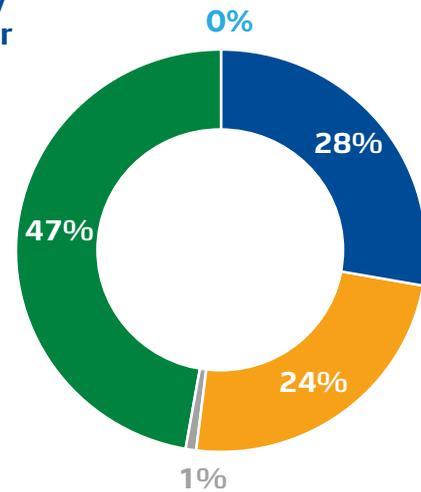
8% of biogas was burned in torches in 2023, 4 percentage points less than in 2022. Electrical energy consumption per process in 2023

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Electrical energy consumption per process in 2023

- Potable water production
- Transportation and distribution
- Wastewater collection
- Wastewater treatment
- Buildings



83.3%

of the energy used in 2023 came from renewable sources, 7 percentage points more than in 2022.

100% of energy

that supplies the biofactories is renewable through contracts with energy companies.

Carbon footprint measurement

● GRI 305-1, 305-2, 305-3 ODS 13

The company quantifies its greenhouse gas (GHG) emissions for the stages of production, transportation and distribution of potable water, collection and treatment of wastewater and in non-productive buildings, a calculation that is verified by a third party in accordance with the guidelines of the GHG Protocol standard and the ISAE 3410 standard, Assurance Engagements on Greenhouse Gas Statements.

Total emissions in 2023: 158,536 tCO₂e, -23.7% vs. 2022



39%
61.8 kton CO₂e

Direct emissions (scope 1)



15%
24.5 kton CO₂e

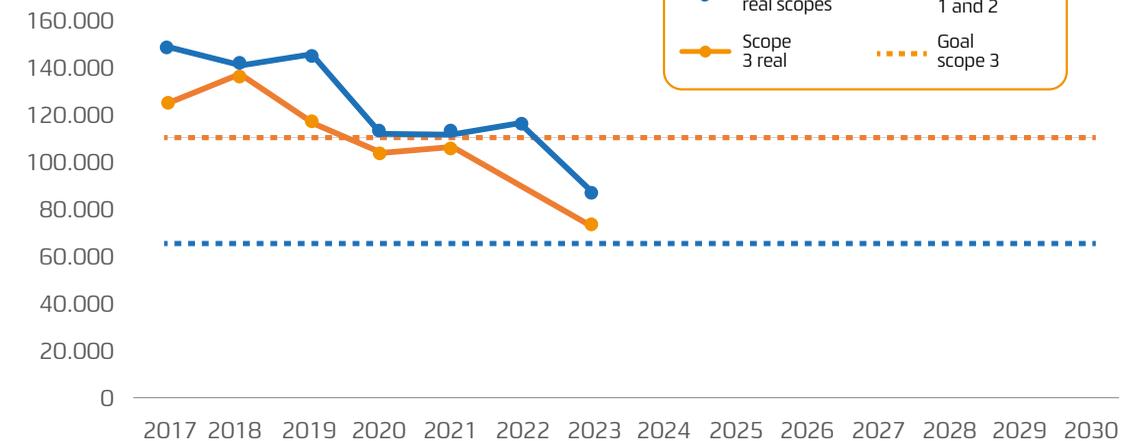
Indirect emissions related to electricity consumption (scope 2)



46%
72.2 kton CO₂e

Other indirect emissions (scope 3)

GHG emissions trajectory



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New projects under evaluation to reduce the carbon footprint

Project	Reduction potential (ktco2e)
Fleet replacement to electric vehicles	3.7
Self-generation	10
Purchase of renewable energy free client	13
Direct emissions capture	6

Environmental management

Aguas Andinas prioritizes the protection of the environment and biodiversity, as well as reducing the impact of its activities by incorporating the principles of the circular economy and

the responsible use of natural resources in all processes. This translates into the implementation of several systems and plans:

Environmental management system	Emergency Management Plan	Regulatory Transversal Management System	Identification system for commitments associated with RCA
Certified under the international standard ISO 14001, it helps manage and identify environmental risks associated with the company's activities. In 2023, follow-up audits of this standard were carried out, resulting in compliance with the process.	It provides quick action guides in cases of emergencies, which are tested annually with drills to proactively evaluate their compliance in the face of a crisis.	It has the support of an external consultant and considers the identification of legal and administrative standards, including those of an environmental nature, for subsequent compliance.	Developed by the Environment area of Aguas Andinas, it seeks to guarantee compliance with environmental qualification resolutions.

Environmental risks are also assessed at early stages of project development, including those related to biodiversity and ecosystems. Likewise, a risk matrix prepared according to the internal procedure for Identification and Evaluation of Environmental Aspects is applied in all facilities. For each process, all elements that interact with the environment are determined and evaluated, specifying the respective controls to prevent contaminating events or other negative environmental impacts.

The Aguas Andinas Objective Management System (DEO) defines remuneration variable

according to objectives established for different positions in the organization, from the General Manager, the main Executives and the leaders of different areas. The DEO is made up of three blocks of objectives that are weighted based on the impact that each level has on the Company's strategy: Global objectives (35%), Area of influence objectives (40%) and Individual objectives (25%) . The global objectives include the Sustainability and Circular Economy Indices (carbon footprint, energy efficiency, waste treatment), and the Sustainability Strategy is included within the scope of influence objectives.

In 2023, the company did not register sanctions from the Superintendency of the Environment (SMA) or processes that have involved the presentation of compliance programs or plans to repair environmental damage.



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Sustainable financial management

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Roadmap: sustainable investment pillar



Commitment: Implement a sustainable investment and financing strategy that generates positive social and environmental value.

Challenge	Goals	Goals for 2024	Preview 2023	Observations	Status
Ensure a service of excellence through efficient and responsible management of investments, aimed at adaptation to the climate crisis, the promotion of green and social financing, the positive impact on all stakeholders, a boost to the development of SMEs and the dissemination of the company's environmental, social, corporate governance and sustainability practices.	Be a sustainable company	1- Increase disclosure and transparency in ESG matters.	80%	During 2023 there was no change in the rule.	—
		2- Maintain debt ratios in line with company standards (DFN/Ebitda ratio < 4x).	3.69x	It remains in the range of recent periods.	✓
	Establish an investment strategy with a positive social and environmental impact.	1- Allocate a minimum of 85% of investments to climate change adaptation projects, with social and environmental impact	96%	The investment exceeds the target percentage.	✓
	Manage purchases with ESG criteria.	1- Include ESG criteria in the selection and contracting of suppliers.	100%	All contracts signed in public bidding processes during 2023 contain clauses on the environment, compliance, occupational health and safety, gender equality, and energy conciliation and management. The progress KPI corresponds to 5.1% for energy contracts since there is a selection and contracting criterion in this area. And additionally, in 2023 we worked on the design of a supplier prequalification model with ESG criteria to implement it from 2024.	✓
		2- Reach 60% of SME suppliers.	59.00%	The result is the same as the previous one, with 59%.	✓
	Achieve green and social financing for the growth of the company.	1- To ensure an optimal financial structure for the company, promoting green and social financing.	100.00%	Although no new financing instruments were issued during 2023, the commitment remains in force so that future issues meet these criteria.	✓

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Financial results

The Aguas Group's activities are characterized by their stability, with annual maximums and minimums determined by seasonal variations in water consumption. Another characteristic of the business is that its financial results are impacted when the variables that the authority considers when setting the tariffs for sanitation services become unbalanced, such as production costs and consumption volumes expected for the period. This balance tends to weaken as the end of the tariff period approaches, since the projected values usually change in response to unconsidered events.

This was the case with costs, which in recent years experienced increases greater than those anticipated in the VII tariff process of 2019. In 2023, the increases with the greatest impact were related to the CPI — despite the fact that inflation moderated during the year—operational costs —mainly linked to networks, electricity consumption, chemical inputs and customer services— and corrective costs caused by extraordinary contingencies, such as a matrix breakage in Recoleta and the damage to the infrastructure caused by intense winter rains.

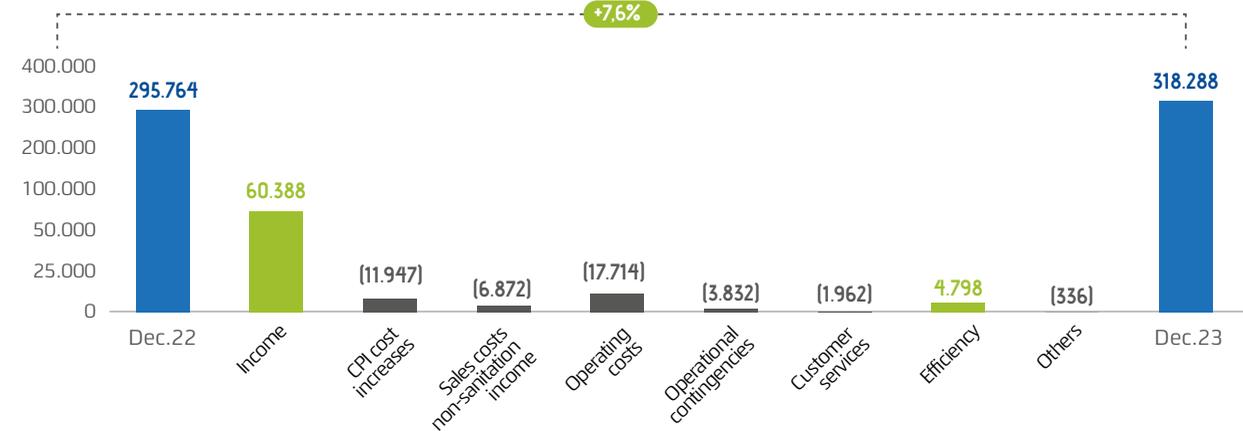
The volumes of water consumed also decreased, in line with the lower economic activity after the pandemic and the responsible water consumption campaigns that the company disseminates. In 2023 this trend began to reverse, with a slight increase of 0.3%, but pre-pandemic levels have not been recovered.

The above managed to be compensated by several factors. The capture of efficiencies thanks to Avanza+ initiatives and the application of a new methodology to prioritize investments allowed us to improve cash flow. Polynomial rate indexations and year-on-year increases in income from home services (10% in potable water and 8% in sewage) also had a positive influence, as well as in other sanitation (22.6%) and non-sanitation care income (17%).), especially engineering linked to the extension of Line 7 of the Santiago Metro. Finally, the debt experienced a lower revaluation due to the variation in the Development Unit and financial income grew as a result of a better interest rate.

Thus, the 2023 results showed an improvement compared to the previous year, continuing the trend towards recovery observed in 2022. The group's revenues had a year-on-year growth of 10.4%, totaling \$640,856 million, and EBITDA increased by 7.6%, to \$318,288 million. The solid cash generation made it possible to maintain debt in line with objectives and ensure the development of the investment plan planned for the year. Meanwhile, the operating result grew to \$240,599 million, 9% more than 2022, and the profit increased by 57%, reaching \$133,390 million.

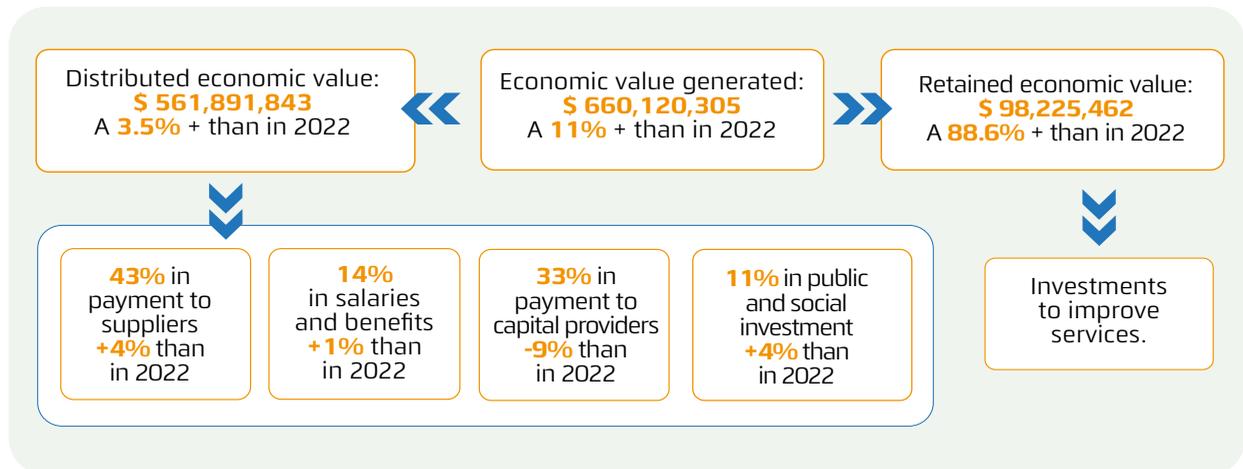
The ongoing tariff process is expected to be an opportunity to realign costs and demand, reestablishing a balance that allows the recovery to be strengthened in the coming periods.

EBITDA Evolution (million of \$)



Economic value generated and distributed ● GRI 201-1 ODS 8

The value generated by Aguas Andinas drives growth and creates opportunities for the development of the company and its long-term objectives through its investments, but also for its different stakeholders with whom it shares its business objectives.



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Sustainable investments ● GRI 201-2



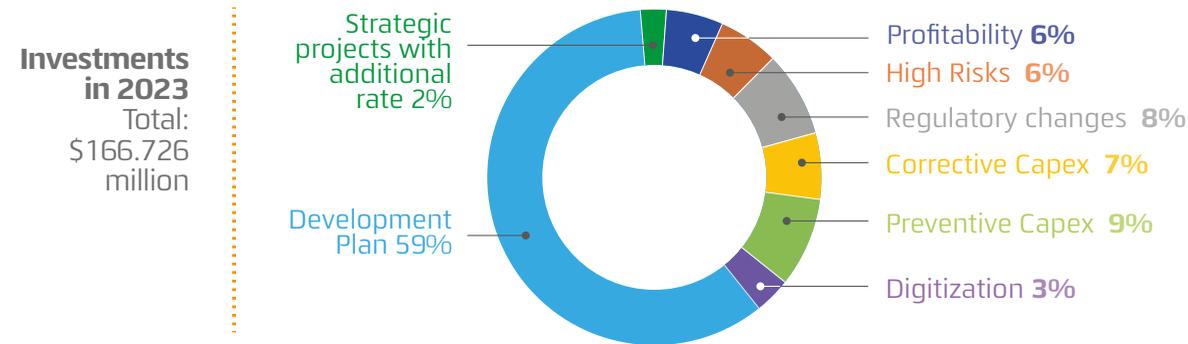
For years, the Aguas Group has been promoting an ambitious investment plan that covers both projects committed to the SISS in the Development Plan and initiatives that the company considers necessary to continue optimizing its operations and delivering its services with the required quality and continuity. In 2023, it presented the Biociedad plan, with a battery of new projects to strengthen the resilience and water security of Santiago, so it is projected that investment levels will remain high in the coming years.

On the other hand, the economic sustainability of the group has always been a priority objective, which implies strict control of debt and profitability. Seeking a balance between both needs will continue to be one of the company's management focuses, in order to ensure the financial strength that has given

it allowed to obtain solvent credit ratings and access to financing.

As part of Avanza+, a monthly Capex committee was established where long-term investment requirements are analyzed and prioritized and a methodology for prioritizing projects of different nature is being applied (mandatory, to avoid operational risk or to improve cost effectiveness). With this and other data, in 2023 a strategy for the coming years began to be designed, which will maintain the company's commitment to including ESG criteria in its financing lines, whether through green and social bonds as in the past or of other instruments.

During 2023, no other ESG securities or bonds were issued by the company.

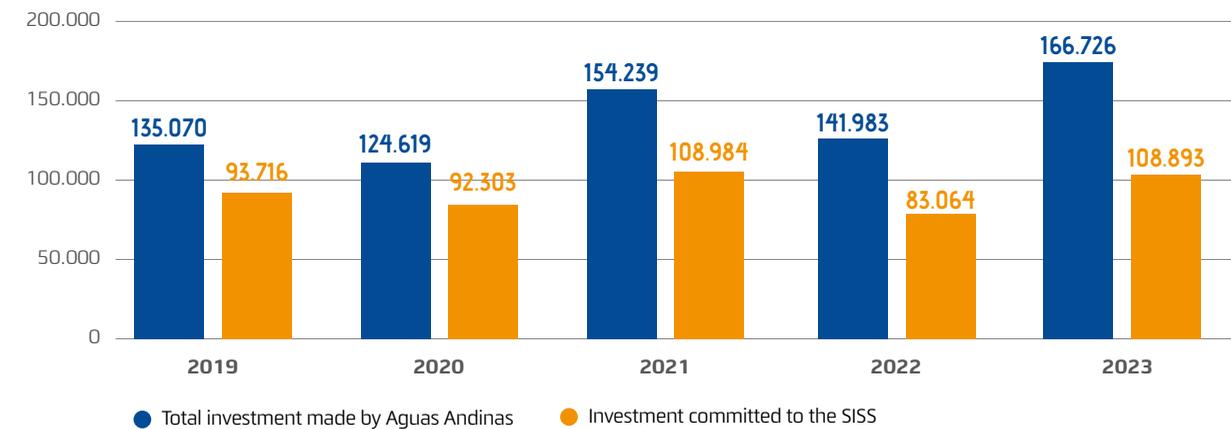


Risk ratings

In 2023, Fitch Ratings and ICR ratified the local solvency and public debt issuance classification of Aguas Andinas at AA+, while Standard & Poors ratified its international classification of A-, based on the company's solid business profile, the growth of its income, investments in production and autonomy to strengthen the supply, and a credit profile that is stable over time, with an operating cash flow that allows it to finance the distribution to its shareholders and a good part of its investments.

Risk ratings					
Institution	2019	2020	2021	2022	2023
DJSI	65	70	70	77	70
Glio - GRESB	B	B	A	B	A
ISS - Oekom	N/A	B-	B-	B	B
CDP (Climate Change)	C	A-	A-	A-	B
CDP (Water Security)	N/A	B	B-	B	B

Investments committed to the SISS and investments made (million of pesos)



	2022	2023
Total assets	2,379,350	2,423,351
Short term liabilities	265,797	361,672
Long term liabilities	1,274,661	1,175,540
Minority interest	30	31
Equity attributable to the owners of the controlling company	838,862	886,108

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GRI 3-3, 2-6, 414-1, 414-2, 308-2 ODS 1,8,10

Supply chain management



The supplier companies fulfill several strategic functions for the operation of the Aguas Group, such as the maintenance of networks and civil works, the supply of network products and chemical inputs, the operation of the Contact Center, support tasks and customer service through the meter reading, and ticket distribution. In order for these functions to be carried out with the efficiency, quality and sustainability standards demanded by the Aguas Group, a series of evaluation policies and procedures have been established, which at the same time seek to build fair, responsible and lasting relationships with suppliers, based on in compliance with the rules of timely payment and impartial competition in bidding processes.

• Supplier policy:

Specifies the company's commitments in relationship with its suppliers.

• Purchasing policy:

Provides guidelines to execute the acquisition of goods and contracting of services based on corporate interests, standards and legislation, establishing transparent, competitive and efficient processes, with an approach that adds value to the company's sustainability strategy.

• Decalogue of suppliers:

Establishes the expected behavior for all suppliers of goods and services in the group (29).



1,829

suppliers integrated the company's value chain in 2023 (vs. 1,792 in 2022)

96.5%

They were local suppliers (vs. 94% in 2022).

59%

They were SMEs (same percentage as in 2022).

39

were significant tier 1 suppliers (30) (vs.36 in 2022).

\$ 375,290

million was the total spending on suppliers in 2023 (vs. \$346,625 million in 2022).

In 2023, 160 public and private tenders were carried out; six were awarded to new suppliers. In the bidding rules and contracts there are informative clauses on at least one of the following matters: energy efficiency, environment, occupational health and safety, compliance, gender equality and conciliation and human rights.



(29) Additionally, on the Aguas Andinas Supplier Portal you can find the following company documents: Code of Ethics, Supplier Integrity and Compliance Manual, Energy Policy, Diversity and Inclusion Policy, Inclusion Decalogue and ARIBA Manual.

(30) Level 1: suppliers that directly supply goods, materials or services (including intellectual property and patents) to the company.



Climate change performance disclosure program

In 2023 and for the fifth consecutive year, the company participated in the CDP (Carbon Disclosure Project) Supply Chain program, an initiative that seeks to contribute to the sustainable development of the supply chain with a survey that addresses issues associated with global warming.

Supplier qualification

Once a year, the Purchasing Management evaluates significant suppliers with the objective of mitigating the risks associated with the operational continuity of outsourced critical services and reporting compliance with minimum management standards in matters related to sustainability. This task has the collaboration of nine certifiable management areas and an external consultant.

With an evaluation scale from 1 to 7, the consultancy applies a quality survey in remote work sessions in which representatives of the supplier and the management team participate.

Suppliers that obtain insufficient grades must submit improvement action plans that are evaluated by the contract administrator in charge of the service.

This methodology, in application since 2020, has made it possible to have the necessary data to monitor sustainability management in outsourced critical services and project trends.

In 2023, 36 of the 39 critical suppliers (that is, 92% of the total) were evaluated in the following management areas:

Sustainability management

- Quality
- Compliance
- Environment
- Energy management
- Occupational health and safety
- Business continuity
- Labor inclusion
- Gender equality
- Reconciliation of work, family and personal life.
- Human rights
- Information security

The results showed that 59% of the evaluated suppliers have a high degree of compliance (greater than or equal to 70%), another 33% have a medium degree of compliance (between 40% and 69%) and only 8% has a low degree of compliance (between 11% and 39%). None had a zero level of compliance.

The average achievement was 74%.

In addition to this annual evaluation, each supplier must periodically update (in a digital

platform) critical information about its services, including environmental and safety indicators. Keeping this data up to date is a requirement for the release of payments.

Likewise, periodic on-site audits and supervisions of the works are carried out, especially in the works with higher risks, with a focus on occupational safety standards. If an Aguas Andinas worker identifies a non-compliance with any of these standards, he has the obligation and authority to stop them.

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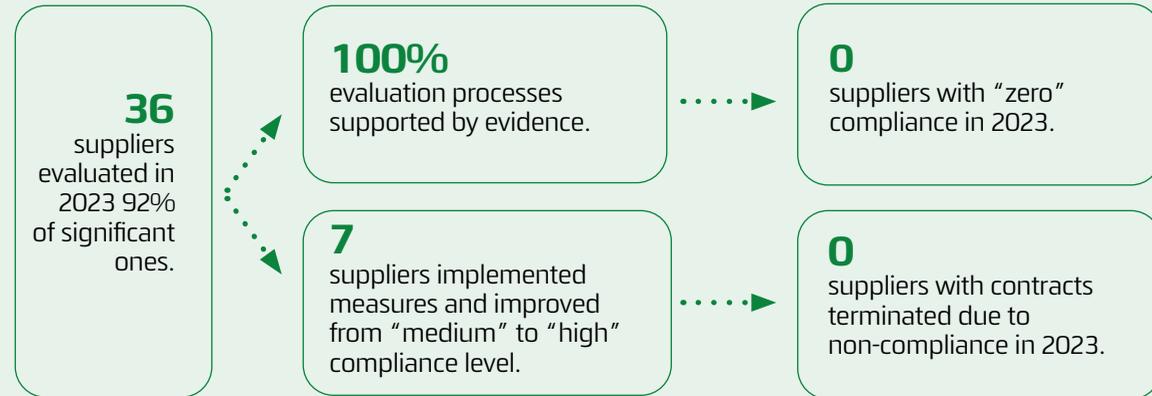
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Main results of the annual monitoring of critical suppliers



Encouraging supplier participation in CDP

36 documentary evaluations of suppliers, since the work sessions with the supplier are through teams with the consultant and the supplier provides evidence according to the question in each area.

In 2022 and effective in 2023, and within the framework of the Regulation of Control of Contractor and Subcontractor Companies, Grupo Aguas incorporated an environmental summary form required of said companies to determine if there are critical environmental tasks associated with the service they perform. If declared, new requirements associated with environmental factors are generated, compliance with which is monitored through the Occupational Health Safety document management platform. Some of these critical tasks declared by this type of suppliers are transportation and/or Handling of Hazardous Substances, activities that generate the emission of particulate matter and gases and activities that generate noise emissions, among others.

ESG monitoring results	2022	2023
Total monitored suppliers	36	36
Suppliers with a high degree of compliance (greater than or equal to 70%)	14	20
Suppliers with a medium degree of compliance (between 40% and 69%)	18	13
Suppliers with a low degree of compliance (between 11% and 39%)	3	3
Suppliers with zero level of compliance	1	0

100% Of the significant Tier 1 suppliers evaluated, they carried out ESG capacity strengthening programs in 2023.

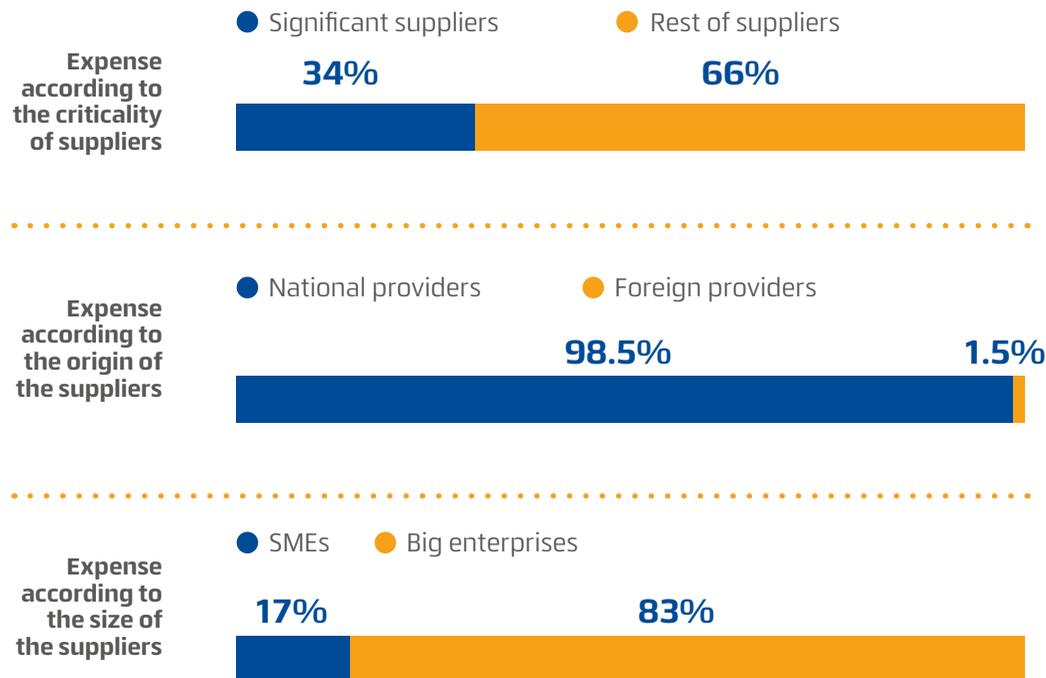
Integration of ESG aspects in purchasing and tender management

During 2023, the Purchasing Management and the Sustainability Deputy Management worked together to implement a supplier prequalification model with ESG criteria starting in 2024. At the closing of this report, this initiative was in the diagnosis stage and a implementation plan.

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GRI 204-1



1 supplier

Individually, it represents at least **10%** of the total purchases made in 2023.

For the Aguas Group, suppliers that are strategic or significant, called "critical", are those that provide services whose interruption or lack produces a high impact on operational continuity.

To be classified as critical, the service must be evaluated in a service risk matrix where the main outsourced services defined by the areas with high impact on the processes of product and service families, business continuity, image or reputation are considered. customer facing, environment and information security.

There are no critical indirect suppliers.

Prompt payment of invoices		Invoices paid in the year		Total (million of CLP)		Total amount of interest for late payment (million of CLP)		Number of suppliers		Registered agreements	
		2022	2023	2022	2023	2022	2023	2022	2023	2022	2023
National providers	up to 30 days	26,023	43,382	276,697	325,638	-	-	1,49	2,066	-	-
	between 31 and 60 days	3,511	5,805	77,392	112,016	-	-	545	813	-	-
	more than 60 days	430	197	1,799	7,705	-	-	82	60	-	-
Foreign providers	up to 30 days	31	159	1,42	4,102	-	-	22	57	-	-
	between 31 and 60 days	27	80	4,617	2,269	-	-	16	29	-	-
	more than 60 days	58	19	1,930	336	-	-	29	7	-	-

Supplier Commitments to Regulatory Compliance



- Suppliers are given the Supplier Integrity and Compliance Manual, with the purpose of providing and encouraging the application of guidelines, tools and good practices regarding the integrity of our suppliers.
- Each supplier has the obligation to sign a declaration of commitment to the Compliance Management System, which considers the company's Human Rights Policy and remediation measures such as the complaints channel, among other contents.
- Press releases are sent quarterly to suppliers on different topics of the Compliance Management System; Information from the complaints channel appears in all of them. These communications are on the supplier platform, information module.

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Innovation

- 80 Innovation management.
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Roadmap: Pillar of digitalization and innovation



Commitment: Advance digital transformation and process security, improving the customer and community experience.

Challenge	Goals	Goals for 2024	Preview 2023	Observations	Status
Redesign processes with the aim of increasing the efficiency and digital transformation of the company, promoting R&D&I projects, active management and digital connection of the operation, improving the customer experience and the availability and transparency of information.	Promote R&D&i and be a reference in innovation in the water and environment sector	1.- Achieve recognition of the company's innovation initiatives during the period.	3	In 2023, three relevant recognitions were received: the Innovation with Impact of the Year award from the Innovation Club; first place in the Utilities category of the Most Innovative Companies ranking, and recognition from the PUCV Biochemical School for Aguas Andinas' leadership in environmental biotechnology.	✓
		2.-Develop three R&D&i initiatives.	21	The objective was met in 2020. Currently there are 21 initiatives in the portfolio.	✓
	To be a leading company in an Industry 4.0 context.	1.- Achieve 99.9% availability of remote-controlled infrastructure.	99.7%	During 2023, improvements were made to the Contingency Operational Control Center to improve the availability and resilience of the infrastructure, maintaining the 2 hours.	✗
		2.- Implement telemetry in 100% of wells.	57.4%	As of December 2023, telemetry has been implemented in 143 wells.	✗
		3.- Achieve digital communication for 100% of the facilities with remote control.	65.6%	As of December 2023, 295 facilities have been migrated to TETRA digital communication.	✗
	Lead the digital connection with customers and improve the user experience.	1.- Improve customer experience on digital platforms.	75%	Account verifications are carried out in the main social networks of Aguas Andinas (IG - Twitter X - Facebook). The new WhatsApp Business service channel is formally launched to all clients, with the use of the artificial intelligence virtual assistant Celeste, thus giving structure and coherence to the planned service model.	✓
		2.- Facilitate stakeholders access to information	80%	The development stage of the Contact Center platform change begins. A digital channels committee is created led by the IT area. The website analytics strategy is strengthened. APP channel architecture change is made. The artificial intelligence usability strategy begins to be developed, grouping and designing the 2024 strategy.	—
	Evolve in data management.	1.- Automate 100% of priority data.	85%	Progress is being made in the implementation of the data governance model, and in the configuration and implementation of cloud architecture. Delivery of data models and indicator dashboards. Progress of integrated asset management project.	✓

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● GRI 3-3

Innovation Management

The various challenges that Aguas Andinas has taken on since its origin - such as the expansion of wastewater treatment, the increase in hours of autonomy and the search for new water sources - have driven the search for innovative solutions that set the standard in the industry. Over the years, the company has developed a solid innovation system based on a strategy aligned with its business objectives, with governance that involves the entire organization and a balanced portfolio of projects that enhance growth and efficiency to contribute to a most sustainable city. Key to the success of this model has been the construction of links with startups and research centers for the joint creation of solutions.

At Aguas Andinas, innovation focuses on applied research and experimental development of new products or processes.

Open innovation		Internal developments	Cetaqua, Water Technology Center
Technological exploration	Development		
After achieving a clear understanding of the problem to be solved, together with expert developers, a global search for high-level technological solutions is carried out to evaluate and adapt them to the company's context.	Once the need for a new solution has been identified, potential partners are sought with whom to begin joint development, after which an innovation process based on the company's methodologies.	The professionals distributed in the different operational areas of the company create technological solutions based on their experience, to address the practical problems they face, or make certain processes more efficient.	Non-profit entity created by Aguas Andinas, the Federico Santa María Technical University and the Higher Council for Scientific Research (CSIC) of Spain, to generate research projects that lead to technological solutions with which to advance towards comprehensive management of water and the environment.

\$1,044 million pesos was Aguas Andinas' total investment in R&D&i during 2023, equivalent to 0.16% of sales.

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● GRI 3-3

Innovation strategy

To keep up with the challenges of the business and the environment, in 2023 the company updated its innovation strategy, an activity that it now defines as “unique solutions in the sanitation industry in Chile that present a medium-high level of uncertainty”(33) and they believe in high-impact value in the economy, in the customer experience and in the environment.” On the other hand, the focuses were maintained:

Water resources and adaptation to climate change

Strengthening operational resilience

Sustainable development and shared value

Innovation governance

The Innovation area is in charge of developing the complete process, providing support to three key internal actors - those responsible for projects, their sponsors and the Innovation Committee -, along with maintaining contact with the technological ecosystem in search of new project opportunities.

The Innovation Committee is made up of the Deputy Innovation Manager and representatives from various areas of the company who meet monthly (34). Additionally, the Transformation Director and the Innovation Deputy Manager are responsible for communicating relevant projects and topics in the area to the Board of Directors every six months. After several years of positive results applying this model, it was decided to expand this process to include corporate intrapreneurships with a focus on efficiency and innovation projects that are scalable within the company and can become new business models. To do this, the Corporate Venturing methodology is being adapted, a type of open innovation that considers alliances with startups. Aguas Andinas already had two internal Corporate Venturing cases in 2023: the Huechún fertilizer and a development linked to the inspection and diagnosis program for the potable water and sewage networks. This set of initiatives, one of the main lines of work in innovation, aims to obtain complete diagnoses of the pipelines in demanding operating conditions - high-speed flows, poor visibility, sloped routes, etc. -, without the need to interrupt the service, in order to reduce the cutting requirements associated with these tasks.

(33) With at least three uncertainty factors

(34) The directors of Transformation, Operations, Service Management, Organization and People, and the managers of Information Technology, Customer Experience, Planning, Management Control and Accounting.

(35) Stages of the innovation process: detection of problems and opportunities; search for alternative solutions; design and experimentation; validation, and escalation.



Cetaqua Chile

Aguas Andinas is a partner of the Chilean Water Research Corporation, or Cetaqua Chile, a non-profit corporation established in 2015 with the mission of researching and developing technological solutions for the integral water cycle and caring for the environment. It is based on a collaboration model between the private sector, academia and the State, which has been quite successful in Spain, where it has three operational centers, in Barcelona, Galicia and

Andalusia. The other partners of Cetaqua Chile are Veolia, the Federico Santa María Technical University and the Higher Council for Scientific Research (CSIC).

Aguas Andinas signed a three-year, extendable contract with Cetaqua Chile in 2022, entrusting it with the design and execution of applied research projects and the identification of relevant studies in academia and other centers.

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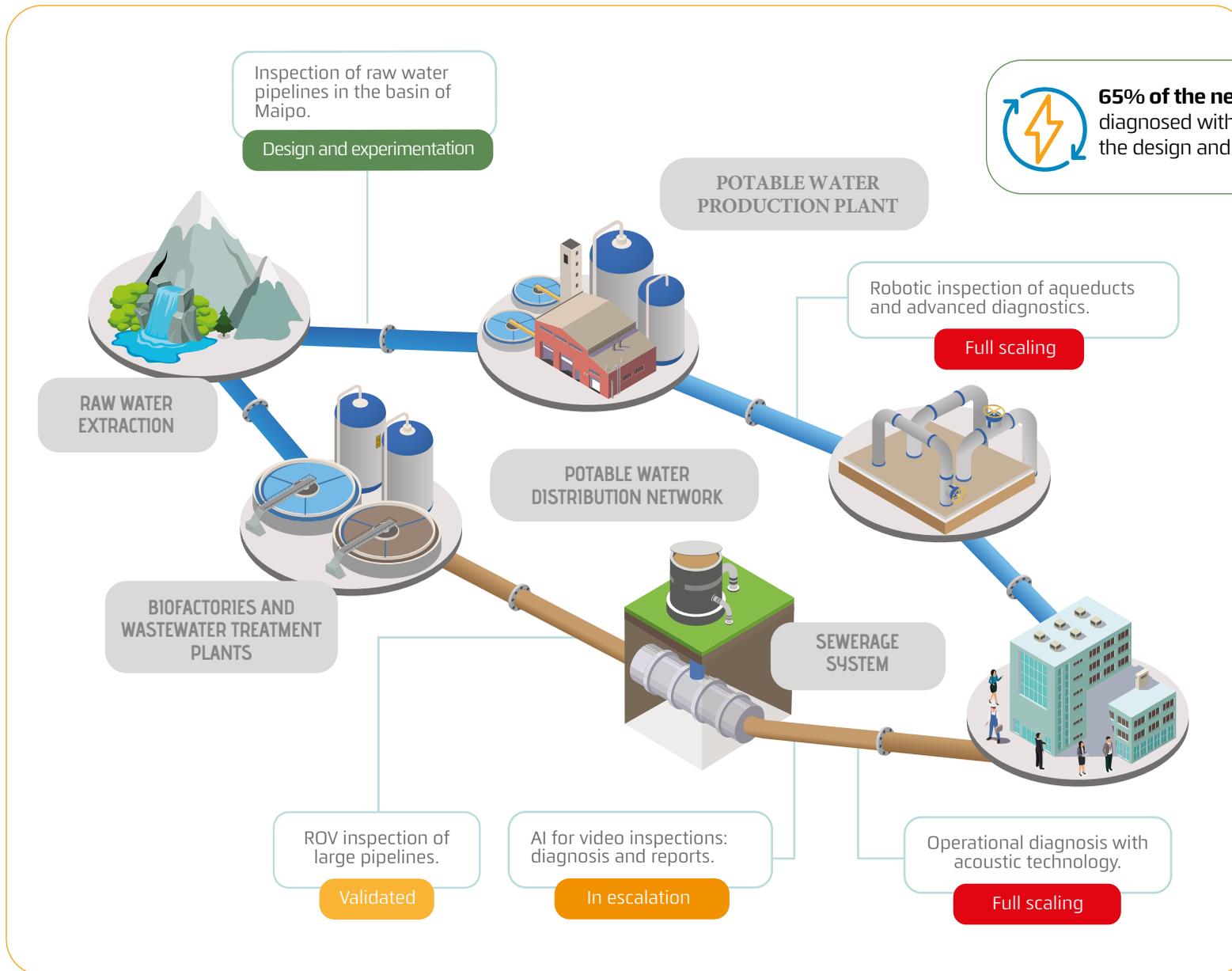
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Innovations applied to the infrastructure of the water cycle



65% of the network of aqueducts was diagnosed with this system, 40% during the design and validation stage.

Robotic inspection of aqueducts

This is the second case of Corporate Venturing. Remotely operated vehicle or remotely operated vehicle. In alliance with the local robotics startup Maquintel, it consists of the development of an ROV(39)submersible to inspect the three large aqueducts that supply potable water to Santiago. It was evaluated between 2020 and 2021, more than proving its ability to travel through the pipelines in conditions of difficult access and high flow speeds. In addition, it generates significant savings. It is in the escalation phase.

Rapid assessment of the condition of the sewer network with acoustic technology

One of the company's main challenges is to address the large number of obstructions that occur in the sewer network (250 every 100 km). This led to testing an acoustic technology that allows obstruction levels to be quickly identified. Together with the Advanced Collection Management area and the operational centers, the solution was validated in 25.3 km of network with very good results in terms of efficiency and accuracy of the diagnosis. Its use became widespread starting in November 2023 and is expected to help design more effective maintenance programs, concentrating efforts where infrastructure renewal is truly needed.

(39) Remotely operated vehicle or remotely operated vehicle.

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Artificial intelligence for video processing in sewer inspections

The application of artificial intelligence presents a great opportunity to increase process efficiency and address new operational challenges. For this reason, in 2021 the company launched an international search for technological alternatives for the automatic processing of video images captured in sewer inspections. With the collaboration of Fluid Robotics, he finally adapted a solution that has shown very good performances. In the

industrial validation stage, which was carried out last year, 810 diagnoses were carried out in accordance with NASSCO standards and Chilean regulation. In addition, it proved that it can accelerate the diagnosis process of the collection network and be useful for quality control of contracts and subcontracts. It is in the escalation phase.

Inspection and diagnosis system for large sewer pipes

Aguas Andinas did not have the internal capacity to diagnose large diameter wastewater pipelines, a task that had to be outsourced at a high cost. In alliance with Maquintel and the support of Corfo—which provided 80% of the financing—the company developed a robotic inspection system capable of monitoring the interior of large collectors while they are in operation, providing world-class diagnostics, both operational as structural. The project was validated in 2023 and the scaling phase has already begun.



90% of sewage large size can inspect the new robotic system under real operating conditions.

Reuse project in wastewater treatment plants

As a result of an internal collaborative ideation process that was carried out at the initiative of the company's workers, in 2023 an effluent reuse system was implemented in operational and maintenance activities in treatment plants.



Diagnoses 10 times faster and much more reliable than those carried out by human operators can be carried out by the new video image processing system.

Innovation Awards

PUCV recognition

As part of the commemoration of its 54 years, the School of Biochemical Engineering of the Pontificia Universidad Católica de Valparaíso awarded the company recognition for its leadership in research in environmental biotechnology and its contribution to the advancement of bioprocesses.

Ranking Most Innovative Companies

In November 2023, Aguas Andinas obtained first place in the Utilities category in this ranking prepared by El Mercurio, ESE Business School Chile and MIC Business Consulting, taking into consideration dimensions of innovative processes such as strategy, culture and leadership

Innovation with Impact of the Year

During the CEO Meeting 2023, the Innovation Club awarded the company in the Innovation with Impact of the Year category for leading projects that highlight its commitment to sustainability and have a positive impact on adaptation to climate change, including Huechún.

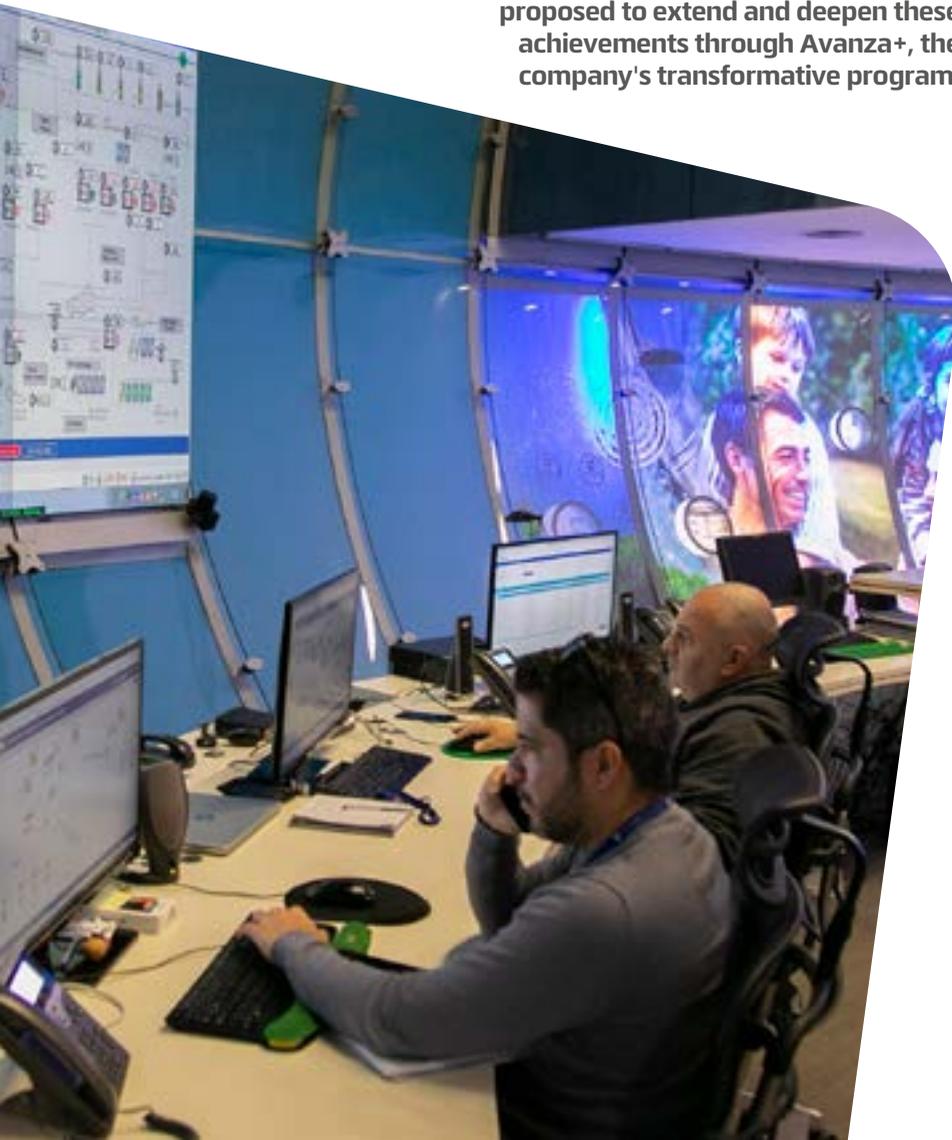


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Digital transformation

Through the digitalization of its operations, Aguas Andinas has obtained significant gains in terms of efficiency and proximity to customers. In 2023, it was proposed to extend and deepen these achievements through Avanza+, the company's transformative program.



Data governance

One of the areas of action of Avanza+ is data governance, where it has been proposed to systematize the use of information to ensure its timely availability and correct use. The idea is to manage its entire lifecycle on a single, traceable basis that encourages self-service.

Automated regulatory reporting

13 initiatives linked to optimizing data governance are developed, which include the design of a governance model and a mechanism to generate the reports required by the regulator automatically and with digital verification, with information stored in a single repository. In 2023, this second project helped speed up the preparation and presentation of the company's tariff studies.

7 addresses and 4 subsidiaries were already generating reports through the new system at the end of 2023.

Single repository of networking information

On the networks front, Avanza+ also has initiatives that aim at data centralization, with a view to integrating the diverse existing information on the status and operation of networks into a single platform. The goal is to have the best possible information on the parameters that impact the deterioration of the pipelines to make more efficient management throughout their life cycle.

In 2023, the IT area made progress in concentrating and organizing this information in a large central repository, in addition to granting access to the different user areas. Among other things, the above made it possible to segment the network into district measurement units (DMA), one of the initiatives of the Hydraulic Efficiency Plan.

Telecontrol and communications

Remote control allows you to manage assets centrally and automate the purification and sanitation processes. In 2023, the company completed the implementation of the automation project for the Punta de Águilas potable water plant, which is supplied by the La Dehesa canal. In this way, since December 2023 it has been operating without operators, who only make periodic visits to verify operating conditions. It is the company's first surface water plant to achieve this standard, which allows an operation that is more adaptable to the climate crisis and greater efficiency in the use of chemical inputs. Work is also being done on a broader automation plan, a task that requires in-depth knowledge of all the processes involved and the standardization of remote control tools, from the technology to capture data to the information access platforms.

Meanwhile, the flow of data between the facilities and the monitoring centers is carried out through an independent telecommunications network, with sufficient support to continue operating even after large earthquakes, but which always requires reinforcement. In 2023, events of inoperability and loss of operability due to fiber optic network outages caused by third parties were considerably reduced thanks to a resilience plan that began to be implemented in 2022.



As of December 2023, 94% of the company's facilities were telecontrolled from remote monitoring centers, a practice that enables centralized management and automation of processes in the water treatment and sanitation network. This is equivalent to 1 percentage point more than in 2022

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● GRI 3-3

Digitization of the customer experience and new channels

One of the pillars of Aguas Andinas' customer strategy is the digitalization of service channels, a process that experienced a strong boost with the changes in habits motivated by the pandemic. Every year projects are developed under the logic that clients can resolve all their requirements from their homes in the same way as they would in an agency. The reported period was no exception.



- In February, a new version of the Aguas Andinas app was launched, which gave more visibility to the main transactions that customers make remotely.
- With the help of the company Toku—a specialist in technological platforms for recurring payments—changes were introduced in the virtual office to facilitate automatic bill payment (PAC). Customers already registered on the page only have to click one click to subscribe to this modality. In the first three months since the measure was implemented, 6,000 new PAC registrants were added, a record for the company. The goal is for the percentage of clients with PAC to grow by two percentage points during 2024, from 11% to 13%.
- In November, a service channel was enabled through WhatsApp. In addition, new uses have been given to this messaging application to strengthen the bond with specific communities. For example, a group led by the head of Customer Management of the Northern Zone was created, in which the administrators of the 49 existing condominiums in Chicureo participate, through which relevant information is anticipated for customers, such as scheduled outages, so that they can spread it in their respective communities.
- To offer more payment options, the IT area continued to expand the integration of the Aguas Andinas virtual office with banking institution platforms. In 2023 Itaú and Banco Estado were added.
- As a pilot plan, in some agencies, attention was implemented through video calls for complaints that cannot be resolved by local agents.



Aguas Andinas has ISO 27001 certification on information security.

30,000

Monthly transaction payments were made through the app in 2023.

+ 400

Video attentions were scheduled per month.

1,100,000 clients

were enrolled in the virtual office at the end of 2023, 86% more than before the pandemic. This increase allows us to have much more detailed information about clients for better management of their needs.

35%

of clients received electronic receipts at the end of 2023, 5 percentage points more than in 2022.



In 2023, there were no incidents or complaints of privacy violations or loss of customer data, nor were there any information leaks.

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GRI 3-3, 418-1

Data privacy and cybersecurity

As the use of digital channels grows, it is necessary to strengthen the protection of customer, employee and supplier information. To this end, the company applies a series of protocols:

- A Comprehensive Security Policy
- A Security Management System Information (ISMS).
- A team of specialists and plans of business continuity that are activated in the event of situations that put the privacy of information at risk.

The ISMS is integrated into Aguas Andinas' corporate risk management and compliance through processes that ensure compliance with data protection and cybersecurity regulations in all operations. This includes

monitoring the channels that provide data, regularly assessing the risks that may affect information assets, continuously training staff in accordance with the annual cybersecurity plan, and including privacy practices in project design and tenders. Additionally, all the controls required by the Computer Crime Law (21,459) have been implemented.

Progress in these matters is reported to the Transformation Directorate every 15 days and reports are also issued to the General Management and presentations to the Board of Directors on topics related to cybersecurity, including a summary of the attacks, challenges and achievements of the period.



• **Aguas Andinas is the first company in Chile to have ISO 27001 certification on information security, version 2022. It also has PCI DSS 2.0 certification.** (40)

• **In 2023, there were no incidents or complaints regarding privacy violations or loss of customer data, nor were there any information leaks.**

Privacy Policy and Protection of Personal Data

The company has protocols to inform the user about the processing of information and personal data that may be collected when they visit the websites, download the Aguas Group app and register as a client or supplier. It applies to all companies that make up the Aguas Group.

The purpose of collecting information and personal data from users is to personalize attention to different customer requirements, in addition to maintaining a two-way communication channel to inform them about alerts or

notices of a commercial or operational nature related to the potable water and wastewater service of the properties linked to the user in the virtual office.

Aguas Andinas does not use customer data for other secondary purposes. If these terms are not respected, it is governed by its Internal Policy on Obligations, Prohibitions and Disciplinary Aspects, according to which non-compliance with the information security policy or other procedures defined by the Group Aguas give rise to the sanctions provided for by law,

in employment contracts and in the company's Internal Regulations of Order, Hygiene and Safety, which can range from reprimands to termination of the employment contract. In the event of non-compliance with security guidelines by suppliers or other third parties, Aguas Andinas issues written warnings to the supplier's representative or proceeds to immediately terminate the contract in case of serious violations.



Cybersecurity management in 2023

During the period, we faced an increase in the number of sophisticated ransomware and phishing attacks. It was also necessary to comply with more demanding regulations on the matter by the controller and the State.

One of the notable achievements in this regard was the mitigation in less than 10 seconds of "zero-day" vulnerabilities, those newly discovered that hackers use to attack systems. In addition, advanced technologies were successfully implemented to mitigate threats and lateral movements of artificial intelligence-based malware, significantly increasing the control of cyberattacks and the leakage of personal data and confidential information, along with enabling the development of a dashboard comprehensive cybersecurity.

Audits	Trainings
Four audits were carried out in 2023, covering the review of policies, procedures, incident response and controls for data handling and leaks; verification of compliance with regulations (including ISO 27001 and PCI standards), and evaluation of the effectiveness of the training and awareness plan for Aguas Andinas personnel. They were carried out by external companies, such as IRAM, AENOR, Assertiva and Veolia.	In compliance with the annual development plan of the Technological Risk area, in 2023 training on personal data privacy and information security and cybersecurity for Aguas Andinas employees was carried out. This plan focuses on the secure management of personal data and the prevention of situations that may put the security of information at risk.

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(40) Payment Card Industry Data Security Standard.



New forms of leadership and work

- 90 Talent management
- 93 Diversity and inclusion.
- 95 Occupational safety and health
- 98 Labor relations.
- 100 Benefit Programs.



Roadmap: Pillar of new forms of leadership and work



Commitment: Promote an organizational culture of collaboration, based on leadership and autonomous and diverse teams.

Challenge	Goals	Goals for 2024	Preview 2023	Observations	Status
Promote a culture of leadership and new ways of working through the incorporation of new profiles, the promotion of Smart Work and equal opportunities, guaranteeing occupational safety and health of internal and external workers, and always ensuring their job satisfaction.	Attract and retain talent for the current and future needs of the organization.	1.- Promote the incorporation of STEM profiles.	82%	In 2023, 82% progress was made.	✓
		2.- Annually recognize at least 5% of the workers.	347%	During 2023, 17.3% of the workforce was recognized, within the framework of 7 events that brought together a total of 370 people, 347% of the committed goal.	—
	Promote new ways of working.	1.- Establish teleworking for 80% of workers in the corporate building	100%	The company closed 2023 with all the staff of the corporate building eligible to operate in hybrid mode (3 x 2), benefiting 537 people from this measure. Due to its nature, teleworking can only be adopted for certain types of functions.	✓
		2.- Implement new ways of working.	100%	In 2023 Aguas Andinas published its Hybrid Work Policy.	✓
	Implement equal opportunities with inclusive and diverse environments that promote the well-being of workers.	1.- Increase the rate of workers with functional disabilities to 1.5%.	1.40%	The company has worked hard to raise awareness and has participated in several job fairs to attract talent with disabilities, exceeding what is required by law. The aim is to continue increasing this proportion in the medium term.	✓
		2.- Increase the rate of foreign workers to 6%.	7.22%	120% of the goal has already been achieved. The law allows a maximum of 15% foreign workers, a figure that the company intends to achieve in the long term.	✓
		3.- Promote that 50% of new hires in STEM profiles are women.	58.30%	Various actions to attract STEM profiles contributed to exceeding the goal for 2023. In addition, progress was made by 27.3% compared to 2022.	✓
	Strengthen a new style of transformative leadership, driver of change, collaborative, challenging and inclusive.	1.- Promote and enhance the development of workers with high potential.	100%	The development plans for qualified high-potential people in 2023 included gap measurements (assessment center), coaching, strengthening of leadership competencies and the Water Master, among other actions.	✓
		2.- Conduct multidirectional evaluations of executives.	0%	The assessment center system continued to be applied to executives, but the climate survey was prioritized. Aguas Andinas entered the GPTW ranking.	—
	Promote well-being and guarantee occupational health and safety.	1.- Reduce the frequency and severity tariffs of own and subcontracted workers	IF: 5.4 IG: 0.12	In 2023, both indices exceeded the limits set as objectives (IF of 4.92 and IG of 0.06). There were no fatal or serious accidents. The indices were impacted by the country's public security condition, with 17.4%	✗

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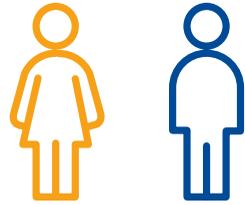
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Aguas Group staff by gender, as of December 31, 2023



See more HERE

Society	Women	Men	Total
Aguas Andinas	295	1,072	1,367
Aguas Cordillera	13	108	121
Aguas Manquehue	1	12	13
Ecoriles	20	244	264
Hidrogística	15	58	73
ANAM	108	185	293
Aguas del Maipo	0	2	2
Total Group	452	1,681	2,133

Endowment ● GRI 2-7, ODS 8

The human team occupies a central place in the efforts that Grupo Aguas makes to generate shared value. In this area, it has defined the following key areas where it focuses its efforts:

- The well-being of people and their families, contributing to their health and occupational safety and an adequate balance between their work and family life;
- Constant training and improvement in your employability;
- A good work environment, supported by an organization open to diversity and the contribution of everyone, without discrimination and seeking gender equality.

94.9% of the staff has an indefinite contract

100% works full time.

88.7% of the total is unionized

Cultural transformation

One of the great challenges that the People Department addressed in 2023 was the deployment of the new Avanza+ initiatives, the company's strategic transformation plan, which has a work front focused on organization, culture and talent. Until 2022, the challenge was to achieve a more horizontal organization; in the reported year, the emphasis was placed on increasing the company's adaptive and resilient capacity, making working methods more flexible, developing new leadership profiles and reinforcing internal commitment.

Labor flexibility

Changes in Chilean labor legislation in recent years, as well as the use of new technologies and ways of working, require constant adaptation by the company. For this reason, one of the Avanza+ initiatives aims to execute actions that enhance Aguas Andinas' capacity to respond with agility to the demands of the environment and regulatory institutions.

Boosting recognition and communication

Over the years, the company has created different instances to highlight the commitment of its workers to their daily tasks, which are of vital importance for the population of Santiago. It also seeks to keep staff permanently informed about the progress of the corporate strategy. These initiatives are summarized in:

- Field recognition of operational teams by the Directorate and General Management.

A new policy for the hybrid work modality

The company published its Hybrid Work Policy in 2023, formalizing protocols for the flexible modality that it began testing a few years ago, initially with a small-scope pilot plan, and then massifying it following the pandemic in various formats that crystallized in the current system of three days of in-person work and two days of teleworking (3 x 2). The new document consolidates this system, regulating definitions, scope and times of digital disconnection, among other topics. Along with the above, a remodeling and updating of the company's physical spaces was carried out, aimed at adapting them to the hybrid format and promoting collaborative work.

During the reported period, actions continued to be implemented to enhance behaviors linked to proactivity, individual responsibility, empowerment and autonomy of those who belong to the teams

Dissemination of Stories of Change to promote cultural transformation.

- Strengthening internal communication with communications and newsletters.
- Organization of internal events led by workers and with the participation of experts, which report the latest company news on various action fronts.

in hybrid work. This, along with practices that encourage productivity in said format, including new ways of collaborating and the use of coinciding time windows.

Hybrid leadership

As a result of the massification of new ways of working and other changes that have occurred in the work environment, leaders are facing challenges that they have never had before, with an increasingly shorter adaptation time. In this context, it is essential to identify the obstacles they may encounter and help them develop new skills to overcome them. This is one of the goals of Avanza+.

With the collaboration of external consultants and the Directors' Committee, in 2023 the People Department defined nine competencies that the company's leaders must develop to guarantee an optimal hybrid experience for all members of their teams.

62 leaders were evaluated in the nine competencies in 2023, participating in training sessions and hybrid leadership workshops.

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Talent management



Having critical skills and knowledge is one of the main concerns of any company and especially of an organization like Aguas Andinas, protagonist of an industry that requires high specialization and constantly evolving technical capabilities. That is why talent management is one of the group's strategic levers and another of the pillars of Avanza+'s Organization, Culture and Talent front.

In 2023, the needs for key expert knowledge for the business were identified, in order to acquire, transfer and retain it. This plan involves the identification, enhancement and deployment of specialized talents within the organization, ensuring that each professional contributes with their unique experience to the company's strategic objectives, strengthening its competitiveness, capacity to respond to new challenges and stimulating innovation.

- **A two-dimensional matrix was implemented to identify critical and expert positions.**
- **50% of managements identified their expert knowledge in 2023.**
- **The Talent Committee defined 146 critical positions, equivalent to 19% of the total positions in the company, which will be prioritized in the retention matrix.**

Based on the first results, in 2024 mentoring for experts will be carried out and succession and career development plans will be designed for current and future positions. To meet the demand for expert knowledge in the future, an internship scheme was also established.

In parallel, the company continued to strengthen itself as an employer brand through participation in job fairs and agreements with higher training institutes, such as Inacap and Duoc UC.

Empowering the water experts of the future

An important part of Aguas Andinas' business-critical knowledge is related to water management and efficiency. For this reason, the company and the Faculty of Forestry Sciences of the Universidad de Chile signed a sponsorship agreement for the training of students of the new degree in Water Resources Engineering, which the university began to offer in 2023.

The alliance will last for five years and includes a series of benefits and professional options. One

example is the organization of annual master lectures on water management, which will be given by experts from the company. Students will also have access to Aguas Andinas' facilities and the possibility of doing professional internships at the company. The agreement also involves the award of a prize at the end of the course, which will be given by the company to the student with the best academic performance. In addition, both institutions will be able to propose activities for the development of teaching and research.

Performance evaluation and development programs ● GRI 404-3

Every year a performance evaluation process is carried out designed so that the staff can achieve professional stages within the organization and the company can identify those who have the appropriate capabilities to cover the needs of the business, trying to ensure a balanced representation between women and men in positions of responsibility.

Professionals with outstanding performances (high potential) are evaluated through the assessment center system, through which psychometric tests and interviews related to in-depth job skills are applied. This method provides each person with feedback and allows them to know their aptitudes for eventual promotion to positions of greater responsibility. In response, career plans are defined with different actions aimed at developing their leadership and growth skills.

95% of the workforce participated in performance evaluations in 2023 and 20% were rated as having high potential.

39 calibration meetings were held during the year to finalize the company's talent map.

Two team mentoring sessions were carried out: Deputy Director of Digital Services and Head of Operational Performance.

Conducts and behaviors valued in the multidimensional evaluation



Eager to learn



Thinking beyond borders



Personal maturity and resilience



Understanding others

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Performance evaluation modalities applied in 2023

Type	Characteristics	Frequency
Management by objectives (41)	Evaluation that allows aligning transversal, individual and strategic goals, also assessing attributes of individual performance, such as commitment and motivation achieved as a team. Once the process is completed, new challenges and goals are agreed for the next period.	Annual with semiannual monitoring
Multidimensional evaluation (42)	Modality applied to all workers in the organization. It consists of measuring the frequency with which certain behaviors or behaviors occur that show how a person performs at work. The purpose is to identify gaps between current and desired behavior, depending on the position. Based on these findings, the competencies that need to be strengthened through various methods, such as training, projects or others, are determined.	Annual with semiannual monitoring

Internal mobility

The training programs and talent maps that the company has implemented promote internal mobility. The objective is that each employee can develop a challenging career within the organization, which motivates him or her to deploy all of his or her abilities and talents. To this end, the company disseminates internal vacancies on the intranet and offers mentoring for promoted workers who have not yet led teams. In 2023 it updated its Promotion and Internal Mobility Policy.

	2020	2021	2022	2023
Percentage of vacancies filled by internal candidates	74%	60%	33,4%	41%

- In 2023, there were 307 vacancies in the Aguas Group.
- 41% of the vacant positions were filled by internal candidates.

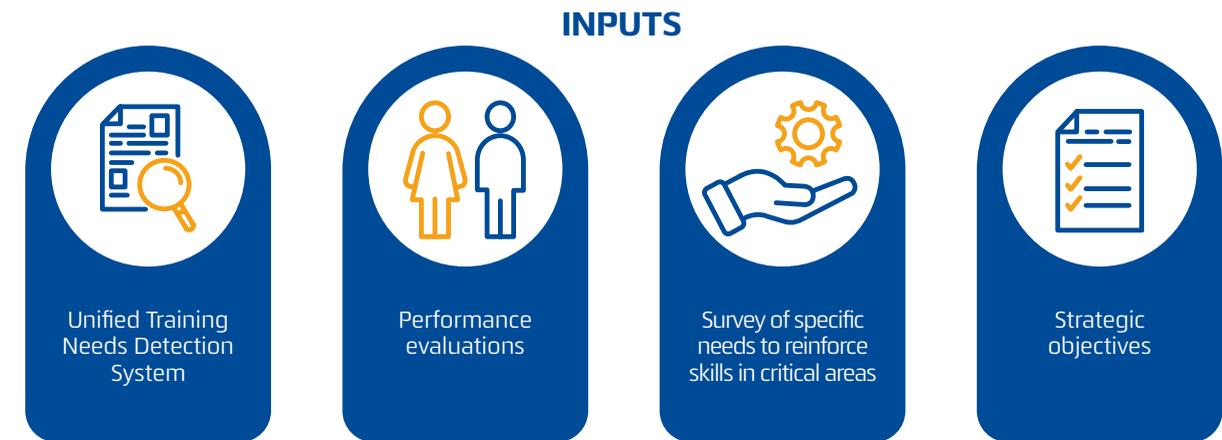
The decrease in the percentage of vacancies filled by internal candidates between the years 2021 and 2023 is mainly due to the fact that, as a result of the sanitation alert in 2020 and 2021, during those years the policy of promoting and mobilizing people from the group was established. In 2022 this rate will normalize.

(41) Refers to a systematic process in which employees have predefined and measurable goals that are set collaboratively at least once a year together with their immediate superior and are routinely tracked.

(42) Refers to a system in which employee performance is evaluated using a variety of data, not just the objectives set by a manager. This may include an evaluation of how the employee meets the values and objectives of the area or company, receiving feedback from peers, direct reports and other employees where a "360-degree" view of the employee's performance is provided.

Training ● GRI 404-1, 404-2

Aguas Andinas Training Program



The numerous offerings of courses and training opportunities available to those who work at the Aguas Group have been expanded with the integration of the company to Veolia, which gives great importance to work networks. Thus, professionals from different areas of Aguas Andinas were able to enrich their knowledge in other companies of the controlling group and, at closing, the opening of the Veolia training platform was in process for the members of its new Chilean subsidiaries, with which they will be able to access a much more extensive vision on crucial topics for the sanitation industry worldwide.

Among other advances in this area, during 2023 the company reformulated the contents of its corporate induction and deployed a program for contract administrators, the first version of which brought together 29 participants. In addition, it implemented a system to measure the effectiveness of its training programs and renewed the agreement with the Federico Santa María Technical University (USM) as the certifying house.

- The average investment in training per worker in 2023 was **\$ 282,622** 44% more than in 2022.
- In total, they invested in training **\$ 585,593,736** 29% more than in 2022. This corresponds to **0.09% of the company's total revenue in 2023**
- The total training time in 2023 was **97,325 hours** an increase of 6% compared to 2022.
- On average, each person received **47.02 hours** of training, exceeding the annual goal of 42 hours and the 2022 average (45.1).

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Key training programs for the business executed in 2023

Program	Impacts for business	Indicators associated with the impact
Master of Water Oriented towards technical and managerial profiles. Its objective is to provide participants with a comprehensive vision of the management of the urban water cycle and the management skills for making strategic decisions.	Consonance with the Sustainable Development Goals (SDG).	Prepare professionals for strategic positions. 20 high potentials were titled in 2023.
Non-Conformity Management Workshop It seeks to train professionals capable of understanding the relevance of a non-conformity, its potential origins, the correct application of methodologies for the analysis of causes and the definition of corrective actions in the context of the Integrated Management System.	Have appropriate professionals.	Train 73 professionals between 2023 and 2024. In the first year, 51% progress was achieved.



Training in 2023

Subject	Course / contents	Profile / positions of attendees	Number of attendees
Environment	Sustainable development	Transversal to the organization	368
	Environmental Assessment of Desalination Projects	Professional and executive	4
	Hazardous Substances and Waste	Technical and operational staff	385
	Diploma in Natural Resources Law	Professional	1
Occupational Health and Safety	Work at Height	Technical staff and operational	396
	Chlorine Gas (Hazmat)		33
	Confined spaces		31
	Confined Space Procedure		160
	Preventive Measures UV Radiation		19
	Supreme Decree 160		90
	Rules that Save Lives		2.019
	Introduction to Egtars		2.004
Discriminación	Safe Transit	Cross to the organization	1.968
	Webinar on non-binary identities		18
	Webinar on violence prevention in work spaces with a gender focus		20
	Diversity and Inclusion Training		285
	Recruitment and Selection with a Gender Perspective		1
	Raising awareness about parental rights		14
Anti-corrup-tion	Business case simulation	Cross to the organization	376
	Experiential compliance simulator		31
	Induction to the compliance field		147
	Compliance Management System		130

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GRI 3-3

Diversity and inclusion

See more HERE

For Aguas Andinas, diversity and inclusion offer a competitive advantage in the sustainable development of the business, allowing the corporate vision to be put into practice, advancing the strategy and reflecting cultural values. With this framework, Aguas Andinas has applied a Diversity and Inclusion Policy since 2018 based on four pillars:

There is also a Diversity and Equality Committee in charge of developing these lines of work through annual plans and periodic reviews of results. It is made up of 13 people from different areas, with the presence of union representatives and a balance between women and men in its composition. Its members were renewed in 2023.

- Gender equality
- Cultural diversity
- Inclusion of people with disabilities
- Sexual diversity

What we understand by diversity and inclusion

Diversity	It is the formation of work teams made up of people of different genders, origins, cultures, perspectives, ideas, nations, ethnic groups, unions, generations, sexual orientations, skills, abilities and all the characteristics that distinguish people.
Inclusion	It is the promotion of a work environment that respects and values individual differences and rejects all types of discrimination, offense, workplace or sexual harassment, abuse of authority or other form of hostility or aggression, both against the company's workers and against their employees, clients and other stakeholders, complying with all current legal and regulatory provisions.

Gender equality

Aguas Andinas ensures equal opportunities and non-discrimination between men and women from the moment they apply for a position and then throughout the professional development of people in the organization. In this sense, efforts have focused on moving towards closing salary gaps, achieving a true balance between work and personal life, flexible hours and female leadership. Objective indicators have been defined to measure progress in these matters, which are periodically reported to the Veolia group.

Available at: <https://www.aguasandinas.cl/web/aguasandinas/comunidad-y-personas>

See more HERE



Extension of Chilean Standard 3262

Aguas Andinas has been a pioneer in the implementation of Chilean Standard 3262 on Gender Equality and Reconciliation of Work, Family and Personal Life, promoted by the Ministry of Women and Gender Equality. In 2023, it was recertified in its 2021 version, along with expanding the scope to the Santa Olga, La Florida and Las Vizcachas plants, and to two operating centers: Lo Gallo and Lo Prado. In total, there are 24 venues

21%

of the Aguas Group's staff was made up of women at the close of 2023.

The company has the goal of raising this percentage to 25%.

certified, corresponding to 60% of Aguas Andinas, 20 percentage points more than in 2022. This process was accompanied by a diagnosis and extensive awareness-raising work on the ground, which included training, talks and learning capsules in collaboration with Pride Connection, Fundación Discover me, SernamEG and other institutions.

Female leaders

The design of specific policies to increase the presence of women in leadership positions is one of the pillars of Aguas Andinas' management in this matter. In the selection processes for executive positions, a blind resume system is applied, so that those who apply are qualified exclusively by their work merits. The final shortlist must include at least one female applicant who meets the desired profile.

The company also adapted its recruitment and selection processes so that at least 50% of new hires in STEM profiles (science, technology, engineering and mathematics) are women, an indicator that is monitored monthly. Thanks to these measures, in the reported year this percentage reached 58.3%, an advance of 27.3% compared to 2022.

Additionally, during 2023, two company executives participated in one of the female leadership mentoring programs promoted by the company.

Alliances for equality

Aguas Andinas is registered in the Good Labor Practices and Decent Work for Gender Equality (BPLEG) Program of the SernamEG (National Service for Women and Gender Equality), which seeks to promote cultural change within labor organizations to favor the entry and permanence of women. In 2023 she was invited to be a mentor company for other organizations on issues of equity and equality.

The company also participates in the Andess Gender Equality Committee, where it shares its learnings and achievements in this area. Additionally, she works with Women Entrepreneurs on various initiatives, such as the election of the 100 Women Leaders of the year.

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Parental co-responsibility

One of the main obstacles that women face in the development of their working lives is the excessive burden of domestic and care responsibilities that they have historically had to assume. For this reason, Aguas Andinas promotes parental co-responsibility and equality between men and women through awareness-raising talks on parental rights and the importance of the father's role in raising children. In 2023, seven of these talks were given and a guide was prepared that provides information on the parental rights that both men and women have, the associated legal requirements and where to go if the company does not comply with them.

New breastfeeding room

As a support to workers who have been mothers and wish to prolong breastfeeding once the postnatal period stipulated by law has ended, the company inaugurated its first lactation room in 2023, which has the privacy, comforts, infrastructure and sanitation standards suitable for the extraction and maintenance of breast milk, as well as for breastfeeding. The room,

which is located in the corporate building, was recognized in the last Standard 3262 audit.

The above is in addition to the bonus that the company grants for paying for kindergarten, both to mothers and legal guardians of children up to five years old, with the aim of supporting their development and care, and reconciling work and life family of people.

People with disabilities

In 2022, Aguas Andinas surpassed in advance the goal it had set for 2024 of having 1.5% of its staff correspond to people with disabilities. In 2023 this indicator dropped to 1.4%, but is still higher than the 1% required by Law 21,015 on Labor Inclusion.

Currently, work is being done to continue increasing the incorporation of people with disabilities and to adapt the infrastructure to their needs. To this end, during the reported year, a survey was made of the jobs that require adjustments in this regard.

Furthermore, to respond to Law 21,275, which promotes the adoption of measures that facilitate

inclusion in work contexts, four company employees were certified as labor inclusion managers by Chile Valora, with the responsibility of promoting instances that promote equal opportunities for people with these characteristics.

The company, on the other hand, maintains a strategic alliance with Fundación Descúbreme, to facilitate workers in situations of disability with the necessary procedures to qualify for social benefits to which they are entitled.



Sexual and cultural diversity

The company is committed to building a work environment where everyone can freely express who they are, regardless of their sexual orientation and gender identity. To this end, communication and training actions are deployed.

On the other hand, to promote ethnic, social and value multiculturalism, internal instances are generated that lead to positive sharing of different origins, cultures and belief systems among those who are part of the company

At the end of 2023, 154 foreign people worked at Aguas Andinas, 7.22% of the total workforce.



1,4%
Of people with disabilities



7,22%
of foreign workers

Our code of ethics indicates that discrimination, workplace harassment and sexual harassment are condemned within the group's companies. Complaints in any of these areas are channeled through the corporate reporting channel and the reporting, investigation and sanctions processes are established in the corporate regulations for such purposes.



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Occupational health and safety

The company's occupational health and safety (OHS) management focuses on reducing work accidents and occupational diseases, maintaining the goal of zero fatal and serious accidents. These purposes are included in the Aguas Andinas Occupational Health and Safety Policy (2021), which is based on three pillars:

- Control the main risks, a task for which each employee is responsible. This involves ensuring that Grupo Aguas' health and safety standards and the Rules that Save Lives are applied in all operational activities.
- Fair culture, based on a positive approach to health and safety, the right to make mistakes, encouraging spontaneous reporting of incidents and dangerous situations, and proportional sanctions when rules are broken.
- Actors committed and involved with a proactive health and safety culture, where each employee is concerned about the well-being of themselves and others.

To specify these principles, different objectives are articulated related to both reactive indicators - for example, the year-on-year decrease in the number of accidents or days lost due to this concept - and preventive indicators, which include an increase in the number of safety visits and of training hours. Likewise, the company has programs to identify risks and report them to the respective committees and headquarters if dangerous acts or conditions are verified.

The OHS programs of Aguas Andinas, Aguas Cordillera, Aguas Manquehue and ANAM have been certified under the ISO 45001 standard, which covers 100% of the workers of these companies. Starting

based on this certification and the legal requirements at the local level, a process has been established to investigate workplace accidents.



2,163
people trained in
OHS in 2023.

100%
of Aguas Andinas staff
is represented in the
joint hygiene and safety
committees (CPHS).

**Contracts with third
parties must meet
the company's SSO
requirements.**

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Main components of SSO management

Field visits

Safety visits are a fundamental tool to reinforce commitment to the fair and proactive culture that the OHS policy promotes. They are carried out in different instances and by different roles:

- Directors, managers and assistant managers, in accordance with a work plan agreed with Veolia.
- Supervisors and leadership, within the framework of the Aguas Andinas Just Culture Plan, which is developed in alliance with ACHS-DEKRA.
- Joint hygiene and safety committees, based on their annual work plan.
- Company OHS advisors.

These visits are intended to detect risk situations in people or the environment in order to correct deviations and create healthy and safe work environments. In addition, they promote dialogue between the different hierarchical levels around a safety culture.

Positive leadership

With the incorporation of the group to Veolia, SSO leadership has been strengthened through the training of senior managers in leadership courses that provide tools to carry out more effective field visits, focusing on presenting security from a positive point of view and not punitive.

In 2023, this plan exceeded 290 visits, which covered the different Aguas Andinas facilities and involved its own workers and contractors.

Document platforms

The company has the SGI platform, which facilitates adequate control of documentary information (procedures, protocols and security standards), in addition to constituting the official route for validation and administration of documents from their origin. Likewise, it provides an appropriate system to manage corrective actions arising from audits, field surveys or any other inspection related to occupational health and safety.

For contractors and subcontractors, the company has the Contractor Management platform, which allows storing the information requested in accordance with the Subcontracting Law and processing work permits.

Emergency Preparedness

The Rapid Action Guides (GAR) and Aguas Andinas emergency plans provide guidelines for action in the event of an emergency. In addition, they are reference documents for organizing a series of drills throughout the year, which cover the different company facilities and the scenarios that workers may face.



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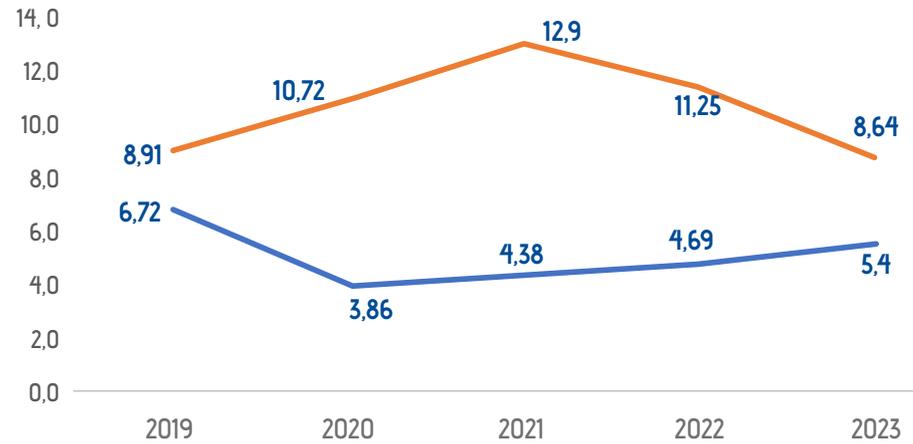
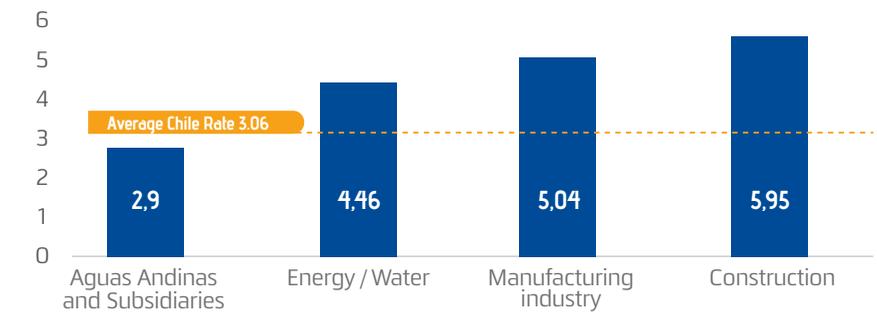
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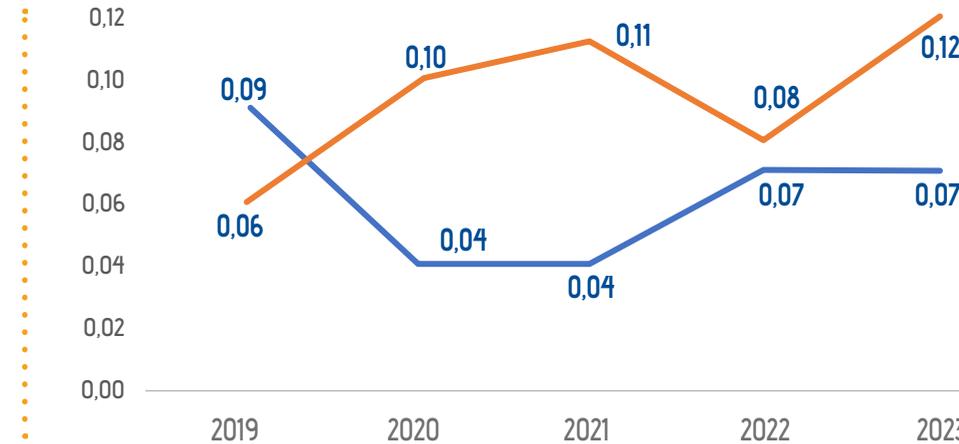
Comparative Accident Rate by Sector in Chile



Accident frequency rate (IF)

Frequency index (IF): (No. of accidents ÷ actual HH worked) x 1,000,000

- IF own workers
- IF contractor workers



Severity index (IG)

Severity index (GI): (Days lost ÷ actual hours worked) x 1,000

- IG own workers
- IG contractor workers

*The increase is due to the increase in days lost related to public safety accidents, which corresponds to 34% of the 0.12

Main risks

Risk identification and assessment are critical activities to define the controls necessary for each activity. In this sense, all workers can notify dangerous acts and conditions to their joint committees and management. Work in confined spaces continued to be the main risk to which the company's staff is exposed within its facilities. However, through appropriate controls, its levels have been kept below the maximums established by Supreme Decree 594, on basic sanitation and environmental conditions in the workplace.

Own workers		
0 fatalities and 0 illnesses professionals in 2023	23 work accidents among own workers, 3 more accidents than in 2022	511 days lost due to work accidents, 209 more than in 2022
Contractor workers		
0 fatalities and 0 illnesses professionals in 2023	80 work accidents among contractor workers, 13 less than in 2022	616 days lost due to work accidents contractors, 37 less than in 2022

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Labor Relations

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Through various communication channels, Aguas Andinas seeks to generate lasting bonds of trust, based on respect and mutual growth, with the different sectors that represent its personnel.

Main instances of representation from the workers



11 unions



Solidarity health fund



Joint hygiene and safety committees



Bipartite training committee



Committee for Chilean gender equality standard



ISTAS Committee 21



Costume committee

Collective negotiations

GRI 2-30

Improving the salary conditions and quality of life of its workers has always been the focus of Aguas Andinas when participating in collective bargaining processes. The company considers unions as key allies in the joint construction of adaptive capabilities in the face of changes in the environment, including those experienced by the labor market and the profile of new generations of workers.

Collective negotiations were held in 2023 with the three largest unions in Aguas Andinas, which total around 1,200 affiliates. In one

case an unregulated process was carried out and in the other two it was decided to follow the procedure provided by law. Agreements were reached with all of them within the legal deadlines, in a climate of cooperation and dialogue, which demonstrates the high degree of maturity that labor relations have reached in the company. Among the agreements contained in the new collective agreements, improvements in professional development scholarships and variable income options stand out.

(43) The measurement included job satisfaction, purpose, happiness related to work and stress, among other items.



Commitment and work environment

Maintaining a company's competitiveness—which translates into efficiency, agility and productivity—depends largely on the commitment of its human team. Aware of this, the company proposed measure the level of satisfaction of its workers in 2023, to subsequently promote actions that strengthen the motivation, meaning and purpose of the different teams. With this objective, Aguas Andinas participated in the survey developed by the firm Great Place to Work, a process that led to a work plan to address the findings that were made visible, among others, the need to improve internal communication.

GPTW 2023 survey results (43)

Satisfaction percentage	72%
Coverage of surveyed workers who responded to the survey	76%
Goal in percentage of satisfaction	70%

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Remunerations and Benefits

● GRI 401-2, ODS 3

Aguas Andinas' remuneration model takes as a reference market rents for equivalent positions based on compensation studies for companies with similar characteristics. Principles of competitiveness and internal equity, as well as financial balance, are also considered. The Compensation Policy defines annual hiring, promotion and evaluation procedures, according to equity and non-discrimination criteria applicable to the entire organization, including directors and executives.

During 2023, work was carried out on the completion of the implementation of a platform to manage

schedules and shifts in different locations. Projects to optimize the analysis and management system for medical licenses and the remuneration payment processes in subsidiary companies were also successfully completed. Likewise, the descriptors and evaluation of positions were updated, the assignments of services and activities by position were surveyed, and the roles and incomes were standardized to ensure internal equity after the internalization of the biofactories.

The company has a system called Transversal Regulatory Management, which has the advice of an external consultant. It includes the identification of regulations of legal rank and administrative nature, including those related to labor law. The information collected is brought to the attention of the People Department for subsequent application. In addition, each year evaluations are carried out in certain company facilities to verify compliance with standards and develop action plans to close any gaps that are detected, which are monitored.

Leaves and flexible hours for education and care reasons

The company adapts the schedules of those who work exceptional shifts so that they can complete their higher education in an optimal manner. On the other hand, those who care for people with serious illnesses are given the option of accessing the teleworking modality.

Benefit programs



In addition to the regular salary, Aguas Andinas offers benefits to directly improve the quality of life, health and well-being of staff and their families. In this matter, no distinctions are made by type of contract and many have been agreed as collective agreements. In 2023, benefits that had been suspended due to the pandemic resumed, including the use of the facilities at the La Farfana sports venue, the San Gabriel summer resort, the annual family party, and the winter and summer entertaining weeks. On the other hand, a series of programs that contribute to inducing a healthy life among staff continued to be implemented.

Sports programs

Aguas Andinas has 26 active sports branches and provides an economic allocation to cover the costs associated with participation in them. As of December 2023, a total of 683 people were registered.

Comprehensive Physical and Mental Health Program

It is made up of activities aimed at improving health and quality of life, among which preventive medical check-ups at the company's premises stand out to facilitate the attendance of workers. In 2023 they included ophthalmological examinations, blood pressure measurement, blood glucose measurement and other examinations.

In addition, the influenza vaccination process was carried out - which had a high evaluation from the workers - and the Health and Wellbeing Week was held, with prevention services and talks on physical, mental and social health.

The company also renewed its complementary health, life and dental plan insurance, which covers 100% of the cost of these benefits, exceeding the coverage provided by the primary health system.

Be Well Program

Open to all people in the organization, it has four axes:

- Fun capsules that teach how to properly manage personal finances.
- Awareness-raising talks on matters of care, stereotypes, gender identity and positive aging.
- Break gymnastics in 11 venues, twice a week.
- Psychological support, with 329 people served at the end of 2023 and a usability of 15% of the Aguas Group's staff.

Scholarships

With the intention of promoting the development of its personnel, the company invites each year to participate in the call for undergraduate scholarships to begin, continue or complete technical or university studies. The applications are studied together with the Bipartite Training Committee, made up of representatives of the company and the workers, and once the assignments are resolved, payment for the courses is managed. In 2023, undergraduate scholarships were awarded to 40 workers, including people continuing their studies. In addition, postgraduate scholarships are awarded, which in 2023 benefited 20 people studying programs on business-critical topics, with classes taught on work days and hours so as not to affect the balance between work and personal life.

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Benefit programs

HEALTH AND SAFETY BENEFITS



Influenza vaccine



Healthy nutrition(*)



La Farfana sports venue(*)



Supplementary health and life insurance



Health fair(*)



Annual family party (*)



Summer and winter entertaining week(*)



Aguas Contigo Benefits



Scholarship



Kindergarten for mothers with children up to 5 years

BENEFITS FOR THE FAMILY

BENEFITS FOR WORKERS



Voluntary retirement



Work disability subsidy



Sports and cultural branches



Family conciliation day



Flexible summer and winter



San Gabriel summer resort(*)

QUALITY OF WORK LIFE BENEFITS

● Aguas Andinas
Aguas Cordillera
Aguas Manquehue

● Grupo Aguas
● Aguas Andinas ANAM

(*) Benefits partially suspended in 2022 due to COVID-19 and resumed in 2023.

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Social value

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Roadmap: Positive Social Value Pillar



Commitment: Generate open and permanent relationships with stakeholders through communication initiatives and active listening, to contribute to the development of communities.

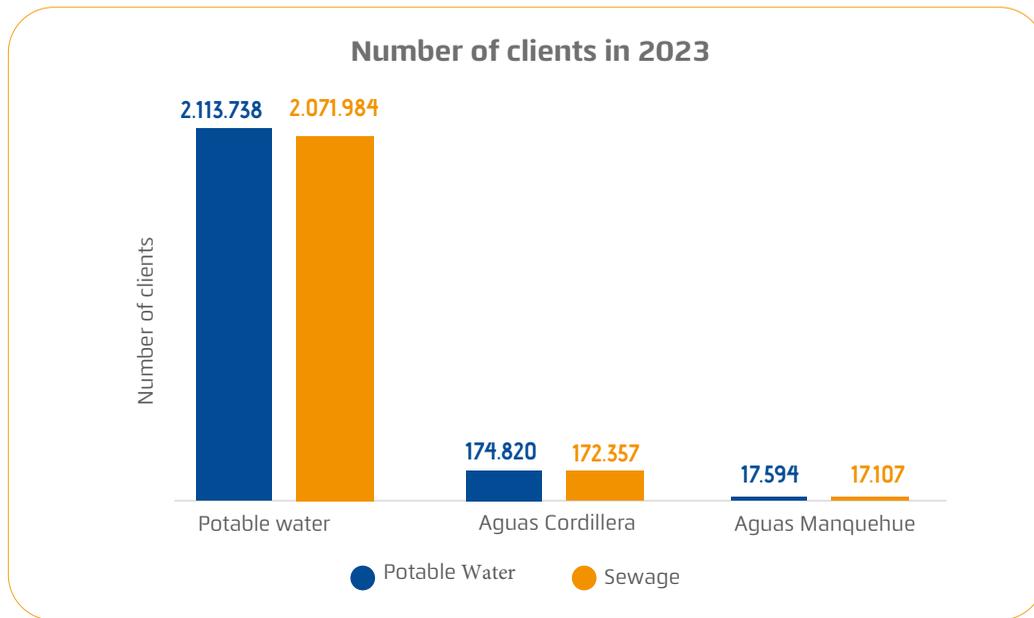
Challenge	Goals	Goals for 2024	Preview 2023	Observations	Status	
Strengthen relationships of trust and collaborate with universal access to potable water through the promotion of district dialogue instances, the dissemination of climate action and water care, and support for collaborative social investment projects.	Strengthen relationships of trust with different stakeholders based on transparency and collaboration.	1.- Promote instances of dialogue in at least 20 districts of Santiago.	100%	Local water strategies have been established in 30 districts with the collaboration of the authorities.	✓	
		2.- Promote environmental education in 450 schools in the Metropolitan Region.	246	The Agua en Curso program covered 122 establishments in 2023 and guided tours were carried out for 86 schools, vs. 40 in 2022. This figure is expected to double in 2024.	✓	
	Lead and disseminate the commitment of Aguas Andinas and its active work to confront the climate crisis.	1.- Invest in initiatives that promote the responsible use of water.	Biocidad dissemination actions – 2 thousand campaign against drought –, Water Reports with municipalities		Apart from the 30 local water strategies, Aguas Andinas signed an APL with the Municipality of Lo Barnechea, which in 2023 began its second phase. In addition, it participates in the Las Condes Water Council.	✓
		2.- Involve the community in the responsible use of water with educational visits to Aguas Andinas facilities.	>5,000 visitors	Over 5,000 people visited company facilities in 2023 and more than 64,000 in the last 13 years.	✓	
	Collaborate on access to potable water in urban and rural sectors, proposing innovative and sustainable solutions.	1.- Allocate an annual fund for sanitation connections in the homes of families in vulnerable situations.	\$100 million	18 connections in 2023.	✓	
		2.- Support innovative solutions to solve urban and rural potable water connection problems.	2 projects	Avanza+ includes a new focus on public-private collaboration with two notable projects: a particular wastewater solution for Villa Loreto (Talagante) and the construction of a potable water network for Pomairito (El Monte).	✓	
		1.- Implement at least one project to open company facilities to benefit the communities.	100%	In 2023, El Yeso-Laguna Negra park was opened to the public.	✓	

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Commitment to our clients

The Aguas Group's Code of Ethics recognizes that the viability of the business depends on satisfying the needs of potable water supply and sanitation for all people and organizations covered by its concession area, services that have been recognized by the UN as a human right. For this reason, the company maintains a commitment to the continuous improvement of its availability, quality and safety, along with integrating the social dimension in all its activities. These requirements involve an open dialogue with clients, based on accurate information, respect for the rules on commercially sensitive information, transparency of the procedures implemented and respect for competition rules.



2,306,152 potable water customers at the end of 2023 those that are subdivided by:
 Residential clients: **2,129,387**
 Industrial clients: **2,034**
 Commercial clients: **174,731**

Wastewater
 Residential customers: **2,261,448**
 Industrial clients: **2,037**
 Commercial clients: **151,001**

There are no clients that concentrate a 10% of income of the segment.

Quality and safety standards ● GRI 33-2

To ensure the quality and safety of their services, the Aguas Group's sanitation companies are certified in the ISO 9001 standard, which covers the production and transportation of potable water, the integrated management of distribution networks, the collection and purification of wastewater, the maintenance of the collectors, the management of biosolids, the maintenance of all production facilities and the processes of meeting customer and user requirements, billing, collection, collections and incorporation of new services.

Water quality ● GRI 303-2, 416-1, 416-2 ODS 6



Operators enter the data obtained from their samples into an online computer system (LIMS) to be evaluated centrally in the process control laboratory.

All water treatment plants have quality control laboratories, where samples from the different stages of the process are analyzed.

43 quality parameters are analyzed, grouped into:



Chemical and mineral levels



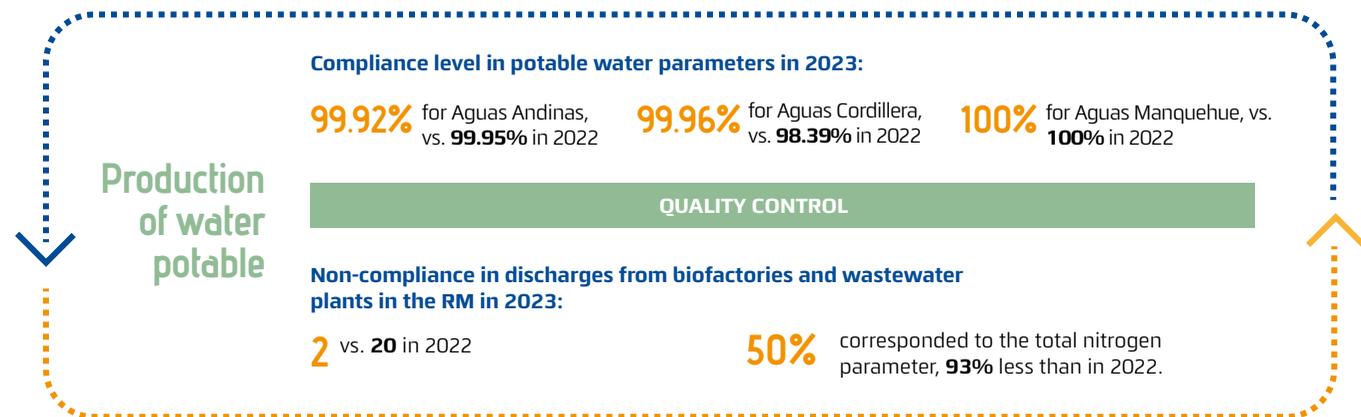
Turbidity and absence of microorganisms



Physical characteristics detectable by the senses



Disinfection



Wastewater monitoring is carried out in accordance with Supreme Decree 90/2000 of the Superintendency of the Environment, which regulates the discharge of pollutants into marine and continental surface waters by setting maximum permissible limits.

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Customer satisfaction

Aguas Andinas strives to continually adjust its processes to keep up with the increasingly high demands of its customers. In that sense, in recent years the standards set by the regulator have been exceeded, especially in relation to the continuity of services in the event of any event.

Care channels

To resolve customer requirements by offering more timely, decisive and accessible service, the company has 19 commercial agencies in Greater Santiago with self-service facilities, a call center and various digital channels.

In addition, it has signed alliances with banks, collection companies and supermarkets to increase in-person and remote payment options.

	Channel	Description	Number of services in 2023
On-site channels	Mobile Branch	Service agency mounted on a vehicle that is installed in different parts of the city following an itinerary disclosed in advance through of the municipalities. The objective is that clients who have difficulties going to commercial offices can also carry out their procedures in person. It allows you to strengthen the bond with neighbors and communities in isolated or vulnerable areas.	3,974
	Facilitators of attention	Staff who train clients in the use of self-care devices available in commercial agencies, helping to improve the experience and speed up service.	112,000
Remote channels	Contact Center	Telephone contact medium with artificial intelligence support and executives available 24 x 7.	1,405,023
	Virtual office	Website where users can carry out the same procedures that they solve agencies comfortably and safely.	3,219,341
	Video care	Alternative service with a specialized executive through a video call that can be scheduled in advance.	2,426
	WhatsApp service channel	Self-service channel to solve simple queries with the option to be referred to an executive for more complex cases. It was enabled in November 2023.	4,530
	WhatsApp group for specific communities	Channel created in March 2023 to maintain permanent and coordinated communication between Aguas Manquehue and the communities of the Piedra Roja and Chamisero sectors.	150

Territorial management

Created in 2021, the Territorial Management Directorate is responsible to clients for the technical interventions that the company makes in the field to ensure the continuity and quality of the service, which includes both preventive actions and those deployed in response to a supply interruption. In both cases, the aim is to ensure that the work is carried out with the greatest possible agility and efficiency, keeping clients always informed. To this end, the management has adopted a series of measures in recent years:

- Search for technological alternatives to support deployment in the territories and an exhaustive review of the structure available to respond to contingencies.
- Granting greater levels of autonomy to the teams that participate in technical assistance in the field.
- Application of a new model of linkage with contracting companies in charge of resolving customer requirements in the field, which allows us to be more efficient in the use of resources and anticipate problems.

Another key in this task is the coordination with the Operations, Clients and of Planning, Engineering

and Construction, which work together to resolve in advance situations that could impact the services that clients receive. For cases in which outages are inevitable, Territorial Management has protocols that indicate the necessary communication actions to keep the population informed and how to organize an emergency water supply in coordination with the relevant government agencies (SENAPRED and municipalities). The focus is on clients defined as critical, such as hospitals, which cannot do without potable water service. These protocols are tested in periodic simulations.

Additionally, the Territorial Management Directorate provides technical assistance to the communities grouped in the Rural Sanitation Services Systems (former APR) of the region. Through this initiative, the company collaborates in the effort to bring potable water and sanitation services to users located outside the urban limit, with Aguas Andinas personnel involved in offering training and professional support to rural leaders responsible for the operation of the systems that provide these services to the residents of these localities



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New model of interventions ● GRI 2-25

As part of the Avanza+ transformation program, a pilot project for early warning of scheduled works was carried out in 2023. Interventions were carried out in the city in a different way than the traditional one, calling on civil organizations close to the work sites on the ground. This modality allowed us to consolidate a new model that strengthens the link with the communities. In response to the good results, we will seek to increase its reach in 2024.

Other milestones of the Territorial Management Directorate in the year were:

- The consolidation of the contract model in the attention of technical requirements for the entire Metropolitan Region, which allows the improvement of field attention processes.
- The incorporation in contracts tendered with contractors of the obligation to design, implement and maintain a management model to promote the safety of people, the quality of work and the productivity of the contract.

Users can find information about supply outages in the City Jobs section of the Aguas Andinas virtual office.



Main supply cuts and contingencies in 2023

Aguas Andinas is always available to collaborate with other sectors and carry out projects that provide quality of life and connectivity to the inhabitants of Santiago.

• Scheduled outage due to construction of Metro line 7

In 2023, to facilitate the construction of Metro line 7, it had to modify a section of its underground network located in the Isidora Goyenechea sector. The works included the transfer of the San Cristóbal aqueduct, which has a diameter of 1.7 m, and the emptying of more than 1,000 km of potable water pipes, which required the temporary and scheduled suspension of the potable water supply from 17 :00 hours on Friday, October 6 until 06:00

hours on Sunday, October 8 in the sectors of Independencia, Recoleta, Renca, Conchalí, Santiago and Providencia.

The cut, planned with the authorities, was communicated to the public in advance through an information campaign. In addition, it was decided to carry out the work during non-working days and during times of lower consumption to reduce the impact. During the supply interruption, the company established an alternative water supply system in 80 points in the affected communities, with around 200 people on the ground. Thanks to the efforts of the internal teams and the coordinated work with the different public

and private actors, the modifications could be successfully carried out within the stipulated deadlines.

• Interruption of traffic on the Vespucio Norte Highway

The intense rains that occurred in the early hours of September 11 caused landslides under the streets that ended up damaging a collector that crosses the Vespucio Norte highway in the commune of Renca. This forced traffic on that road to be temporarily suspended to repair the collector and subsequently pave and asphalt. The highway was operational again on September 13.

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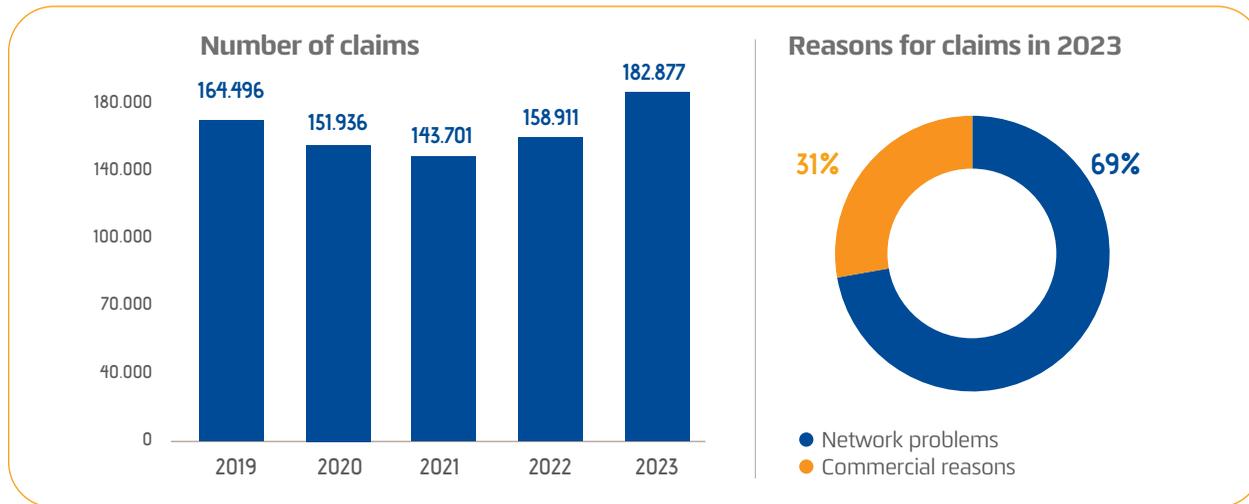
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Claims management

Apart from its physical agencies and the Contact Center, Aguas Andinas has a virtual help center where customers can express their concerns and file complaints for unsatisfactory service, inappropriate treatment or other reasons.



Satisfaction studies ● GRI 2-25



The company uses its own and external measurements to monitor its customers' perception of the quality of its services. Over the years, these surveys have shown that supply outages are one of the factors with the greatest negative impact on user opinion, even when they are not necessarily the responsibility of the sanitation company, as is the case with events climatic conditions that generate stress in production plants. Aguas Andinas has invested decisively in reserve infrastructure to avoid interruptions caused by extreme turbidity conditions in rivers and has adopted a series of measures to prevent network failures (44). As a consequence, since 2017 there have been no massive unscheduled outages in Santiago.

Regardless of this factor, all the advances in channel digitalization and transaction facilities made by the company in recent years are translating into better satisfaction tariffs, reaching its best score to date in the ProCalidad 2023 survey. This evaluation also, for the first time, coincided with the score given by the internal survey of Activa Research, which used to surpass the index of the external study by several points (45). It is estimated that the deployment of Biociudad projects, several of which seek to increase resilience and adaptation in water matters in the face of climate events, will continue to strengthen customer confidence in Aguas Andinas, so satisfaction tariffs should continue to increase rise.

(44) More information about investments in resilience infrastructure, the Hydraulic Efficiency Plan and network renewal in chapter 3 of this report. More information about technologies for duct diagnosis in chapter 6.

(45) ProCalidad surveys people chosen at random, who are not necessarily Aguas Andinas clients, so their opinion is based only on image perceptions. On the other hand, for the internal survey, Activa Research interviews Aguas Andinas customers, who have experienced its level of service.

Activa Research surveyed how users perceive the quality of the potable water they receive. Based on this data, a campaign was generated with messages on social networks and videos in commercial agencies to encourage direct consumption of tap water, emphasizing that it is safe and that doing so is a contribution to caring for the environment.

Perception Study of Clients of Sanitation Companies of the SISS (46)



	Net satisfaction index		Place in the ranking of sanitation companies (total: 23, 2022 and 2023)		Price-quality satisfaction (47)	
	2022	2023	2022	2023	2022	2023
Aguas Andinas	25.4%	35%	16	13	- 6.3%	- 0.4%
Aguas Manquehue	30.2%	33%	14	14	9.3%	- 28.6%
Aguas Cordillera	59.6%	57%	2	3	37.5%	6.2%
Industry average	37.6%	41.9%	-	-	-	-

The SISS study is an inspection tool, so it considers aspects of current regulations and not necessarily attributes of the service valued by customers. In any case, in the latest study Aguas Andinas rose almost ten percentage points compared to the previous measurement. The gap between the company's image and the price-quality ratio was also smaller than that observed in past versions. Meanwhile, Aguas Cordillera's net satisfaction index remained above the industry average, as has been the case for the last six years, while Aguas Manquehue continued the upward trend it has shown since 2019. Both subsidiaries presented an abrupt drop in satisfaction price quality. The study suggests that it may be based on the relational indicator.

ProCalidad National Customer Satisfaction Index (INSC) (48)

	Net satisfaction 2022	Net satisfaction 2023
Aguas Andinas	44%	53%
Aguas Manquehue	N/A	N/A
Aguas Cordillera	93%	86%

(46) Investigation carried out by the SISS as input for inspection.

(47) In satisfaction studies, respondents are asked to rate the service with a grade from 1 to 7. Satisfaction considers the percentage of grades 6 and 7. Dissatisfaction, the percentage of grades 1 to 4. Net satisfaction It is the difference between the percentage of satisfaction (6 and 7) and the percentage of dissatisfaction (1 to 4)

(48) Initiative of the consulting firm Praxis and the Adolfo Ibáñez University.

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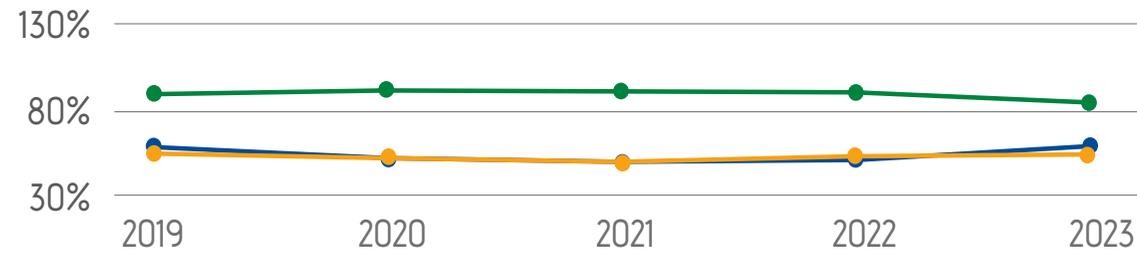
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Internal surveys: Active Global Satisfaction Study(49)and from Clients with Requirements(50)/Post-Care Survey (EPA) (51)



● Net satisfaction with the overall experience (active) ● Net satisfaction of customers with requirements (active) ● Net satisfaction with care (EPA)

Net Promoter Score (Active) (52)			
Promoter		Detractor	
2022	2023	2022	2023
46%	48%	30%	28%

Customers surveyed			
Overall satisfaction		Customer satisfaction with requirements	
2022	2023	2022	2023
5,672	5,820	13,405	13,800

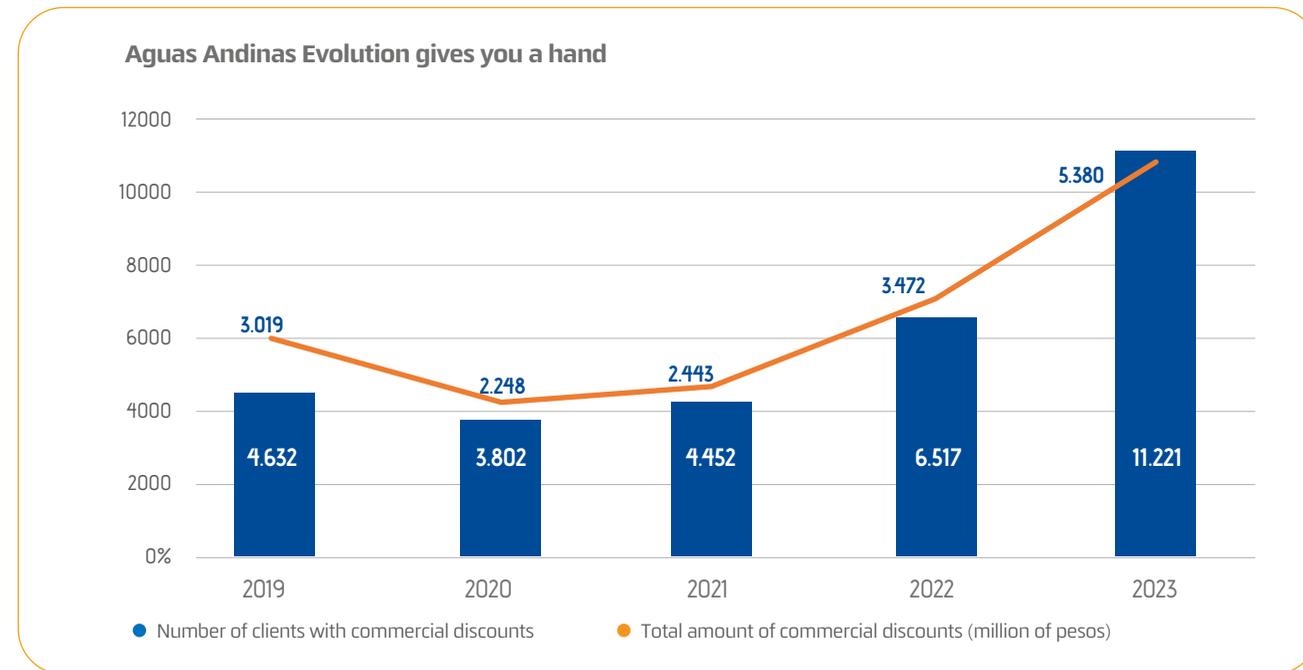
Accessibility

The company considers it essential that potable water and sanitation services are accessible to all its clients, regardless of their economic situation. For this reason, it offers a series of facilities to regularize overdue debts, in addition to providing guidance in applying for state aid so that it reaches the maximum number of people.

Client-company agreements

Aguas Andinas gives you a hand

This agreement is available to all Aguas Group clients who belong to the 40% most vulnerable according to the Social Household Registry (RHS). Once subscribed, the client pays a minimum of 10,000 pesos in cash and the debt is settled in 24 fixed installments of 2,500 pesos per month, without interest, which are added to the month's consumption. Once the payment of installment number 24 has been made, the company forgives the remainder of the debt (commercial reduction).



(49) Monthly quantitative telephone survey applied to residential clients with potable water and sewage services who may or may not have entered any request in the six months prior to its application.

(50) Quantitative study that measures the experience of users through monthly telephone surveys applied to residential clients with potable water and sewage services who entered a requirement solved or completed before the execution of the study.

(51) Polling carried out automatically (IVR) within 48 hours after a contact made in commercial agencies or through the Contact Center. (52) Includes Aguas Andinas, Aguas Cordillera and Aguas Manquehue



+ 72%

of clients with commercial reduction in 2023 vs. 2022

+ 55%

commercial discounts in 2023 vs. 2022.

Agreement for All

Program designed to suit the client, which allows you to choose how many installments you want to schedule your payment in and how much you will pay in advance. The agreements can be requested at the Aguas Andinas agencies, at the Contact Center and on the website www.aguasandinas.cl.

22,693
agreements signed in total in 2023

Agreements in alliance with municipalities

Given that not all delinquent clients are in a position to access the payment agreements offered by the company, since 2013, several agreements have been signed with municipalities to facilitate the most vulnerable groups to regularize their potable water and sewage debt. These alternatives with greater facilities are disseminated through municipalities, neighborhood talks and the Aguas Andinas Mobile Office.



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Allied institution	Modality	Beneficiaries	Total regularized debt (2023)
Association of Municipalities of Chile (AMUCH) <ul style="list-style-type: none"> Subscription date: April 2023 Valid until December 29, 2023. 	The agreement contemplates the payment of 24 installments of \$2,500, without payment or interest. In addition, Aguas Andinas reduces the unpaid balance of the debt after the client has complied with the full and timely payment of all monthly accounts for the potable water and sewage service, including the agreed upon monthly fee.	5,000 elderly residential clients residing in the 18 communes associated with AMUCH, belonging to the 40% most vulnerable according to the RSH, who have been unpaid for eight or more months and have a debt greater than \$100,000.	+ \$ 400 million
Municipality of Puente Alto <ul style="list-style-type: none"> Subscription date: January 2023 	The municipality pays 50% of the debt, Aguas Andina forgives 25% and, to cancel the remaining 25%, the client signs an Aguas Andinas gives you a hand agreement.	83 residential clients domiciled in the commune, who have been unpaid for four months, with a potable water debt of no more than \$1,500,000 and who belong to the 70% most vulnerable, according to the RSH.	\$ 96.242.436
Municipality of Recoleta <ul style="list-style-type: none"> Subscription date: October 2023 	The municipality provides a fund so that residents with potable water debts can pay the amount considered in the Aguas Andinas gives you a hand agreement.	1,200 residential clients residing in the commune	\$ 500 million



State subsidies

Data from the National Institute of Statistics show that, on average, water bills in Chile represent only 1.6% of the family basket. However, there are still groups that cannot bear that cost. As a public policy, the State subsidizes the water bills of the most vulnerable families, to ensure affordability of water resources (53).

Law 21,423 on Subsidies for Basic Services

Provides a tax subsidy to beneficiaries of Law 21,249—which prevented the cutoff due to late payment of basic services in the midst of the pandemic—with debts for consumption made between March 18, 2020 and December 31, 2021. Establishes a maximum application period of 48 months starting from the month of entry into force of the law (March 2022) and is automatically applied to the ballot of those who meet the requirements, which in the case of water is having had an average monthly consumption no more than 15 m3 in 2021. Once the 48 installments included in the subsidy have been paid, the balance of the debt is extinguished through agreements entered into by the Ministry of Public Works with the sanitation companies.

123,000 customers with subsidies has Aguas Andinas, equivalent to a 5.3% of the total

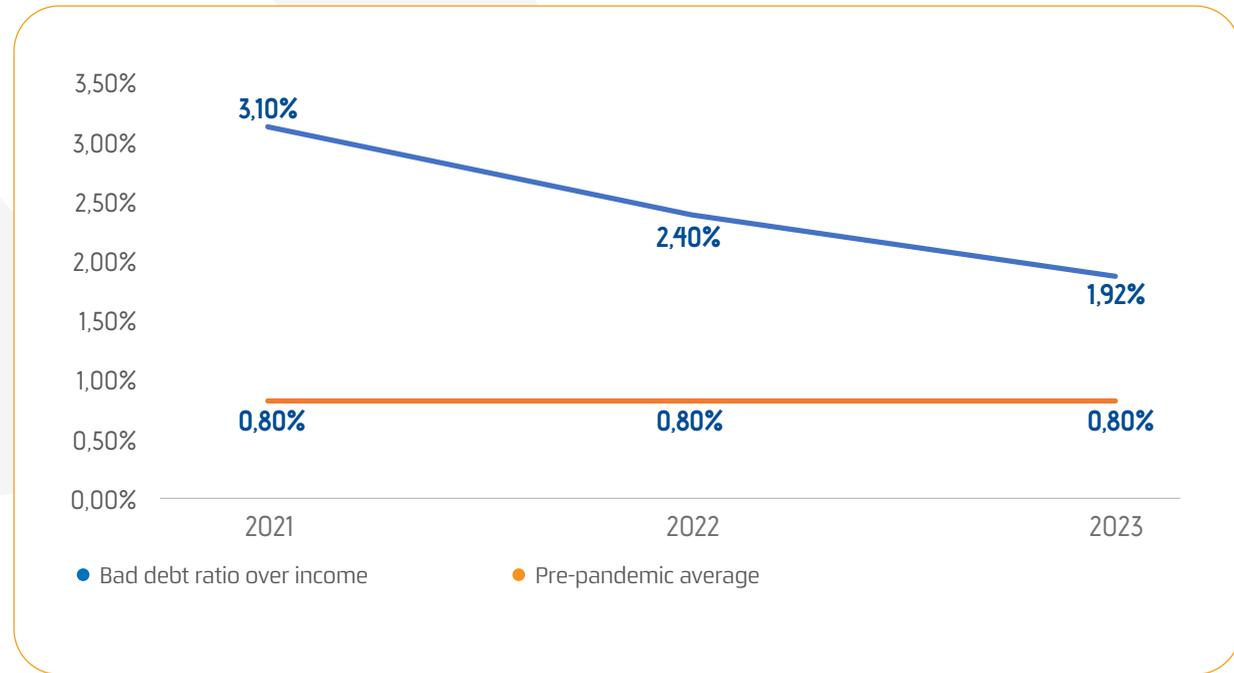
Potable water subsidy

It is a benefit provided by the State consisting of 50% of the monthly fixed charge and 50% of the first 15 m3 of monthly consumption for lower-income families who have an up-to-date account or a current payment agreement. The Ministry of Social Development defines how many subsidies correspond to each sanitation company and then the municipalities are responsible for distributing them through their social departments. Aguas Andinas collaborates with the municipalities to ensure that all quotas are distributed. Since 2000, the average annual placement of subsidies in the communes of its concession area was 94%. In 2023, this already high rate rose to 99% in response to a training session organized by Aguas Andinas and Andes for those in charge of distributing the benefits. In total, 120 municipal representatives attended, who received the tools to appropriately grant these benefits. Professionals from the Ministry of Social Development and the Regional Government also presented.

In addition to payment agreements and alliances with municipalities, throughout 2023 different digital campaigns were disseminated through SMS (short message services) and emails inviting people to learn about alternatives to regularize debt on the Aguas Andinas website.

2022 companies regained the power to suspend services due to late payment, Aguas Andinas resumed this extreme measure in a gradual and segmented manner, empathizing with a still depressed macroeconomic environment. In this context, during the reported year, dialogue and last resort payment alternatives offered by the contractors in charge of cuts and replacements continued to be prioritized: payment with a debit or credit card using a portable reader; through the platform enabled on the website while the agent waits, or within the next 48 hours, on the different available channels.

62% of the debt cut-off procedures were regularized without service interruption in 2023.



Delinquency management

One of the consequences of the Covid-19 pandemic is basic, driven, among other causes, by the economic difficulties caused by mobility restrictions and Law 21,249, which prohibited the cutting off of basic services due to late payment during the sanitation emergency. In the case of Aguas Andinas, clients with more than four overdue accounts doubled, going from 100,000 to 200,000, although this figure remained low compared to the total number of clients. The decline of this indicator to pre-pandemic levels has been slow. The company projects faster results starting in 2024.

(53) ANDESS (2023). Potable water for all, the challenge of adaptation in a country with complex geography.

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● GRI 3-3

Expanding sanitation services

There are still sectors of the Metropolitan Region without sanitation services, often occupied by camps or in areas within the concessioned areas where housing has been built without formal urbanization. As a consequence, for decades its inhabitants have had to supply themselves with water using cistern trucks, extraction from natural springs or other rudimentary mechanisms. Although this problem exceeds the legal obligations of Aguas Andinas, its commitment to universal access to water drives it to seek solutions for historical and complex cases, work that it carries out together with ANDESS, the Government, municipalities and real estate agencies. Following the internal protocols for technical and economic evaluation of projects, in 2023 two emblematic cases were addressed.

Construction of a potable water network for Pomairito

This project, managed by the Municipality of El Monte, consists of a potable water solution for 56 homes located at the end of Pomairito Street in said commune, of which 46 are located in a rural area, outside the concession area. The project went through various stages until in September 2019 a contract was signed that authorized Aguas Andinas to provide potable water service in accordance with article 52 bis of the sanitation Law.

After intense collaborative work, a second contract signed in December 2021 allowed the company to complete works corresponding to 1,264 meters of potable water networks and the installation of 56 meters. These were executed in 2022, in line with schedule. Finally, in July 2023, the official ceremony took place where the individual contracts between the company and each of the neighbors were formalized.

(54) Deconcentrated bodies of the ministries of State of Chile in each of the regions.

Treatment plant for Villa Loreto

On January 25, 2023, Aguas Andinas and the Municipality of Talagante signed a contract for the construction of a private wastewater treatment plant in a sector of the district, Villa Loreto, which is supplied with potable water by the company but it only has pits to dispose of its wastewater. According to the regulations, building networks and connections is the obligation of the developers, in this case, the municipality. However, the SISS approved the company to build the treatment plant, which has a much lower cost than the alternative of a 3.2 km long collector. The agreement will benefit 91 families that currently live there.

Collaboration agreement with Serviu and Seremi de Vivienda

Within the framework of the 2022-2025 Housing Emergency Plan that the Central Government is executing, in May 2023 Aguas Andinas, the Housing and Urban Planning Service (Serviu) of the Metropolitan Region and the Regional Ministerial Secretariat of Housing (54) signed a collaboration agreement that will help expedite the delivery of permanent homes in the region. The main objective is to eliminate bureaucratic barriers and optimize the procedures related to the installation of sanitation services in housing projects. To this end, a tripartite technical table was established that meets monthly to propose the topics and guidelines that will be developed during the year. In addition, Aguas Andinas committed to providing all the necessary mechanisms to obtain the feasibility of potable water and sewage, and to provide support in the advance evaluation of the technical feasibility for the installation of sanitation services, including support for the soil bank created by the Ministry of Housing and Urban Planning for the construction of housing projects.



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Impact on local communities ● SGD 11

The social, political and climatic environment has driven the company to complement its operational work with the work of educating and raising awareness about the responsible use of water. The intention is to strengthen its legitimacy and become a company that is increasingly connected to citizens. The above has translated into the design of a more proactive and permanent community relations model, oriented towards three main areas:



The connection with the communities surrounding its productive activities, seeking to strengthen ties based on trust. To do this, the company publicizes the processes carried out in its facilities and carries out projects to satisfy community needs created in participatory instances and focused on actions related to the Aguas Andinas business.



An early relationship in the preparation of environmental impact studies, to include early the concerns of the communities near the projects.



The opening of new communication channels, to reduce the population's lack of knowledge about network improvement works. This work is mainly led by the Territorial Management Directorate.

Aló Vecino ● GRI 2-25 SGD 11

The free Aló Vecino line (800 38 03 03), operated by the Contact Center, is the channel that Aguas Andinas has made available to the communities near the biofactories of Greater Santiago and the El Rutil Biosolids Management Center so that Report on your perception of bad odors associated with wastewater treatment. After a call, the company determines in the field the intensity, origin and source of the emanations, to define whether they are its responsibility or that of third parties, and adopt the appropriate measures.

Work tables

The team in charge of community relations is linked to six dialogue tables in which various social organizations participate, each with particular concerns. Despite the above, a standardized guideline is applied that addresses, in the first instance, the operation of production facilities, highlighting

measures that reduce negative impacts. Then a conversation space opens where representatives of the organizations express their concerns and investment projects for the community are discussed.

The six active tables in 2023 were:

- Rungue
- El Trebal
- La Farfana Town
- Montenegro
- Casas Viejas
- Urban Maipú



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Social focus

The company considers it essential that its services are accessible to all its clients, regardless of their economic situation, so before applying supply cuts due to late payment, it offers facilities to regularize overdue debts. It also provides guidance on applications for state aid. Since the pandemic, the company's efforts aim to ensure that both agreements and tax subsidies benefit the maximum number of people, along with continuing to offer last resort payment alternatives.

Client-company agreements

The payment alternatives offered by Aguas Andinas can be requested at the company's agencies, the Contact Center and the website www.aguasandinas.cl.

Aguas Andinas gives you a hand

Program aimed at households that demonstrate a vulnerable socioeconomic condition and have an unpaid balance of \$100,000 or more, accumulated over a period of eight months or more. Consider paying an initial down payment of \$10,000 and then 24 monthly installments of \$2,500. At the end of the period, the remaining debt is extinguished.

Agreement for all

Program designed to suit the client. It allows you to choose the amount to pay as a base and the installments in which you will schedule your payment.

Government subsidies

Law 21,423 on Subsidies for Basic Services

Provides tax aid to beneficiaries of Law 21,249 - which, in the midst of the pandemic, prevented the cutting off of basic services due to late payment - with debts for consumption made between March 18, 2020 and December 31, 2021. Establishes a maximum application period of 48 months from the month of entry into force of the standard (March 2022) and is automatically applied to the ballot of those who meet the requirements (in the case of water, having had an average monthly consumption does not greater than 15 m3 in 2021). After paying the 48 installments included in the subsidy, the balance will be extinguished through agreements entered into by the Ministry of Public Works with the sanitation companies.

Potable water subsidy

Benefit provided by the State to lower-income families. It consists of 50% of the monthly fixed charge and 50% of the first 15 m3 of monthly consumption. You apply through the Social Department of the municipalities and the requirement is to have an up-to-date account or a current payment agreement.

22,693
social agreements
signed in 2023,

36%
less than
in 2022.



Social payment agreements Aguas Andinas gives you a hand

	2019	2020	2021	2022	2023	Variation 2022 vs. 2023
Number of clients with commercial discounts	4,632	3,802	4,452	6,517	11,221	72,2%
Total amount with commercial discounts (million of pesos)	3,019	2,428	2,443	3,472	5,388	55,2%

Delinquency management

During the pandemic, Aguas Andinas customers with more than four overdue accounts went from 100 thousand to 200 thousand. But, despite the high levels of debt that have accumulated since in 2022, with the entry into effect of Law 21,423, basic services companies regained the power to suspend services due to late payment after a two-year pause without being able to do so, the company made the decision to apply this measure with the utmost caution, empathizing with a macroeconomic environment which still hits the finances of many households.

Due to the above, the dissemination of regularization alternatives and dialogue with delinquent users has been reinforced and last resort payment alternatives continue to be promoted, all of which has allowed a high volume of signing of agreements and regularization of debts.

The company granted the contractors in charge of cuts and replacements the power to offer land to the client the possibility of paying your debt by choosing one of three options:

1. With a debit or credit card using a portable reader.
2. With the platform enabled on the Aguas Andinas website, while the agent waits.
3. During the next 48 hours on the different available channels.

In 2023, around 36% of the visits were resolved without needing to cut off the service.

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Community relations ● GRI 413-1

Aguas Andinas allocates an annual budget for social investments, which must comply with pre-established criteria; among them, that the projects are linked to the company's sphere of activity or with its contribution to the sustainability of the region. In 2023, the main programs to which resources were allocated were the following:

Program

1 Startup fund:

Criticism arises in 2022 from the SISS, the Presidency of the Republic, the Government and municipalities regarding the implementation of potable water starts and household sewage unions. 18 families benefited from household starts and unions in 2023.

2 The future is feminine:

In coordination with municipalities, its objective is to train and certify women in the plumbing trade, providing practical and financial tools, along with knowledge about the water ecosystem. In 2023, 74 women were trained and 72 achieved their SEC certification in facilities.

3 Guided visits:

It is aimed at strengthening relationships with communities and raising awareness about the importance of responsible use of water, opening the doors of the company's most important facilities. In 2023, there will be more than 60,000 visits since the program began 17 years ago.

4 Water in progress:

Educational program for schoolchildren from vulnerable communities in the Metropolitan Region, where leadership skills, sustainable water use habits, and good environmental practices are taught. 122 schools participated in 2023. The program will expand to 200 establishments in 2024.

5 Competitive funds:

Aguas Andinas annually allocates funds to finance projects developed by formally constituted, non-profit, grassroots organizations in priority territories. In 2023, 166 organizations applied and 91 projects were awarded.

6 Programs for surrounding communities

The company develops annual work plans with the communities neighboring the biofactories and other large operating facilities, which include various projects related to access to potable water, sustainable energy, neighborhood security and the improvement of community infrastructure. During 2023, 15 community projects were executed with the working groups.

21,575 575 people were benefited by Aguas Andinas social programs in 2023.

133 Social Organizations.

\$ 940 million added to the company's social investment in 2023.

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Urban Mapocho Clean: the project that recovered a space for the people of Santiago

The bed of Santiago's most emblematic river has been completely free of wastewater for 14 years thanks to the Mapocho Urbano Limpio project, which meant an investment of more than USD 1.2 billion by Aguas Andinas. The work, which took place between 2007 and 2010, considered the decontamination of the entire river and the channels that feed it. In addition, treatment plants and a collection tunnel were built that intercepts 21 wastewater discharges that were previously dumped directly into the river and generated a bad smell in several districts of Santiago.

To commemorate this environmental milestone, on November 19, 2023—World Sanitation Day—the company organized the sixth version of the Aguas Andinas Río Arriba run, which runs along the banks of the Mapocho between the communes of Santiago, Providencia, and Vitacura. After four years of absence, the race returned with its traditional route of ten kilometers and another of five to include families. In total, more than a thousand runners participated.

The activity included volunteer cleaning of the river bed, along with a hopper and several clean points for the collection of waste generated during the event.

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Governance and integrity

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● GRI 2-9, 2-10, 2-12, 2-13, 2-14, 2-15, ● ODS 16

Corporate governance

In line with the principles of the OECD and the G20, the corporate governance of Aguas Andinas is structured in such a way as to foster an environment of trust, transparency and accountability that promotes long-term investments, financial stability and integrity in businesses, contributing to stronger growth and the development of more inclusive societies (55). This framework becomes especially relevant when it comes to a company responsible for providing a service as essential as the provision of potable water and sanitation for a city. For this reason, the Aguas Group has established the commitment to base its governance on the foundations of strict ethical behavior that is reflected in both operations, strategy and business culture.

Directory

The highest governing body of Aguas Andinas is its Board of Directors, which complies with the provisions of Law 18,046 on Public Limited Companies and its respective regulations, Supreme Decree No. 702 of 2011.

The independence of the directors is determined as established by article 50 bis of Law 18,046, which also determines the minimum number of independent directors that the Board of Directors must have.



95.6%

fwas the average attendance at Board meetings in 2023.

Composition	Appointment	Responsibilities	Functioning
<p>7 regular directors</p>  <p>7 alternate directors</p>  <p>They can replace the respective holders definitively in the event of a vacancy or temporary absence or temporary impediment.</p>	<ul style="list-style-type: none"> All directors are appointed by the Shareholders' Meeting for a period of three years, after which they are renewed in their entirety, and may be re-elected in consecutive periods. When a mandate must be revoked early for exceptional reasons, the shareholders must elect a new Board of Directors. Being a shareholder of the company does not disqualify you from being part of this body. 	<ul style="list-style-type: none"> Administrative powers to fulfill the corporate purpose of Aguas Andinas <ul style="list-style-type: none"> - represent the company judicially and extrajudicially; - approve the company's policies, strategies and stakeholder map; - monitor the established goals and resolve issues related to the economic, social and environmental management of the company, including everything related to climate change, considering the inherent risks and essential aspects for stakeholders; - set an annual agenda that covers all areas and activities of the company, according to criteria established by the Financial Market Commission (CMF) and good international practices. Powers to call the shareholders meeting 	<ul style="list-style-type: none"> Ordinary sessions: They are held once a month, on dates predetermined by the Board of Directors itself. Extraordinary sessions: They are held by summons from the president or by indication of one or more directors, after the president has determined the need for the meeting, unless requested by the absolute majority of the directors. Quorum necessary for ordinary and extraordinary sessions: The Board of Directors requires at least attendance at 9 sessions per year (75% of the total). 7 must be in person, unless prevented by security, health or other circumstances. This practice aims to take advantage of the diversity of experiences and knowledge existing in the body, depending on the complexity of the matters that must be dealt with. In 2023, 12 ordinary sessions and 1 extraordinary session were held. The average attendance was 95.6%. (56)

(55) OECD (2016). OECD and G20 Corporate Governance Principles. Editions ODCE, Paris, p. 9.

(56) The Board of Directors has agreed to set attendance at a minimum of 9 Board meetings per year, 7 of which must be in person, unless due to security, health or any other circumstances, this modality is prevented. The above is equivalent to 75% of the total sessions and is intended to recognize the diversity of experiences and knowledge existing on the Board of Directors, according to the complexity of the matters to be discussed.

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Board Candidate Nomination Policy

The Policy for Nominating Candidates to the Board of Directors of Aguas Andinas—available to shareholders and the general public on the institutional website—suggests to shareholders certain conditions that said candidates must meet, in order to reduce possible gender, social or cultural in the Directory.

Likewise, the company has a policy regarding information about the candidates for the position of director that must be delivered to the shareholders so that they can know the experience, profession or trade of each proposed person, and if they have maintained relevant relationships with the director controller of the company, its main competitors or its suppliers. All of this, to the extent that the candidates have provided the pertinent information.

Standards of good corporate governance ● GRI 2-15

The correct implementation of the policies and agreements approved by the Board of Directors require certain procedures, mechanisms or systems that are contained in a series of documents:

• **Policy for Management of Conflicts of Interest of the Board of Directors:** establishes the general criteria for managing these conflicts, indicates how to identify the main situations that could configure them and determines the mechanisms to declare, confront and resolve them by the directors, the general manager and the main executives. It was approved by the Board of Directors in February 2023 and replaces the previous Code of Conduct, which was in force since 2013.

• **Compliance Management System:** It is made up of a series of policies and procedures, including the company's Compliance Policy. Its latest design was approved by the Board of Directors in May 2023.

• **Compendium of Policies and Procedures on Corporate Governance:** includes the policies and agreements approved by the Board of Directors to incorporate into its work the criteria of the Financial Market Commission (CMF), including the guidelines for disseminating information on corporate governance practices contained in General Standard (NCG) 461. Its latest version dates from March 2023.



Information system for directors

Since 2016, the company has had an information system that allows each director to access in a secure, remote, permanent manner and at least five days in advance of the respective Board meeting, to the minutes or documents that summarize the matters that will be discussed in each session and the other background information that will be presented. The system also allows directors to review the final text of the minutes of each session and the minutes of the last three years.



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Reportability to the Board of Directors ● GRI 2-11, 2-13

In line with the strengthening of ESG matters addressed by the Board of Directors, it was established as a policy to present quarterly reports with the main progress and challenges regarding the goals established in the company's sustainability strategy. The General Manager participates in these instances.

Area/Entity (57)	Frequency of presentation before the Board of Directors	Main topics reported
Risk management	Quarterly	Adequate risk management operation; analysis of the risk matrix; recommendations and improvements in risk management; contingency plans for critical events.
Internal audit	Quarterly	Annual audit plan; detection of possible deficiencies; recommendations to minimize irregularities.
Sustainability	Quarterly (1)	Integration of the sustainability approach in the business, including environmental, climate, social and human rights issues; detection and reduction of organizational, social or cultural barriers that could be inhibiting the diversity of capabilities, conditions, experiences and visions that could occur naturally in the organization; interests of the main stakeholders, among other matters.
External financial statement audit company	Three times a year	Analysis of the report referring to the financial statements of the first semester and the end of the year; annual audit plan; internal control letter.

(57) The General Manager and other executives of the Company may participate in the aforementioned meetings

(1) It is presented and reviewed at an annual meeting with the Committee of Directors

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Board

● GRI 2-11

Current board of directors

The current Board of Directors of Aguas Andinas was elected for a full statutory period of three years at its 19th Extraordinary Shareholders' Meeting, held on September 28, 2022.



Felipe Larraín Aspillaga

Chairman

Chilean, Id number 6.922.002-9
69 years

On the Board of Directors since
September 2022.

Civil engineer from the Pontifical Catholic University of Chile. He was general manager of Aguas Andinas between 2004 and 2011, and its president from 2011 to 2016. He is also a director of IAM since 2014, president of IAM since 2016 and member of the boards of directors of the Maipo Canal Society and the Surveillance Board of the Maipo River.

As Chairman of the Board of Aguas Andinas, he does not hold any executive position in the company.



Gustavo Miguez Tafernaberry

Director

Uruguayan, Id number 27.844.865-7,
56 years

On the Board of Directors since
September 2022.

Civil engineer, Hydraulic and sanitation option, from the University of the Republic in Uruguay. Since 1995 he has worked at the Veolia Group, where he has held positions at the Compagnie Générale des Eaux in France, he has been regional director in Puerto Rico and held various positions linked to the sanitation services sector in China. He was also country director of Veolia South Korea (2011), director for the Latin America Zone and the countries of Spain and Portugal (2017), and a member of the Veolia Management Committee. Currently he serves as director of the Latin America Delegated Zone.



Fernando Samaniego Sangroniz

Director

Chilean, Id number 6.374.438-7,
58 years

On the Board of Directors since
August 2013.

Lawyer from the Pontifical Catholic University of Chile, with a diploma in Competition Economics, Fundamentals for Lawyers, from the University of Los Andes. He is a partner of the Prieto Abogados firm, general manager of IAM since May 2021 and is a member of the list of arbitrators of the Mediation and Arbitration Center of the Santiago Chamber of Commerce and the National Arbitration Center.

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Board



María Florencia Esquerre Riquelme

Director

Chilean, Id number 16.239.812-1
38 years

On the Board of Directors since September 2022.

Lawyer from the University of Concepción, with a degree in Corporate Governance from the Pontificia Universidad Católica de Chile, with a master's degree in Business Law from the Adolfo Ibáñez University. She has been an M&A and Capital Markets lawyer at Philippi Prietocarrizosa Ferrero DU & Uría and a lawyer in the internal team of the Legal Department of Veolia Chile.



Giorgianna Cúneo Queirolo

Director

Chilean, Id number 9.667.948-3
53 years

On the Board of Directors since April 2019.

Publicist with a major in Marketing from the Universidad del Pacífico. She has been Advertising Manager at Banco de Chile, president of the Association of Winegrowers of the Casablanca Valley, director of Tottus Supermarkets and director of IAM. She currently serves as executive director of Viña Casas del Bosque and director of Falabella Retail. She also participates in the Liguria Foundation Board of Directors.



Rodrigo Manubens Moltedo

Independent Director

Chilean, Id number 6.575.050-3
65 years

On the Board of Directors since July 2011.

Commercial engineer from the Federico Santa María University and the Adolfo Ibáñez University, Master of Science from the London School of Economics and Political Science in the United Kingdom. Currently he is director of the Santiago Stock Exchange and director of the National Petroleum Company (ENAP). He has been president of the Board of Directors of Banchile Seguros de Vida and SegChile Seguros Generales, as well as director of Banco de Chile, Orión Seguros Generales and SM Chile and director and president of Endesa Chile.



Jaime Arellano Quintana

Director

Chilean, Id number 6.941.061-8
57 years

On the Board of Directors since March 2022.

Lawyer from the Pontificia Universidad Católica de Chile, master's degree in Law (LL.M. from the Inter-American University of Puerto Rico and master's degree in Public Administration and Public Policy MPA from the American University. From 2014 to 2021 he was executive director of the Justice Studies Center of the Americas and between 2010 and 2020 he was senior partner of the law firm Jara & Marín. He served as Prosecutor of CORFO and chief director of Aguas Andinas from 2006 to 2010. He was Undersecretary of Justice between 2000 and 2006. He has given courses and talks at various institutions and is currently a teacher of Justice, Technology and Litigation in the international diploma of the Alberto Hurtado University of Chile and universities and judicial academies in Argentina.

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Alternate Directors



Tomás Uauy Cúneo

Alternate Directors

Chilean, Id number, 17.406.011-8
33 years

On the Board of Directors since
April 2019.

Commercial engineer from the Pontificia Universidad Católica de Chile and MBA from the Columbia Business School. He currently serves as Deputy Manager of Alternative Investments at Principal AGF. He has previously been Director of Acquisitions at Keyway in New York, Deputy Investment Manager at Inversiones Liguria, Deputy Investment Manager at Frontal Trust SA and analyst for Banchile | Citi Global Markets.



Víctor Selman Biester

Alternate Directors

Chilean, Id 7.983.915-9
60 years

On the Board of Directors since
March 2022.

Industrial civil engineer from the University of Santiago and MBA from IEDE Spain, with diplomas in Finance, Project Evaluation, Management and Free Competition. He is corporate director of the SEP Business System. Between 2004 and 2009 he was director of Empresas CORFO and between 1997 and 2004, director of Empresas Sanitarias del SEP. He also served as deputy manager of Planning and Management Control at CORFO between 1994 and 1996, and as director of several sanitation companies (ESSBIO S.A., ESSEL S.A., ESSAL S.A., EMSSAT S.A., EMSSA S.A., Lago Peñuelas S.A., Aguas Manquehue S.A., Aguas Cordillera S.A. and Aguas Los Dominicos S.A.), of Colbún S.A., Edelayesen S.A., Geotérmica del Tatio S.A., CIMM TyS, Empresa Portuaria Arica, Empresa Portuaria Chacabuco and Metro de Valparaíso.



Jorge Manent Codina

Alternate Directors

Spanish, Passport PAG723106
39 years

On the Board of Directors since
April 2019

Graduate in Business Management and Administration and Master from ESADE. More than 15 years of experience in Corporate Finance. He has spent a large part of his career in the Agbar Group, his last responsibility being that of deputy general director of Aguas de Barcelona. He has also been CFO of Suez Latam and M&A director for Spain and Latam. He is currently general director of Aguas de Barcelona.

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Alternate directors



Gustavo Alcalde Lemarie

Alternate Director

Chilean, Id number, 5.894.308-8
69 years

On the Board of Directors since
September 2022.

Commercial engineer from the University of Chile. He was general manager of AFP Provida between 1996 and 2006, its president between 2006 and 2009, director of Ripley CORP SA between 2011 and 2017, director of INGEVEC SA from 2013 to 2022, president of ESSAL SA from 2019 to 2020 and director of Capital Advisors AGF since 2015. He is also director of the Las Rosas Foundation and president of the Banigualdad Foundation.



Katia Trusich Ortiz

Alternate Director

Chilean, Id number 9.858.933-3
52 years

On the Board of Directors since
September 2022.

Lawyer from the University of Chile, with an MBA. She was Undersecretary of Economy and CEO of Sanofi-Genzyme for Chile, Peru and Ecuador between 2007 and 2014. She was director of ESSAL from 2020 to 2021 and member of the CGE Advisory Council between 2017 and 2019. Since 2017 she has been director of Cementos Bío Bío, president of the Chamber of Shopping Centers and advisor of the National Chamber of Commerce. She is also a director of Coopeuch since 2018, director of Guacolda since 2021 and member of ICARE, Coopeuch Foundation and the Consumer Council of the National Consumer Service.



Marisol Bravo Leniz

Alternate Director

Chilean, Id number 6.379.176-8
63 years

On the Board of Directors since
September 2022.

Commercial engineer from the University of Chile. She worked for 6 years at Citicorp Fondos Mutuos and for more than 30 years at CCU SA, where she created the Corporate Affairs Management. She was director of the Association of Latin American Brewers and ACECHI until 2022 and director of Business Generation in its beginnings. She is director of AFP Habitat, member of the FEN Business Advisory Council of the University of Chile, president of the Board of Directors of the CCU in Art Program, collaborates pro-bono with Fundación Mujer Impacta and is director of Traslación, a territorial relationship company in tourism. She is a Reserve Officer of the FACH and in 2022 she completed the Senior Management Program, PADE, at the ESE Business School.



Bernardo Simian Soza

Independent Alternate Director

Chilean, Id number 12.022.729-7
49 years

On the Board of Directors since
September 2022.

Lawyer from the Pontifical Catholic University of Chile, with a master's degree in Tax Management and Planning from the Adolfo Ibáñez University. He is a member of the Board of Directors of Colmena Golden Cross S.A. and the National Arbitration Center. He was an assistant professor of Civil Law at the Catholic University of Chile.

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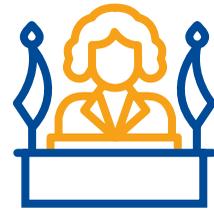
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Board Skills Matrix ● GRI 2-17



Skill	Environmental and social	Governance	Sanitation industry	Regulation	Finance and risks	IT and cybersecurity	Communication and marketing
Description	Has participated in civil society initiatives, demonstrating a perspective that transcends the merely commercial and economic. He recognizes that businesses play a vital role in society and protecting the environment. This is reflected in its commitment to sustainable resource management, the preservation of ecosystems and the promotion of corporate social responsibility.	Has a solid track record in management roles, either as a member of the board of directors of other companies or in high-level executive positions. Your participation in processes. Strategic planning gives you the ability to effectively address the challenges inherent to the leadership of a business entity.	Has accumulated valuable professional experience in the sanitation field and/or in the basic services sector, whether as an executive, consultant or director.	Has experience in the sector, its products, services, regulatory and legislative framework, as well as a solid understanding of the challenges facing the industry.	Has previous experience in methodologies and procedures related to business risk management. This includes a mastery of the terms and methods necessary to understand, analyze and audit financial statements.	Has experience in creating or remodeling a business model, especially through the development or implementation of digital technologies.	Has experience in developing communication and marketing strategies that highlight service quality, promote efficiency in the use of resources, and establish positive relationships with the community.

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Director Skills Matrix

	Name	Environmental and social	Governance	Sanitation industry	Regulation	Finance and risks	IT and cybersecurity	Communication and marketing
DIRECTORS	Felipe Larraín Aspillaga	√√	√√√	√√√	√√√	√√√	√√	√√
	Gustavo Migue Tafernaberry	√√	√√√	√√√	√√√	√√√	√√	√√
	Fernando Samaniego Sangroniz	√√	√√√	√√√	√√√	√√√	√	√
	María Florencia Esquerre Riquelme	√	√√√	√	√√	√√√	√	√
	Giorgianna Cúneo Queirolo	√√√	√√	√√	√√	√√	√	√√√
	Rodrigo Manubens Moltedo	√√√	√√√	√√√	√√√	√√√	√√	√
	Jaime Arellano Quintana	√	√√√	√√	√√	√	√√	√
ALTERNATE DIRECTORS	Gustavo Alcalde Lemarie	√√	√√√	√√	√√	√√√	√	√
	Katia Trusich Ortiz	√	√√√	√√	√√	√√√	√	√√
	Jorge Manent Codina	√	√√√	√√√	√	√√√	√	√√
	Marisol Bravo Léniz	√√√	√√√	√	√	√√√	√	√√√
	Tomás Uauy Cúneo	√	√√	√√	√	√√	√	√
	Bernardo Simián Soza	√√	√√√	√	√√	√√	√	√
	Víctor Selman Biester	√	√√√	√√√	√√√	√√√	√√	√

√ Enough experience

√√ Advanced experience

√√√ Vast Experience

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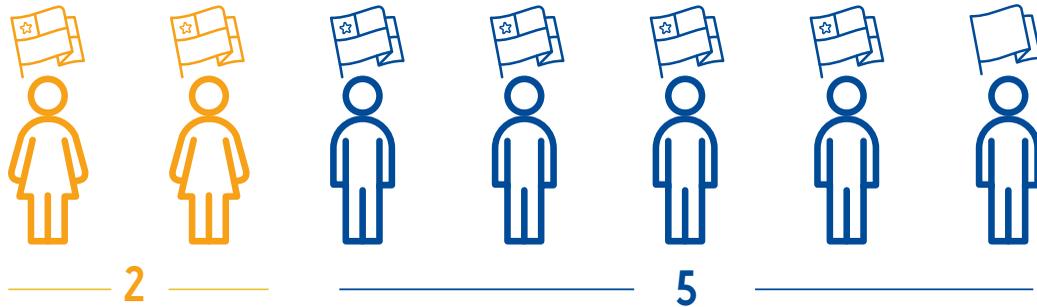
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Board Diversity ● GRI 305-1

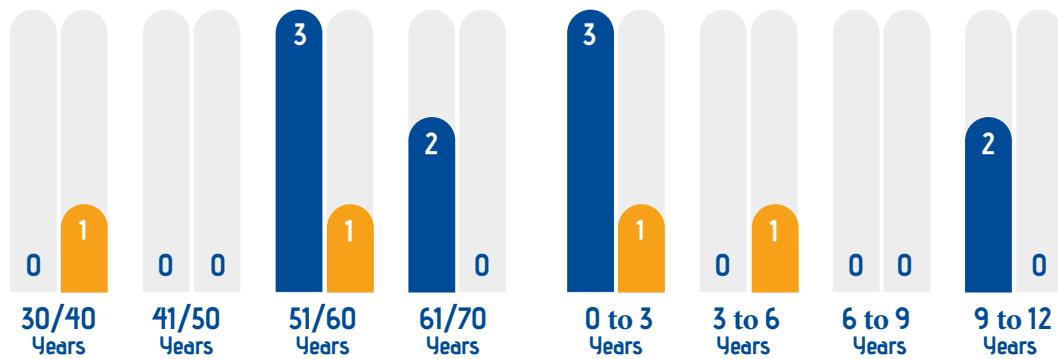
Principal directors

● Man ● Woman



Age range

Antiquity

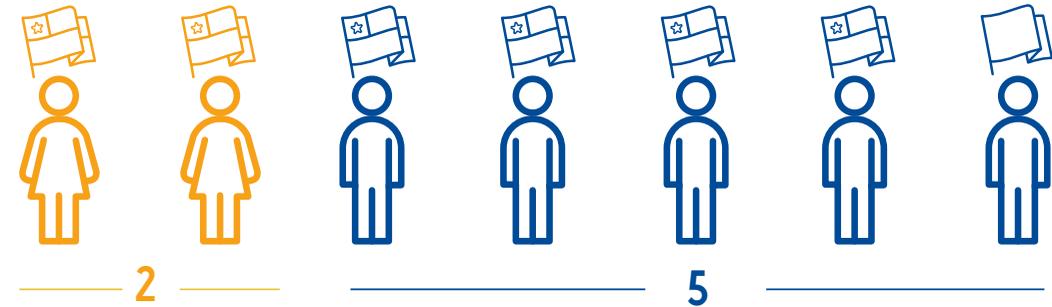


Disability directors



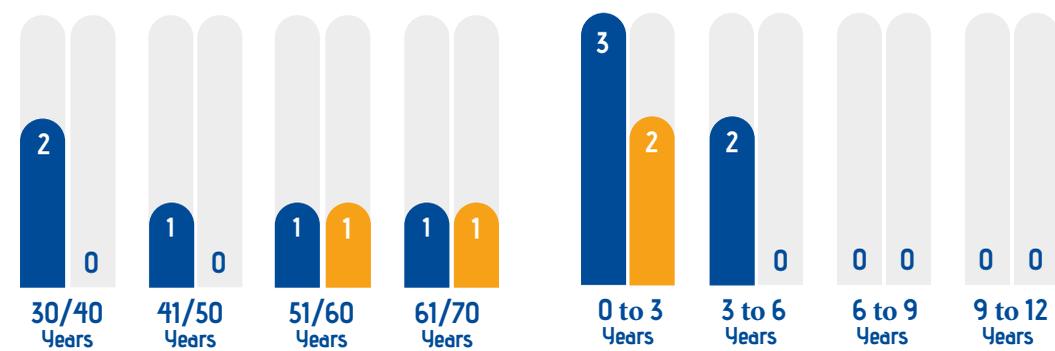
Alternate directors

● Man ● Woman



Age range

Antiquity



Disability Substitutes



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Board Evaluation ● GRI 2-18

Aguas Andinas has a formal continuous improvement procedure to detect gaps and implement possible improvements in the organization and functioning of its Board of Directors and its committees. In accordance with this protocol, the highest governing body deploys self-evaluation processes every two years, considering the advice of an independent expert entity. During 2023, the process originally scheduled for 2022 was carried out, which could not be carried out due to the renewal of the Board of Directors that occurred in September of that same year, due to the change in indirect control of the company.

Induction and training for directors ● GRI 2-24

Upon assuming their positions, directors receive training, advice, talks and content related to the business, its risks, the legal framework and relevant policies and procedures, in compliance with the provisions of the CMF. In addition, the company contemplates annual training for members of the Board of Directors, who must consider at least the following subjects:

- best corporate governance practices adopted by other entities locally and internationally;
- main advances of the last year at the local and international level, in inclusion, diversity and sustainability reports;
- main risk management tools, including sustainability tools, that have been implemented in the last year locally and internationally;
- most relevant rulings, sanctions or pronouncements of the last year at the local and international level, on the duties of care, confidentiality, loyalty, diligence and information;
- review of examples of situations that constitute conflicts of interest on the Board of Directors and ways in which they can be avoided or resolved in the best social interest.

In 2023, the following trainings for directors were carried out:

- constitutional process (February);
- climate change: talk by meteorologist René Garreaud (April);
- political and social context: talk by lawyer Hernán Larraín Matte (June);
- economic crimes: presentation by lawyer Juan Ignacio Piña, former president of the Defense Council of the State of Chile (July).

These instances covered, among other aspects, the risks linked to the topics discussed.

2023 Management Evaluation of the Board of Directors and its Committees

EQUIPMENT	· Knowledge and skills	The study, carried out by the Center for Corporate Governance and Capital Markets of the Faculty of Economics of the University of Chile, FEN, concluded that the Board of Directors is effective and has a high commitment to constantly improve corporate governance practices.
	· Work environment in the Board of Directors	
	· Board decision making	
FOCUS	· Roles, objectives and responsibilities	
	· Risks	
	· External relations (stakeholders)	
	· General Manager and Board of Directors	
	· Environment and society	
GOVERNANCE	· Function of the president of the Board of Directors	
	· Management of support committees	
	· Minutes and information	

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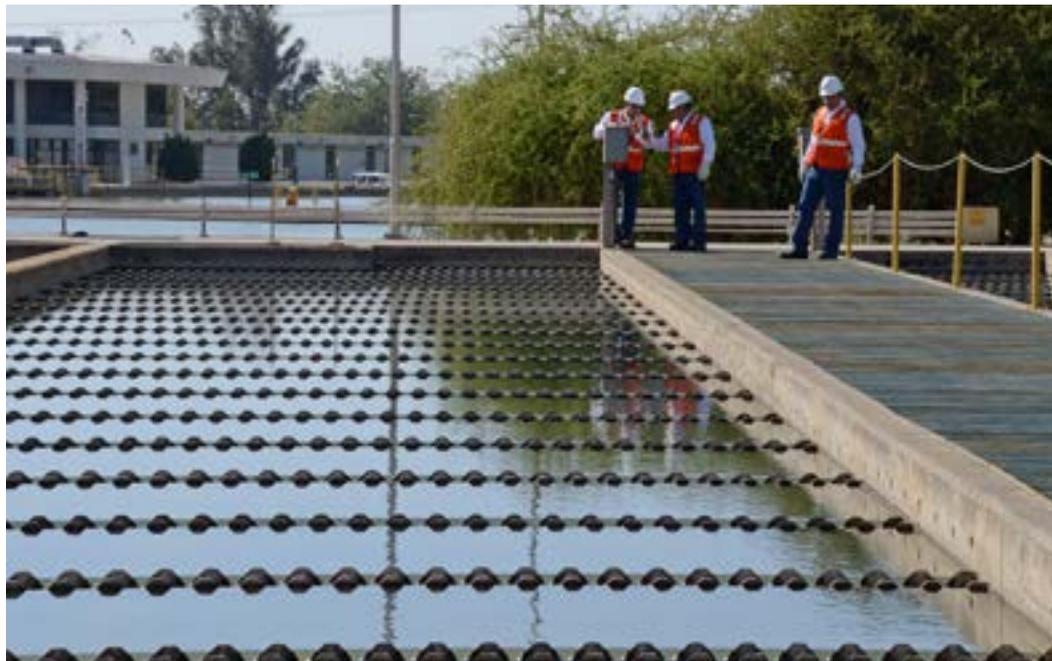
● GRI 2-19, 2-20

Remunerations and expenses of the Board of Directors

In accordance with Law 18,046, the Ordinary Shareholders' Meeting held on April 19, 2023 agreed to the following remuneration scheme for the Board of Directors of Aguas Andinas:

- A monthly allowance of UF 100 for the president, UF 75 for the vice president and UF 70 for the regular and alternate directors.
- A variable remuneration for attendance at each session of UF 80 for the president, UF 60 for the vice president, UF 20 for regular directors and UF 20 for alternate directors, only when they replace the regular directors.
- A remuneration of UF 20 for each director for effective participation in various committees that are established for the management or control of the company, except for the Directors' Committee, with a limit of four sessions per year. In the case of alternate directors, they will only receive this remuneration when they replace the director.

The Board incurred expenses in the amount of **\$19 million** in fiscal year 2023, corresponding to training talks and evaluation consulting.



Remunerations of Board members

Directors	Position	Remuneration (\$ thousands of Chilean pesos)		Session (\$ thousands of Chilean pesos)	
		2023	2022	2023	2022
Bernardo Simian Soza	Director	30,272	9,715	-	-
Claudio Muñoz Zúñiga	Chairman	-	25,968	-	26,053
Felipe Larraín Aspillaga	Chairman	43,246	13,878	37,463	11,103
Fernando Samaniego Sangroniz	Director	30,272	27,892	9,366	2,776
Giorgianna Cúneo Queirolo	Director	30,272	27,892	9,366	8,654
Gonzalo Rojas Vildósola	Director	-	18,177	-	-
Gustavo Alcalde Lemarie	Director	30,272	9,715	-	-
Jaime Arellano Quintana	Director	30,272	23,499	9,366	8,034
Katia Trusich Ortiz	Director	30,272	9,715	-	-
Loreto Silva Rojas	Director	-	18,177	-	5,845
María Florencia Esquerre Riquelme	Director	30,272	9,715	9,366	2,776
Marisol Bravo Leniz	Director	30,272	9,715	-	-
Mauricio Rojas Mullor	Director	-	4,393	-	1,255
Rodrigo Manubens Moltedo	Director	30,272	27,892	9,366	9,289
Sonia Tschorne Berestesky	Director	-	18,177	-	668
Tomás Uauy Cúneo	Director	30,272	27,892	-	635
Victor Selman Biester	Director	30,272	23,499	-	-
Totals		376,238	305,911	84,293	77,088

In 2023, no transactions were recorded between Aguas Andinas and its directors beyond the allowance established as compensation for their functions.

Variable Remuneration for Attendance at Sessions.

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Advisor Hiring Policy

The company contemplates the hiring of external advisors by the Board of Directors and the Committee of Directors when they require support in accounting, financial, legal, tax, environmental, human resources or other matters that they deem relevant for the proper fulfillment of their responsibilities. For the implementation of this practice, the contracting must be carried out on the basis of an economic proposal in accordance with market prices, and the advisor must have recognized prestige in the national or international market, as well as proven experience in the subject matter of the advice and meet the highest service quality standards. The members of the Board of Directors or the Committee of Directors must adopt an agreement in this regard, recording compliance with these requirements.

In 2023, the total amount disbursed for consultancies hired by the Board of Directors was \$19 million, destined for training in strategic matters for the industry and advice on evaluation and diagnosis of the management of the Board of Directors.

Visits to company offices and facilities

It has been adopted as a policy that the Board of Directors makes at least two visits each year to different offices or facilities of the company, as long as no extraordinary circumstances arise that make its suspension necessary. This, in order to know its status and operation, the main functions and concerns of the local teams and the improvements that, in the opinion of those responsible, would be pertinent to make. The Board of Directors carries out these visits according to the proposal made by the general manager, who also coordinates them, considering the most relevant works and facilities.

Visits were made in January (to the hydrologistics facilities) and in October (to the el Yeso reservoir).

Directors Committee ● GRI 2-24

Aguas Andinas has a Committee of Directors governed by the provisions of Law 18,046.

Composition	Appointment	Faculties	Functioning
<p>3 regular members and their respective substitutes</p> <ul style="list-style-type: none"> The majority must be independent directors, if any. The president of the Board of Directors cannot be a member of the committee or its subcommittees, unless he or she is independent. Members 2022-2023 Rodrigo Manubens, Jaime Arellano, Fernando Samaniego and their respective alternates. 	<p>The committee is constituted in the first session of the Board of Directors, after its election by the respective ordinary meeting of shareholders.</p> <p>If there are more than three directors with the right to be part of the committee, the Board of Directors must unanimously resolve who will integrate it at the first meeting after the shareholders' meeting in which the election was held.</p>	<ul style="list-style-type: none"> Supervise the financial management of the company, with special powers to examine the reports of independent auditors, the balance sheet and the income statements before being presented to shareholders. Propose external auditors and private risk classifiers to the Board of Directors. Review the operations contained in Title XVI of Law No. 18,046 and prepare a report on the matter. Analyze the company's remuneration schemes and compensation plans. Make recommendations to shareholders annually and report on their management. Propose to the Board of Directors a general policy for managing conflicts of interest and rule on the general habitual policies established in accordance with the provisions of the second paragraph of article 147 of Law No. 18,046. Inform the Board of Directors regarding the convenience of hiring or not the external audit company for the provision of services that are not part of the audit of financial statements, in accordance with the provisions of article 242 of Law 18,045 of the Financial Market Values. 	<ul style="list-style-type: none"> The committee holds ordinary sessions once a month and extraordinary sessions whenever required, in order to deal with the matters entrusted to it by article 50 bis of Law 18,046. The minimum quorum is two members. The deliberations, agreements and their organization are governed by the rules relating to the company's Board of Directors sessions, in accordance with the law. The committee informs the Board periodically about the agreements adopted that must be considered by the highest body. In 2023 it did so monthly. <p>The average attendance at Directors' Committee meetings in 2023 was 93.1%.</p>

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Remunerations and expenses of the Directors Committee

At the Ordinary Shareholders' Meeting held on April 19, 2023, a monthly allowance of UF 25 was agreed for the members of the Directors' Committee and an allocation of UF 20 for attendance at each session. Alternate directors only receive remuneration for attendance when they replace the respective director. At the same Shareholders' Meeting, the annual expense budget for this committee was set at UF 3,000, the same amount as in the previous period.

Expenses during fiscal year 2023 were **\$34.6 million** and correspond to the secretary's fees.

Reportability before the Committee of Directors ● GRI 2-24

Area/entity	Presentation frequency	Main topics reported
Risk management	Annually	Adequate functioning of the management process Risk matrix, sources and methodologies Recommendations and improvements Contingency plans
Internal audit	Annually	Annual audit program Possible deficiencies Recommendations and improvements
External financial statement audit company	Three times during the year	Audited annual balance sheet and financial statements and the report of the external auditors Annual audit plan
Sustainability	Annually	Biodiversity ESG Questionnaires Carbon Footprint Monitoring Working Groups Competitive Funds Social Programs

Remunerations of Directors who left the company (period 2022 - 2023)

Directors	Job position	Remuneration (MMS)		Session (MMS)	
		2022	2023	2022	2023
Claudio Muñoz Zúñiga	President	25,968	0	26,053	0
Gonzalo Rojas Vildósola	Director	18,177	0	0	0
Loreto Silva Rojas	Director	18,177	0	5,845	0
Luis Mayol Bouchon	Director	0	0	0	0
Mauricio Rojas Mullor	Director	4,393	0	1,255	0
Sonia Tschorne Berestesky	Director	18,177	0	668	0
Totals		84,892	0	33,821	0

There are no allowances differentiated by gender among the members of the Board of Directors of Aguas Andinas.

Remuneration of the Committee of Directors 2023 (MMS)

Directors	Post	Thousands of \$
Fernando Samaniego Sangroniz	Principal director	19,460
Jaime Arellano Quintana	Principal director	19,460
Rodrigo Manubens Moltedo	Principal director	19,460
Bernardo Simian Soza	Independent Alternate director	10,811
Victor Selman Biester	Alternate director	10,811
Totals		80,002

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Committee of Directors of Aguas Andinas S.A. (Article 50 Bis of Law 18,046)

Santiago, February 28, 2024.

Mr.

Felipe Larraín Aspillaga

Chairman of the Board of Directors
Aguas Andinas S.A.

Present

REF: MANAGEMENT REPORT OF THE COMMITTEE OF DIRECTORS FOR THE YEAR 2023.

Dear Sir:

In compliance with the provisions of article 50 bis), paragraph eight, No. 6, of Law No. 18,046 on Public Limited Companies, the activities and management of the Committee of Directors during the annual fiscal year that ended on December 31 are reported below of 2023.

I. INTEGRATION AND OPERATION OF THE COMMITTEE

The Committee was made up from January to December 2023 by the regular directors Rodrigo Manubens Moltedo, Jaime Arellano Quintana and Fernando Samaniego Sangroniz, and their respective alternate directors Bernardo Simian Sazo, Víctor Selman Biester and Jorge Manent Codina. The president of the Committee was the independent director Rodrigo Manubens Moltedo.

The Committee of Directors met regularly once a month and in extraordinary sessions whenever required. Likewise, he has timely fulfilled all duties and, when appropriate, exercised the powers established in article 50 bis) of the Law on Public Limited Companies. All the Committee's agreements were adopted unanimously, with the abstention of the director involved only being applied when an operation with an examined related party requires it in accordance with the law.

II. EXAMINATION OF OPERATIONS WITH RELATED PARTIES

A succinct list of the activities and management of the Directors' Committee during the year 2023 is indicated in the following paragraphs:

The operations with related parties that were subjected to examination were reviewed based on the information and analysis provided by the company's management, considering, where appropriate, the opinion of external experts selected by it and/or, in some cases, considering the expert opinion of independent advisors selected by the Committee.

The Directors' Committee favorably informed the Board of operations with related parties only when they copulatively met the following conditions:

- i) That their purpose was to contribute to the social interest;
- ii) that they adjust in price, terms and conditions to those that prevailed in the market at the time of their approval; and,
- iii) that they were within the company's business and routine policy.

All agreements were adopted unanimously and, where appropriate, with the abstention of the director involved in the operation.

Regarding the adjustment of prices, terms and conditions to those similar to those that prevailed in the market at the time of their examination or approval, most of the operations or contracts with related parties were the subject of a public, open, competitive and bidding informed, in compliance with article 67 of the General Law of sanitation Services and the Regulations of said article and tenders.

The transactions with related parties that were examined by the Committee and reported favorably to the Board of Directors were the following:

1.- The hiring of an expert from the related Aquatec to reinforce, through training in Chile, the technical skills and theoretical and practical safety aspects of the operational staff of Aguas Andinas, through on-site support within the framework of the Avanza project. The contract is for 135 hours training, at a total value of 11,900 euros plus taxes; transportation, accommodation and food costs. The hourly cost of the senior specialist hired was 88 Euros (2.5 uf/h).

2.- The awarding of the public tender and contracting to the subsidiary ANAM (100% of the Aguas Group), to develop the meter test bench for the metrological study of meters. It is a contract for 3 years + 2 renewals of 1 year each. After a technical and financial evaluation of three offers in public bidding, ANAM's was the most convenient, with a 45% price reduction compared to the contract that was in force.

3.- The contract for the sale of biosolids from Aguas Andinas biofactories to its subsidiary Aguas del Maipo S.A., at 0.4 UF/ton + VAT with direct withdrawal in El Rotal; the lease of one hectare on said property at 5 UF/month; the lease of the mechanical sieve machine, at 0.03 UF/ton + VAT. These contracts are to develop a business model that allows said subsidiary to use biosolids to process them as fertilizers for sale to third parties.

4.- The continuity of the cooperation of Aguas Andinas with the related Veolia, in Operation SEQUOIA 2023, consisting of the direct offer of Veolia shares to the workers of Aguas Andinas and the Aguas Group. It is a direct operation between the workers who opt for the benefit and Veolia, with Aguas Andinas limiting itself to its dissemination, document management and treasury work for withholdings in remuneration and compensation to workers, without any disbursement, commitment, guarantee, risk or o patrimonial obligation by Aguas Andinas.

5.- The hiring of the related Veolia to execute the Operational Control Project for Large Consumers with its Hunter Meter technologies, with a Proof of Concept, digitally, in the Strategic Clients segment, applied to 20 clients with the highest consumption for six months, at a total price of 490 UF plus VAT.

After the results of the tests are known, any further progress will require prior exploration by the Administration and informing the Committee of all the alternatives available in the national and international market; and a public tender in which there is monitoring by the Committee to collaborate in the mechanisms that promote greater competition.

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6.- The celebration of a consortium formed by the related companies Hidrogística S.A. (subsidiary of Aguas Andinas) and Veolia Soluciones Ambientales Chile to carry out the rapid inspection of sewage collectors of the Aguas Group through the use of acoustic technology. The participation of the parties in the consortium, as well as in the rights and obligations established in the contract, will be 50% for Veolia and 50% for Hidrogística.

7.- The contracting of the consortium formed by the related companies Veolia and Hidrogística (subsidiary of Aguas Andinas) to carry out the rapid inspection of wastewater collectors of the Aguas Group through the use of acoustic technology. This consortium presented the only offer that met the technical requirements in an open public bidding process.

8.- The contracting of training and senior management programs at Veolia for seven executives and Area Directors of Aguas Andinas for a total value of 55,700 Euros.

The comparison of costs of similar courses for different segments was presented at IESE Business School, Universidad Adolfo Ibáñez and Seminario, which were more expensive. The Veolia program includes accommodation, training and food. Aguas Andinas only pays the transfer costs.

9.- The award to the related Veolia Soluciones Limitada of lot A of the Public Tender of the Portal New Clients (PNC) Project, consisting of dividing the PNC application into subfunctions (microservices) at a total value of UF 3,413.76 for 7 months and a price unit of 0.99 UF/HH. It is the result of a public, regulated and competitive tender, in which Veolia's offer was the most economical, meeting the Technical Specifications.

10.- The award to the related entity Veolia Soluciones Limitada of 4 SKUs out of 23 SKUs of the Tender for the Supply of Valves for Potable water Networks for the Aguas y Subsidiaries Group, considering that it was the best economic offer in said items, totaling \$23,453,877, which represent 10% of the total tender.

11.- The sponsorship of Sofofa, through the payment of an extraordinary fee of \$8,054,073 + VAT, approved in the General Council of said union, of which Aguas Andinas is a part.

12.- The payment of the annual membership of Aguas Andinas in CAMACOES (Spanish Chamber of Commerce) for 140 UF and the payment of the annual membership in the Franco-Chilean Chamber of Commerce for 80 UF.

13.- The partial final receipt of the contract for the Nitrogen Treatment Project of the PTAS Trebal - Mapocho, returning to the contractor - the related entity SUBIAN - the guarantee slip and the guarantee fund, each for an amount of UF 70,478.58, in the following conditions: a) The retention of the guarantee fund will be maintained but for a sum of \$40,000,000, equivalent to 1,107 UF, to guarantee the correct receipt of the pending equipment; b) the delivery by SUBIAN to Aguas Andinas of a new guarantee note for the sum of UF 70,478.58, valid until January 2, 2025, to guarantee the correct execution of the pending works and against any costs that may arise generated by not having the backup transformer; c) both the retention and the guarantee referred to will be returned to SUBIAN once the pending observation for conformity has been resolved and the total final receipt of the Nitrogen Treatment Project of the PTAS Trebal - Mapocho has been signed.

14.- The award to the related entity Veolia Solutions Chile Limitada of 41 SKUs of the 340 SKUs subject to the Public Tender for the Supply of Materials for Potable water and Sewage Networks of the Aguas y Subsidiaries Group, amounting to a total of \$372,501,437, as it is the cheapest offer on those items.

15.- The contract for a total amount of UF 490 + VAT, with discounts for lack of satisfactory results, to the related Veolia Solutions Limitada, to execute an advanced geophysics pilot plan with different technologies and/or measurement principles, to detect underground infrastructure and possible anomalies in it. This will be carried out in the Vizcachas Complex and its drainage pipeline; in the Casas Viejas adductions to the Vizcachas Complex and at the intersection of the Mapocho Urbano Limpio Interceptor (MUL) with the junction of the Américo Vespucio Norte Highway and Route 68.

16.- Exercise Aguas Andinas' option to extend for 24 months the contract awarded through International Public Bidding in April 2021 to the related company Suez Advanced Solutions Chile Ltda. (today Veolia Solutions) and Vass Consultoría de Sistemas Chile Ltda, for Maintenance services and Support of Web Platforms denominated in the contract item B.4), Administration, Support, Operational Continuity and item B.5) Evolutionary on demand. The extension according to the contract is for a total price of UF 24,206.8 + VAT.

17.- Exercise Aguas Andinas' contractual option to extend the term for 36 months of the PEC contract with Veolia Solutions regarding the corrective and evolutionary Administration, Operation and Maintenance Service, for a total price of UF 112,320 + VAT.

The Committee suggested evaluating the internalization of the services that will be extended to operate when said contracts end.

18.- The sponsorship at a cost of \$120,000,000 plus VAT of the Congress of Public-Private Partnerships in water management of the Corporation for the Development of Infrastructure Policies (CPI), to analyze the 25 years of the Chilean PPP model in water and sanitation, APP in water resources management and reflection on integrated basin management.

19.- Contract the Aguas Andinas Infrastructure Resilience and Risk Study for the VIII Tariff Process (Technical and Budgetary Compliance) to the Itrend Corporation, a private law entity mandated and supported by the State, in which public and academic institutions participate, from the private sector (such as Aguas Andinas, among others) and from civil society, to address resilience solutions that benefit all actors. The study has a value of 2,825 UF and lasts 8 months.

20.- Contract the Civil Liability Policy for two works in the Bicentenario Pond and Lo Herrera Collector, based on the only offer received from the related insurance entity Orión Compañía de Seguros Generales S.A. The total committed premiums amount to UF 15.8.

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III. EXAMINATION OF THE BALANCE SHEET AND FINANCIAL STATEMENTS AND MEETINGS WITH THE EXTERNAL AUDITORS

1- The Committee of Directors examined and recommended approving the Balance Sheet and other Financial Statements for the year annual ending December 31, 2022, presented by the administration, ruling on them prior to their presentation to the Board of Directors and shareholders.

It recommended that the Reasoned Analysis as of December 31, 2022 record the greater recovery of bad debts after the most complex period of the COVID pandemic.

2.- The Committee met with EY, external auditors of Aguas Andinas, who reported on their annual report and execution of their external audit program.

They referred in particular to the most relevant topics examined during the external audit:

- a) Impacts of inflation during the 2022 period.
- b) Arbitration claim by Eco Acquisitionco for damages for infractions related to breaches of development plan, treatment systems, regularization of facilities and water discharges for a total of \$65,122 million.
- c) Debt issuance and hedge accounting.
- d) Internalization of biofactories.

In the opinion of the external auditors, the consolidated financial statements fairly present, in all material aspects, the financial position of Aguas Andinas S.A. and Subsidiaries as of December 31, 2022 and 2021 and the results of its operations and the cash flows for the years ended on those dates in accordance with International Financial Reporting Standards.

The Committee recommended approving the report of the External Auditors and their opinion on the annual Financial Statements as of December 31, 2022.

3.- It examined the Balance Sheet, the Financial Statements and their Reasoned Analysis as of March 31, 2023, presented by the administration, and recommended their approval without observations.

4.- It examined the Balance Sheet, the Financial Statements and their Reasoned Analysis as of June 30, 2023, presented by the administration, and the draft of the interim review report of the external auditors, and recommended their approval without observations.

5.- He met for the second time with the External Auditors EY, who presented to the Committee their new team in charge of the audit; The reports to be delivered by EY during the year and their estimated date were specified; and EY's annual work program with the focuses that the external audit would have in 2023:

- Reasonableness of the provision of unbilled revenue (reprocessing, verification of current tariffs and other assumptions used in the calculation);
- adequacy of credit risk provision in accordance with IFRS 9;

- inventories (planning and participation in physical acquisition, valuation);
- PP&E (works under construction);
- provisions for litigation and contingencies;
- effectiveness test of accounting coverage by the Cross Currency SWAP; use of specialists); unusual transactions and/or not recurring; risk of omission of controls by management (A).

The draft EY report regarding the mid-term review of the Financial Statements as of 06/30/2023 was known, regarding which the Committee had no observations.

6.- Examined the Balance Sheet, the Financial Statements and their Reasoned Analysis as of September 30, 2023, prior to their presentation to the Board of Directors.

It recommended its approval without prejudice to a review of the effect of the compensation contracts for non-generation to the electrical companies of the Maipo River given that the related payments are increasing.

7.- The Committee held a third meeting with the EY External Auditors in December. Reviewed the progress of the execution schedule of the annual audit and the Letter to Management or internal control.

The Report to the administration presented 10 observations, among which there are 4 delayed since 2022 and 6 new, all in the category of minor importance or "Other Recommendations", which are deficiencies or improvements whose solution, according to the external auditors, would be a benefit potential for operational and/or administrative efficiency, or to improve and strengthen the internal control environment. The recommendations fall on inventory processes, provisions, remunerations, bad debts, SAP and AQUACIS.

The Committee analyzed the observations and asked the administration for its prompt solution, especially in the IT processes that are being observed.

IV. PROPOSAL OF EXTERNAL AUDITORS AND RISK CLASSIFIER 2022

1.- The Committee suggested the following firms as external auditors for 2023, in the following order of priority: EY, KPMG and Gran Thornton, considering that all of them meet the requirements to fulfill the function, with EY being the most economical offer, for UF 4,705 for Aguas Andinas and UF 7,450 for all the companies of the Aguas Group. In addition to the economic offer, EY is a world-leading professional services company, external auditor of Aguas Andinas and its subsidiaries since 2011. Its work has made it possible to comply with the dates required by the different regulatory authorities; has extensive experience in the sanitation sector and audits the parent companies Suez Spain, Suez and Veolia. For its part, KPMG is the second best economic offer for UF 5,500 for Aguas Andinas and UF 9,750 for the entire group; and in third place Gran Thornton, with an offer for UF 5,500 only for Aguas Andinas and UF 10,705 for all the companies in the group.

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2.- The Committee of Directors proposed to designate the companies ICR, for a total price of UF 280, and Fitch, for a total price of 340 UF, as private risk raters of Aguas Andinas for the period 2023-2024. Both meet appropriate work standards, and quoted market prices. ICR has a long relationship with Grupo Aguas and 49% of its current ownership is owned by the international Moodys. For its part, Fitch, as a local and international rating agency, has a positive perception by investors and a highly experienced team in the sector.

V. REVIEW OF THE REMUNERATION AND COMPENSATION SYSTEMS OF EXECUTIVES AND WORKERS

The Committee examined the different tools of compensation policy. The bases of the system are external equity, internal equity and financial balance under a determined annual budget.

Regarding external equity, the Committee examined a sample of comparative remunerations by position of companies with similar characteristics, based on samples presented by the consulting firms Korn Ferry and Price Waterhouse (currently, Aguas Andinas works with Korn Ferry). It was determined that the salaries of the different segments are mostly within the respective band.

According to Korn Ferry, a company is recognized as equitable when 70% of its staff is within the consistency range. The Aguas Group companies have 87% of their staff within the Consistency Range.

Regarding the Executive Group, it considers assistant managers, managers and main executives. The Compensation System contemplates fixed and variable remuneration according to the functions of the position assumed. The mechanisms for determining variable income are based on the achievement of objectives, with the global objectives of the business having an impact of 35%, those of scope of influence on 40% and the individual objectives on 25%.

VI.- PROPOSAL TO THE BOARD OF POLICY FOR THE MANAGEMENT OF CONFLICTS OF INTEREST

In session No. 301, held on February 27, 2023, a proposal to the Board of Directors on the Management of Conflicts of Interest, analyzed by the Committee since 2021, was examined and approved.

VII.- PROPOSAL TO THE BOARD ON HABITUALITY POLICY

In sessions No. 307 and 309, held on August 16 and October 10, 2023 respectively, the Committee analyzed to propose to the Board of Directors a General Habituality Policy, considering the respective NCG proposal, in consultation by the CMF on the matter and the particular circumstances of Aguas Andinas S.A. The Committee's proposal to the Board of Directors will be formulated once the final NCG issued by the CMF has been analyzed.

VIII. ANNUAL REPORTS OF THE RISK UNIT, INTERNAL AUDIT AND SUSTAINABILITY

1.- In session No. 300 on January 9, 2023, the Committee examined the Annual Presentation of the Risk Unit of the company. The Committee suggested considering the following:

- a) Evaluate the risks of increased salinity of the Maipo River as a result of climate change and its effects on the quality of drinking and waste water.
- b) Verify the contractual guarantees or safeguards as a consequence of the internalization of the La Farfana and Mapocho-Trebal biofactories, due to effective operational failures that have causes prior to said internalization.
- c) Keep a statistical record of the effective operational problems that the company has, their magnitude and consequences, for the best weighting of real operational risks.

2.- In session No. 305 on June 6, 2023, the Committee held its annual meeting with the company's Internal Audit area.

The progress of the 2023 Internal Audit Plan was reported; the follow-up of pending issues for 2022, and new challenges in the area for 2023. The High Criticality Observations of the year 2022 were also analyzed, which fell on Chemical Input Management, to verify safety stock stocks, Integrated Network Management - Northern Territory and in evaluations of Public Tenders. The challenges for 2023 of the Internal Audit are to integrate the risks of Aguas Andinas to the CAP VEOLIA Platform and in the permanent development of agile and continuous auditing.

The Committee made various proposals, including a supplier development policy to increase competition in tenders.

3.- In session No. 311 on December 5, 2023, the Committee held its annual meeting with the Sustainability Area, which announced its Social Value and Sustainability programs, such as the El Yeso-Laguna Negra Park project, the Infiltration Ditches to reduce erosion, regeneration of flora and water infiltration into the groundwater. The reduction of the company's carbon footprint and emissions reduction projects such as the encapsulation of La Farfana and carbon sequestration with Huechún were analyzed. Finally, the social and relationship development programs with the surrounding communities were presented.

The Committee suggested that the company's sustainability issues focus on the scarcity and optimal use of water resources.

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IX.- OTHER TOPICS DISCUSSED BY THE COMMITTEE OF DIRECTORS

In accordance with its annual work agenda, the Committee carried out a general statistical examination of the public tenders carried out and those awarded to related persons, and other related contracting without bidding in the period between September 1, 2022 and August 31 2023. As a general summary, the information provided by the administration indicates the following:

- Total company tenders: 123, for an awarded amount of MM \$239,226
- Bases delivered to related parties: 25 tenders.
- Offers in tenders carried out by related parties: 14.
- Awards to related parties: 9.
- Amount awarded to related parties: MMS\$6,678, which represents 2.8% of the total price of tenders awarded by the company.
- Other direct purchases from related parties: 11 transactions, for a total amount of MM\$165 million.

X. ANNUAL BUDGET OF THE COMMITTEE DURING 2023

The annual budget of the Board of Directors Committee, set by the Ordinary Shareholders' Meeting in 2023, was UF 3,000, only partially used for the secretariat work of the instance.

XI. RECOMMENDATIONS OF THE COMMITTEE TO SHAREHOLDERS

As of the date of this report, the Committee has no recommendations to make to shareholders.

The Committee's recommendations on external auditors and private risk classifiers for fiscal year 2023 will be sent to the Board of Directors and presented to the Ordinary Shareholders' Meeting, once it has examined the proposals and adopted an agreement on the matter.

Rodrigo Manubens Moltedo

President of the Directors Committee

Aguas Andinas S.A.

CC: Mr. Daniel Tugues

Mr. Camilo Larraín

Mr. Alejandro Reyes

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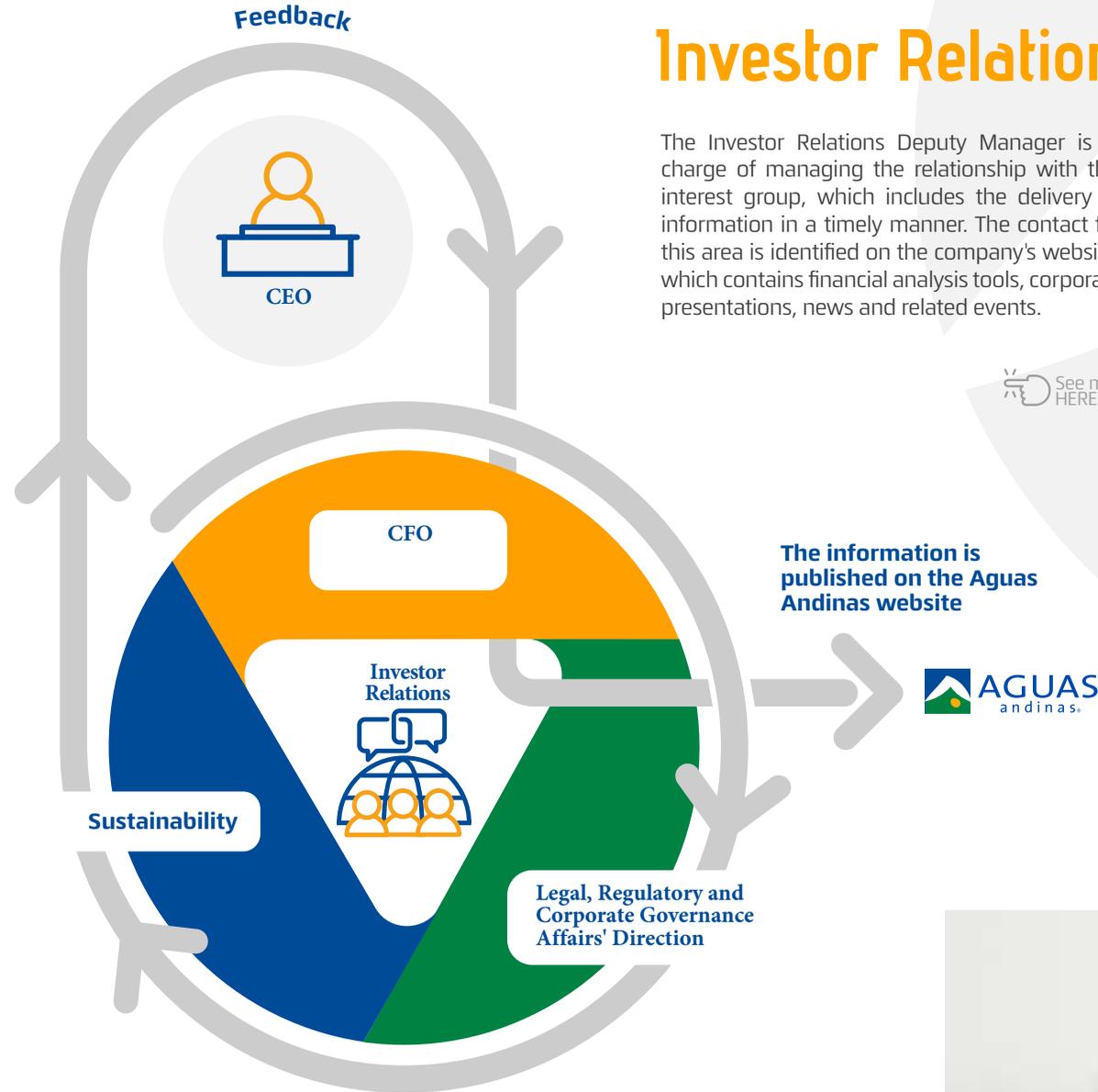
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Investor Relations

The Investor Relations Deputy Manager is in charge of managing the relationship with this interest group, which includes the delivery of information in a timely manner. The contact for this area is identified on the company's website, which contains financial analysis tools, corporate presentations, news and related events.

See more HERE



Corporate relationship map

The Investor Relations Deputy Management works together with various areas both to channel the financial market's vision of Aguas Andinas and to share the strategic corporate guidelines with stakeholders through the preparation of reports that reflect the financial, economic, environmental, social and corporate governance of the company. In this way and by virtue of a horizontal transmission of information, a comprehensive view of the company is provided.

After completing feedback sessions with the various areas involved and with General Management, the financial and operational information and any fact or communication relevant to the market is published on the company's website, so that investors have a broad perspective and complete of the company.



Investor Relations

Review of internal stock market and financial and ESG reporting. Periodic analysis of topics relevant to the market.



Sustainability

Gathering information and market feedback on ESG approaches, indices, rankings, practices and standards.



Financial Management

Continuous improvement of public financial and economic material.



Legal Affairs Directorate, Regulatory and Government Corporate

Compilation and delivery of feedback on corporate governance and regulation regulations.



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Main instances of investor relations in 2023

In 2023, investor interest continued to focus on the company's plan to combat the drought that affects the region, the investments planned for the coming years and the maintenance of financial balance. They also made inquiries about the hydraulic efficiency plan, the ongoing tariff process and the latest renewal of the Board of Directors, especially its implication in the corporate strategy. On this point, they were informed that the priorities and objectives of Aguas Andinas remain the same as those that have already been declared through different instances and that they have also received the support of the new controlling group, Veolia. New international investors, for their part, showed special interest in the company's due diligence on ESG matters.

Conferences abroad



Participation in conferences and webinars with investors

Within the framework of Aguas Andinas' participation in national and international conferences and seminars, approximately 160 "one-on-one" meetings were held with investors in 2023, a number higher than the nearly 150 held in 2022.

• Quarterly results video conferences

This method of delivery of quarterly results was maintained, which guarantees open, transversal and public access to relevant information on the operational and economic performance of the company. For transparency and symmetry, they are organized in coordination with a different investment bank each time. Since 2021, they include the participation of directors and representatives of the topics that arouse the most interest in the market, such as regulatory changes, constituent processes, drought and customer management. The presentations are in Spanish, with a simultaneous translation channel into English.

Invitations, access links and replay videos are available on the Aguas Andinas website.

• Visits to plants

In March 2023, ten investors toured the Pirque ponds and the potable water production plants of Las Vizcachas and La Florida.

• Investor Day

In October, in its corporate building, the company organized a new Investor Day, an event in which executives of the organization announced the Avanza+ plan, future projects, the financial strategy, the new communication strategy with clients, the management of debt, service channels and the growth of the customer base.

Some value-added activities in 2023

20

meetings with new investment funds to publicize the company

4

breakfasts Participation with expanded groups of local investors

2

Non Deal Roadshows with local institutional investors

3

group visits from investors and analysts to operational infrastructure

+40

meetings with foreign funds at international conferences

ALAS20 Award 2023

In the last Chilean edition of ALAS20, Sustainable Leaders Agenda, Aguas Andinas was recognized with first place in the Leading Company in Investor Relations category, after a technical evaluation process carried out between September 27 and December 11, 2023.

The award recognizes excellence in the public disclosure of information to investors, as well as the company's willingness and professionalism in its interaction with key capital market agents. It is the only distinction of its kind in Latin America.



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Senior administration ● GRI 2-13

Chief Executives in office

Led by the general manager, senior management is responsible for putting into practice the definitions of the Board of Directors, main executives in office, making excellence in daily operations compatible with the long-term strategy.



Daniel Tugues Andrés

CEO

Id number 23.872.190-3

Civil Engineer, Canals and Ports from the Polytechnic University of Catalonia, MBA from IESE Business School and master's degree in Comprehensive Water Management (Agbar-UPC). He has 19 years of experience in the environmental infrastructure sector, both water and sanitation and recycling and waste recovery. In our country he has served as Business Development Manager of Aqualogy Chile and Operations Manager at Suez Chile. Later he was General Manager of Suez Recycling & Recovery Spain, and from 2019 to 2022, Director of Operations and Circular Economy at Aguas Andinas.

He assumed his current position in May 2023.



Miquel Sans Villalonga

CFO

Id number 28.354.851-1

Graduated in Business Administration and Management from the Universitat Pompeu Fabra, he has a diploma in Business Sciences from the Universitat Illes Balears and a postgraduate degree in Auditing from the Barcelona School of Management. In 2005 he began his professional career at Deloitte, where he served as Audit Manager. Starting in 2011, he assumed different roles in Barcelona and Paris for Suez Group. In 2021 he was appointed financial and General Services director for Aigües de Barcelona.

He assumed his current position in September 2023.



Xavier Iraegui Navarro

COO

Id number 28.083.966-3

Civil, Canal and Port Engineer from the Polytechnic University of Catalonia and PDD from IE Business School. He has been director of Municipal Water at Veolia Latam and previously was director of Operations in Aguas de Barcelona, Zone Director in Catalonia and Deputy Manager of Purchasing and Supplies in Colombia.

He assumed his current position in January 2023.



Eugenio Rodríguez Mingo

Client and Business Development Director

Id number 6.379.051-6

Commercial engineer from the University of Chile. He was commercial manager of Santander Leasing S.A., of ENEA at Inmobiliaria Manso de Velasco and of Piedra Roja at Inmobiliaria Manquehue. In 2005 he entered to Aguas Andinas, where he has served as Business Development Manager, Cordillera Zone Manager and Corporate Customer Service Manager. He is also general manager of Aguas Cordillera S.A. and Aguas Manquehue S.A.

He assumed his current position at Aguas Andinas S.A. in 2017.



Sandra Gaete Diez

Director of People, Organization, Culture and Talent

Id number 10.008.147-4

Graduate in Social Work at the Universidad de la Frontera, with studies in Control and Business Management at the University of Chile and the Catholic University of Valparaíso, and on Strategic Management of People and Organization at the Universidad Austral de Chile. With more than 25 years of experience in the sanitation industry, she led the management of People, Community, Safety and Occupational Health of the Company of sanitation Services of los Lagos and the direction of Human Resources of Suez Chile, among other responsibilities.

He assumed his current position in August 2022.

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Senior Administration



Camilo Larraín Sánchez
Director of Legal, Regulatory Affairs and Corporate Governance

Id number 10.436.775-5

Lawyer from Diego Portales University and master's degree in Business Law from Universidad de Los Andes. Since 2000 he has been part of Aguas Andinas, where he has served as secretary of the Board of Directors. He has also been a director of ANDESS AG, ESSAL S.A., Sociedad Canal del Maipo and Eléctrica Puntilla S.A., as well as a professor of Water Law at the Law School of the University of Los Andes.

He assumed his current position in January 2010.



José Sáez Albornoz
Director of Territorial Management

Id number 9.447.215-6

Commercial engineer from the University of Santiago, master's degree (c) in Human Behavior and Organizational Development from the Diego Portales University. He joined Aguas Andinas in 2008. With 30 years of experience in the sanitation industry, he has been general manager of ESSAL S.A. and then Zone Manager, Business Development Manager and Director of Customer Service of Aguas Andinas.

He assumed his current position in July 2021.



Iván Yarur Sairafi
Transformation Director

Id number 8.534.007-7

Industrial civil engineer and master's degree from the University of Chile, Master of Science in Accounting and Finance from the London School of Economics and Political Science in the United Kingdom. He joined the company in 2000. Between 2011 and 2013, he was general manager of IAM. Since 2013, he held the position of corporate manager of Finance and Purchasing, and in 2017 he took over as Finance Director.

He assumed his current position in November 2020.



Cristián Schwerter Loyola
Planning Director

Id number 12.343.884-1

Civil engineer from the Pontifical Catholic University of Chile and master's degree in Integrated Water Cycle Management from the Polytechnic University of Catalonia. He has more than 20 years of experience in managing sanitation infrastructure projects, highlighting his participation in the Santiago sanitation plan. He has also been responsible for managing operational and operation support units at Aguas Andinas, from the positions of Network and Operational Support Manager.

He assumed his current position in April 2021.

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List of executives of Aguas Andinas S.A. (in alphabetical order)

Name	Id number	Profession	Job position	Nationality	Start date in position
Daniel Tugues Andres	23,872,190-3	Engineer of roads, canals and ports	General manager	Foreign	01.05.2023
Camilo Larraín Sánchez	10,436,775-5	Lawyer	Director of Legal, Regulatory Affairs and Corporate Governance	Chilean	01.21.2010
Cristian Schwerter Loyola	12,343,884-1	Civil Engineering	Director of Planning, Engineering and Construction	Chilean	04.27.2021
Eugenio Rodríguez Mingo	6,379,051-6	Commercial engineer	Client and Business Development Director	Chilean	02.07.2021
Xavier Iraegui Navarro	28,083,966-3	Engineer of roads, canals and ports	Director of operations	Foreign	01.11.2023
Ivan Yarur Sairafi	8,534,007-7	Industrial civil engineer	Transformation Director	Chilean	11.20.2020
José Sáez Albornoz	9,447,215-6	Commercial engineer	Director of Territorial Management	Chilean	02.07.2021
Miquel Sans Villalonga	48,201,198-5 (Provisional)	Graduate in Business Administration and Management	CFO	Foreign	01.09.2023
Sandra Gaete Diez	10,008,147-4	Graduate in Social Work	Director of People, Organization, Culture and Talent	Chilean	01.08.2022
Alejandro Riquelme Hernandez	12,200,262-8	Auditor accountant	Transformation Project Manager	Chilean	07.03.2022
Antonela Laino	23,171,564-9	Economist	Finance and Investor Relations Manager	Foreigner	07.03.2022
Carlos Torres Barrientos	9,383,964-1	Electrical execution engineer	Engineering Manager	Chilean	04.16.2021
Christian Delgado Canseco	11,977,419-5	Electronic Execution Engineer	Asset Management Manager	Chilean	01.09.2022

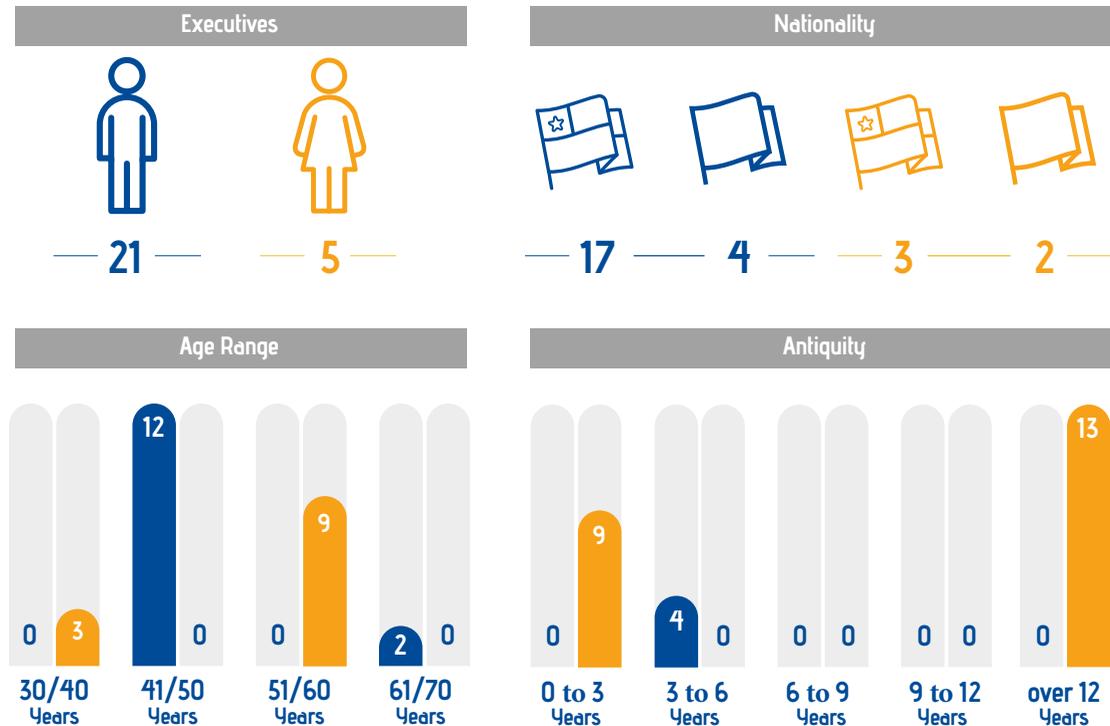
Name	Id number	Profession	Job position	Nationality	Start date in position
Claudia Contreras González	13,919,980-4	Journalist	Corporate Communications and Public Affairs Manager	Chilean	01.01.2022
Cristián Rosas Miranda	12,825,570-2	Commercial engineer	Purchasing manager	Chilean	01.04.2022
Cristian Torres Rojas	12,867,840-9	Commercial engineer	Management Control and Accounting Manager	Chilean	07.03.2022
Edson Landeros Poblete	14,505,628-4	Civil engineer	Planning Manager	Chilean	03.07.2020
Eduardo Laguna Tudela	24,196,211-3	Industrial civil engineer	Construction Manager of Major Works	Foreign	01.07.2022
Francisca Blanc Mendiberri	7,741,356-1	Lawyer	Compliance and Corporate Governance Manager	Chilean	01.02.2020
Francisco Javier Cruz Ferrada	15,334,377-2	Bachelor of Computer Science	Technology and Digitalization Manager	Chilean	02.05.2023
Franco Nicoletti Ortigosa	12,028,060-0	Civil Engineering	Distribution and Collection Manager	Chilean	03.10.2018
Juan Carlos Valdebenito Campos	9,266,672-7	Civil Engineering	People Manager	Chilean	01.09.2022
Luis Faúndez Pérez	8,043,598-3	Civil engineer	Tariffs and Regulation Manager	Chilean	02.05.2012
Orlando Salgado Cespedes	12,675,829-4	Civil Engineering	Purification Manager	Chilean	04.16.2021
Rachel Bernardin	21,234,079-0	Civil Engineering	Production and Resources Manager	Foreigner	01.05.2020
Rafael Rojas Agurto	10,211,767-0	Civil Engineering	Security manager	Chilean	06.14.2022

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Composition and diversity of the executive staff ● GRI 405-1

● Man ● Woman



Compensations

The total compensation of Aguas Andinas executives is determined according to average market income, the size of the company and the specialization of the sector. There are also variable remuneration components that respond to the company's results and the fulfillment of the individual objectives set for the year. The company does not have compensation plans or special benefits aimed at its main executives, beyond the aforementioned variable bonus. As of December 31, 2023, the company's list of main executives was

made up of 64 people, a group that received a total remuneration of \$5,145 million during the last fiscal year. Compensation for years of service totaled \$235 million in the same period.

The compensation structures are defined and reviewed annually by the board of directors, as stated for 2023 in the report of the committee of directors included in this report (section V). The review of these salary structures is not a matter for the meeting.



Remunerations and compensation paid (in million of pesos)

	2019	2020	2021	2022	2023
Fixed rent	3,660	4,151	3,723	4,506	4,295
Variable income	986	728	774	961	850
Total remuneration paid	4,645	4,880	4,497	5,467	5,145
Compensation paid	1,004	1,358	631	1,356	230

Succession plan

Aguas Andinas has a procedure to facilitate the proper functioning of the company in the event of the replacement or loss of the general manager and main executives. In the event of the permanent absence of the general manager, the Board of Directors may hire the services of a headhunting company or similar services, or opt for the direct hiring of the replacement, taking into special consideration the technical suitability, educational level, experience and any other relevant factor of the person who will fill the vacancy.

To the extent possible, every senior executive who leaves his position is encouraged to submit a report of the pending matters that were in his care, indicating the status of each one, the associated risks, the people who are working on the matter and recommended future steps. In the case of the general manager, it is delivered to the president of the Board of Directors, and in the case of senior executives, to the general manager.

In the event of the definitive absence of a main executive, the general manager must seek the prompt hiring of a replacement, following the aforementioned criteria.

This procedure must be carried out in accordance with the provisions of Chilean Standard 3262 on the Gender Equality Management System and Reconciliation of Work, Family and Personal Life, and take into account the provisions of the company's Talent Management Process.

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Ethics and compliance

Aware of providing a basic service for the population and operating in a highly regulated market, from the beginning the Aguas Group has placed ethical and regulatory compliance at the center of its concerns. Its objective is to be an engine of cultural change in the implementation of good and best practices in matters of integrity and corporate ethics, a goal that must guide the behavior of each member of the organization.

In this sense, the company has a specific management system to mitigate the risks of corruption and guarantee probative conduct. In addition, it operates a Compliance and Corporate Governance Management, dependent on the Legal Affairs Department, which is responsible for strengthening work environments where personal responsibility prevails. Likewise, it shares good practices with its controlling company, Veolia, a group that also attributes the utmost importance to these matters.

● GRI 2-24

Compliance Management System

Described in the Compliance Policy, the company's Compliance and Anti-Corruption Management System is made up of a set of processes, policies, procedures, instructions and organizational management practices whose purpose is to implement good practices that ensure compliance with the principles of ethics and integrity that Grupo Aguas promotes, reducing the risk of committing acts that contravene them.

The ethical and compliance guidelines are integrated into the functional objectives that determine the variable remuneration of the members of the Legal, Regulatory and Corporate Governance Department.

Customer Ombudsman ● GRI 2-25

Aguas Andinas has the figure of the Customer Ombudsman, (formerly Customer Counsel), which offers its clients the opportunity to evaluate the solutions previously delivered and be assisted in the second instance if they do not agree with the answers provided by the customer services attention. In this case, the Ombudsman's specialist team reviews the requests submitted by clients in greater depth, resolves them and internally formulates improvement proposals.

The Aguas Andinas Customer Ombudsman is governed by the principles of objectivity and fairness towards the parties, transparency in its actions, confidentiality of information and independence with respect to its management areas, always seeking to promote dialogue with customers, regarding the basis of good faith, mutual trust and observance of the regulations applicable to the services provided by the company. In this way it contributes to increasing its quality standards.

In 2023, it attended to 514 cases.



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System Components (58) ● GRI 2-23, 2-26 ODS 16

See more HERE

Component	Scope
Ethical code: Establishes the fundamental values and principles of conduct, as well as the guidelines regarding the organization, the market and the environment.	The entire organization. It is the obligation of those who work in the company to disseminate it among suppliers and contractors.
Crime Prevention Model: Establishes rules, protocols and procedures designed according to the provisions of Law 20,393. It must be implemented in each subsidiary. It is audited and certified annually by a specialized external agency.	The entire organization, suppliers and contractors.
Anti-Corruption Policy and Management System: They guide the behavior of company members in their relationship with third parties, including other workers, business partners and public officials. Among other things, it prohibits contributions of cash, donations or collaborations to finance political parties or campaigns or finance political activities of any kind. The system is certified under the ISO 37001 standard.	The entire organization.
Human Rights Policy: Defines the principles and guidelines that transversally govern the protection of fundamental rights, both within the company and throughout its value chain.	The entire organization. For suppliers, specific clauses are included in their contracts and a special channel has been established for them to make complaints.
Donations and Sponsorship Policy: To carry out the principles and definitions of this policy, there is a Donations and Sponsorship Committee that evaluates the impact of the initiatives promoted by the group's collaborators from the point of view of social, environmental and cultural interest, as well as sustainable development, and innovative of the environment and local communities. This body presents the projects to the Board of Directors, which ultimately authorizes their implementation.	The entire organization.
Environmental Compliance Policy: Provides guidelines on how to manage environmental protection. It describes the legal and regulatory standards and those arising from the environmental evaluation processes that the company has decided to carry out. Considers voluntary efforts in environmental risk management, especially those linked to the ISO 14,001 standard.	The entire organization.
Complaint line: Channel available on the intranet and on the Aguas Andinas website, through which anyone can confidentially and anonymously report possible non-compliance with internal regulations and laws by members of the company.	The entire organization and external public.
Consumer Policy: Defines the bases, criteria and essential guidelines related to the protection of consumer rights, in order to incorporate effective instruments for preventing legal or regulatory non-compliance, which are adapted to the legal and social complexities of the companies providing services. Sanitation services and their relationships with clients within the framework of consumer relations.	The entire organization.
Free Competition Policy: Provides guidelines to executives, collaborators and related parties regarding compliance with Chilean free competition regulations.	The entire organization.

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(58) The Code of Ethics, the Crime Prevention Model, Anti-Corruption Management Policy, the Human Rights Policy, the Donations and Sponsorship Policy, the Environmental Compliance Policy and the Complaint Line.



Recertification of the Anti-Corruption Management System and ethical standards

In November 2023, the external recertification audit took place in the ISO 37001 standard of the Anti-Corruption Management System, a process carried out by the auditor AENOR. No “non-conformities” were recorded, so recertification was obtained until December 2026. This standard, under which the system was certified for the first time in 2017, has been fundamental in the implementation of reasonable and proportional measures to prevent, detect and confront acts of corruption in the company.



Main roles of the system

● GRI 2-16

• Compliance officer

Promotes adherence to the Compliance Policy and its associated documents; receives and investigates complaints.

• Integrity and Compliance Committee

It is made up of the president of the Board of Directors, the general manager and the area directors. Ensures the correct functioning of the system, knows the status of complaints and investigations, and proposes improvements.

Directory

Approves related policies, appoints the compliance officer, and monitors the progress of the system and complaints received on a quarterly basis.

• Anti-Corruption Management System Committee

It is made up of the Director of Legal Affairs, the compliance officer and the compliance consultant. Defines the actions intended to implement, control, maintain and improve the performance of the Anti-Corruption Management System, in accordance with the requirements of the International Standard ISO37001:2016.

Compliance and anti-corruption training

● GRI 205-2 SDG 16

Awareness-raising, training and dissemination are crucial tools to mitigate corruption risks. For this reason, an annual training and communication plan is planned and executed that includes matters of the Compliance Management System and the Human Rights Policy, which was fully complied with in 2023. The training is organized in such a way that it is permanent but rotating with respect to all the members of the Aguas Group, managers and area directors included.

During the reported year, the training actions covered a total of 739 workers from different levels and companies of the Aguas Group, and a relevant number of critical suppliers. Meanwhile, the communications plan seeks to reach all the company's workers and suppliers, which is achieved through emails, the intranet, WhatsApp, videos displayed in elevators and in venues.

Awareness campaigns were also disseminated to encourage the correct use of reporting channels and the prevention of workplace and sexual harassment, matters that were incorporated into the corporate induction process by providing a Practical Integrity and Compliance Guide to each new worker and to the training and communication with contractor and suppliers.

Compliance risk assessment

● GRI 205-1 SDG 16

With the aim of preventing and detecting acts of corruption, the compliance risk matrix is reviewed once a year, as well as the policies and procedures that are part of the management system for this purpose. In 2023 this work was focused on preparing the company for the entry into force of the new Economic Crimes Law and Environmental, which raises the requirements in this

matter, considerably expanding the number of crimes contained in the catalog of Law 20.393 on Criminal Liability of Legal Entities.

In the first stage, information was collected to identify possible risks related to new crimes, a process that included more than 50 interviews with different members of the organization, including the president of the Board of Directors, the general manager, the area directors, executives and process owners. Then a complete diagnosis of the company's situation was carried out. At the end of the year, progress was being made in the design of controls and the documentation necessary to implement the new compliance risk matrix during 2024.

Complaints and sanctions

● GRI 2-27, 205-3, 206-1 SDG 16

In 2023, a complaint of sexual harassment was filed, which was received through the company's complaints channel and duly reported to the Labor Directorate.

There were no cases of corruption or complaints related to non-compliance with Law 20,393 or the Crime Prevention Model, situations of workplace harassment, discrimination or mistreatment, or about actions that put people's health or safety at risk.

There were also no enforceable sanctions against the company for regulatory breaches related to free competition, Law 20,393, consumer rights, corruption, discrimination, harassment, data privacy, conflicts of interest or money laundering.

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Human rights due diligence ● GRI 2-24

Since 2018, Aguas Andinas has periodically carried out human rights due diligence processes. The last one was developed between November 2021 and May 2022, with the support of the Centro Vincular of the Catholic University of Valparaíso. On that occasion, the real and potential impacts were identified from a human rights perspective in all Aguas Andinas operations, throughout its entire value chain. In total, five stakeholders were evaluated - clients, community, workers, suppliers and contractors -, 16 processes or operations and 27 possible impacts linked to a total of 21 human rights themes (among others, the right to enjoy fair and favorable conditions of work, right to form and join unions, right to strike, freedom of association, collective bargaining, non-discrimination at work and child labor).

The evaluation consisted of interviews with executives from critical areas and certain representatives of relevant stakeholders whose fundamental rights could potentially be violated by business activities. To specify each of the risks linked to human rights, their causes and impacts, the Aguas Group's comprehensive risk management methodology was used, standardizing the language.

Along with this, each risk was related to the human rights that could be violated, the potentially affected interest group was identified and the responsibility of Aguas was determined according to the OECD guidelines and the Guiding Principles on Business and Human Rights of the ONU. In line with these principles, an adjustment was made to the impact criterion on people, which was focused on health and safety aspects, adding topics related to working conditions and quality of life.

(59) Women's rights were addressed through impact assessment on the right to equality before the law, equal protection of the law and non-discrimination, as described in article 26 of the International Covenant of Civil and Political Rights (ICCPR). Children's rights were addressed through impact assessment on the right to protection of the child, as contained in Article 24 of the ICCPR, and compliance with the prohibition of child labor, as defined by the ILO.

Process results

Audiences of interest evaluated	Clients, community, internal workers, subcontracted workers, suppliers and contractors.
No. of operations and impacts considered	16 processes and 27 possible impacts, linked to a total of 21 human rights themes, among others: right to enjoy fair and favorable working conditions, right to form and join unions, right to strike, freedom of association, collective bargaining, non-discrimination in work and child labor (59).
Findings	44 risks were identified, of which 29 were already included in the company's matrices and 15 were new, mostly related to labor-related impacts for internal and external workers.

On the recommendation of the Vincular Center, the Compliance area worked in 2023 on the consolidation of a work methodology that guarantees a real integration of human rights into the culture and daily management of the different areas of the group. In addition, it has been collaborating in the implementation of actions to mitigate the identified risks and monitor the defined indicators, in order to strengthen Aguas Andinas' human rights protection system.

The Aguas Andinas Human Rights Policy reinforces that any worker or external third party who witnesses a breach in this area can report it through the Aguas Group Complaints Channel. In addition, a periodic materiality survey is carried out to find out the issues that most concern or affect the company's stakeholders, including those related to their fundamental rights. Customers have a complaint mechanism at their disposal on the website and the contact center. Meanwhile, the communities surrounding the biofactories participate in working groups with the company and an exclusive telephone number has been established for them to make inquiries and complaints.

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Anti-corruption training

There are annual training and communication plans aimed at reinforcing the Compliance Management System. During 2023, these actions covered a total of 739 workers from different sectors and companies in the group.

Workers trained in anti-corruption policies and procedures - 2023

Estate	Aguas Andinas	Aguas Cordillera	Aguas Manquehue	EcoRiles	ANAM	Hidrogística	Aguas del Maipo	Total
Executives	71	6	-	4	3	3	-	87
Headquarters	36	1	-	-	1	2	1	41
Professionals	130	8	-	1	5	4	-	148
Technicians	175	14	1	2	7	10	-	209
Administrative	26	2	-	1	1	3	-	33
Operators	173	20	3	22	1	2	-	221
Total	611	51	4	30	18	24	1	739

Compliance risk assessment ● GRI 205-1, 205-2, 205-3

To prevent and detect acts of corruption, the Compliance risk matrix is reviewed annually, as well as the policies and procedures that are part of the Management System.

In 2023 we carry out the risk assessment according to the new economic and environmental crimes that are incorporated in the catalog of Law No. 20,393, which establishes the criminal liability of the legal entity. This process included a diagnosis of the Company's situation, after a collection of information, which considered carrying out more than 50 interviews with different members of the organization, from the President of the Board of Directors, General Manager, Area Directors, such as various executives and process owners. At the end of 2023, progress has been made in the process of designing the controls and documentation necessary to prepare and implement the new Compliance risk matrix during 2024..

During the year there were no confirmed cases of corruption in the company.



● GRI 2-23, GRI 2-25 SDG 16

Protection of human rights in Aguas Andinas

The different Corporate Governance bodies of the Company are responsible for human rights matters, as do the different operational areas. Thus, the Board of Directors is responsible for promoting a culture of respect and protection of human rights; the Official Compliance Officer is in charge of materializing and promoting the advancement of the Aguas Group's human rights protection system. The Steering Committee composed of the General Management and the area managements must generate the guidelines and ensure that the responsible areas comply with the obligations in these matters. Finally, the Areas responsible for the processes must identify human rights risks and apply the controls established to mitigate the risks.

Aguas Andinas, with the support of the Centro Vincular of the Catholic University of Valparaíso, developed a due diligence process in human rights that, throughout its progress, identified the real and potential impacts from the perspective of fundamental rights in all operations and the entire value chain of the company.

Since then, progress has been made in the implementation of a methodology that ensures a real integration of these rights into the culture and daily management of the different areas of the group, together with continuously working with the areas responsible for executing actions and the subsequent monitoring of the defined indicators. Due importance has also been given to strengthening the reportability and transparency of HR management both to the Board of Directors and senior management, as well as to all workers and external stakeholders. For now, a compliance officer already has functions in the company, who is in charge of materializing these protocols in order to promote Aguas Andinas' corporate human rights protection system.

For now, the company has already appointed a compliance officer in charge of materializing these recommendations and promoting the advancement of Aguas Andinas' human rights protection system.

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Human Rights Integration ● GRI 414-2

The human rights due diligence processes carried out since 2018 have allowed the company to identify a series of risks and implement measures for their management, control and mitigation, all within the framework of the work carried out in said processes.

Risk	Existing control and mitigation measures
<ul style="list-style-type: none"> Contamination of potable water Water quality outside acceptable parameters 	<p>Control laboratories in all production plants, where samples from the different stages of the process are analyzed, in addition to ISO 9001 certification for process quality management.</p> <p>Supervision and monitoring of the input and output quality of potable water plants and wastewater treatment plants to ensure that they comply with all applicable legislation and regulations.</p>
<ul style="list-style-type: none"> Failure to comply with the Human Right to Water and Sanitation, recognized by the UN in 2010 Impossibility to treat raw water 	<p>BIOCIUDAD: initiative that incorporates five key pillars: New water sources, Resilience, Greater use of groundwater, Nature-based solutions, Responsible use of water.</p> <p>Drought Plan: It involves investments and awareness campaigns, in addition to coordination with authorities and other relevant actors (such as the canalists of the first section of the Maipo River) to comprehensively address water scarcity.</p> <p>Management of solutions for sectors that do not have potable water or sewage services.</p> <p>Infrastructure works to increase the autonomy of Santiago in case of extreme turbidity events.</p>
<ul style="list-style-type: none"> Breakage of raw water storage reservoir Damage to the company's facilities and infrastructure Unavailability of PEAP - VRP Damage to the company's facilities and infrastructure 	<p>Implementation of a business continuity management system based on the ISO22301 standard.</p> <p>Incident and Emergency Management Plan (PGIE), including preventive discharge drills at the El Yeso reservoir carried out in 2023.</p>
<p>Obstruction of collectors due to misuse of the network or lack of permanent maintenance.</p>	<p>Implementation of a business continuity management system based on the ISO22301 standard.</p> <p>Incident and Emergency Management Plan (PGIE).</p> <p>Development of a robotic inspection system suitable for monitoring the interior of large collectors while they are in operation, providing both operational and structural diagnoses.</p>
<ul style="list-style-type: none"> Discriminatory actions against workers. Gender discrimination. 	<p>NCH 3262 Certification on Equality and Conciliation: recertification and expansion of scope to plants and operational centers.</p> <p>Gender equality and work-life balance policy.</p> <p>Compliance with annual compensation review procedures.</p> <p>Aguas Andinas is registered in the Good Labor Practices and Decent Work for Gender Equality (BPLEG) Program of the SernamEG (National Service for Women and Gender Equality), which seeks to promote cultural change within labor organizations to favor the entry and permanence of women.</p>
<ul style="list-style-type: none"> Population is not aware of the protection of water resources. 	<p>Drought Plan: includes awareness campaigns for the population of Santiago in order to comprehensively address water scarcity.</p>
<ul style="list-style-type: none"> Lack or inadequate instances of participation and communication with the community, 	<p>Working groups with communities and social organizations, in addition to the Aló Vecino line made available to communities near the company's biofactories.</p>
<ul style="list-style-type: none"> Non-compliance with the criteria established by P31 of the Guiding Principles, in relation to reporting channels (legitimate, accessible, predictable, equitable, transparent, compatible with rights, a source of continuous learning, based on participation and dialogue). 	<p>Customer Ombudsman, which offers the opportunity to evaluate the solutions previously delivered and be assisted in the second instance if they do not agree with the answers provided by customer service services.</p> <p>Complaints channel, accompanied by a complaints, investigation and sanctions procedure.</p>

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Consumer Compliance Policy

The company's Consumer Compliance Policy defines the bases, criteria and essential guidelines adopted by Aguas Andinas and its sanitation subsidiaries regarding compliance with the protection of consumer rights. The purpose is to incorporate effective instruments to prevent legal and regulatory non-compliance, and that are adapted to the legal and social complexities of companies providing sanitation services, and their relationship with clients within the framework of consumer relations.

First diagnosis of companies

Aguas Andinas participated in the first diagnosis on companies and human rights in Chile, carried out in 2022 by the Sustainability Program from the Faculty of Law of the Pontifical Catholic University in collaboration with the World Benchmarking Alliance. The variables evaluated were the political commitment of senior administration with respect to human rights, the due diligence process and the instances of complaint and remediation..

Second diagnosis of companies and human rights

Aguas Andinas participated in the second diagnosis on companies and human rights in Chile, carried out in 2023 by the Sustainability Program of the Faculty of Law of the Pontificia Universidad Católica in collaboration with the World Benchmarking Alliance. The variables evaluated were: commitments and governance to respect human rights, human rights risk identification and management systems (due diligence), and complaint and remediation mechanisms.

We obtained third place among Chilean companies that stand out for their culture of defense and respect for human rights, achieving greater systematization of the standard, a deepening of the commitment to respect for the company's human rights policy, and greater clarity on the assignment and distribution of responsibilities in the management of human rights risks within the company.



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Property Executives

Executive ownership stake					
Name or Social reason	Job position	Aguas A	%	IAM	%
Inversiones Palguin Ltda. (Luis Alberto Faundez Perez) custody stockbroker	Tariffs and Regulation Manager	895,879	0.01%	23,277	0.00%
Rocha Ibarra Chary Alejandra	Assistant Manager People Management	246,673	0.00%	-	0%
Arata y Cerda Ltda.	General Manager Ecoriles - ANAM	205,487	0.00%	-	0.00%
Arata Zapico Paola Del Carmen	General Manager Ecoriles - ANAM	213,700	0.00%	-	0.00%
Walton Lazo Pablo Andrés	Customer Experience Manager	45,000	0.00%	-	0.00%
San George Nielsen Sebastian Alexander	Customer Service Assistant Manager	15,720	0.00%	-	0.00%
Asesorías e Inversiones Daramai Spa (Rodrigo Manubens)	Chief Executive officer	20,206,989	0.33%	-	0.00%
Inversiones Santa Margarita Spa (Giorgiana Cuneo)	Principal Director	9,680,692	0.16%	-	0.00%
Giorgianna Cúneo Queirolo	Principal Director	1,469,119	0.02%	534,747	0.05%
Giorgianna Cúneo Queirolo (in custody)	Principal Director	1,086,874	0.02%	-	0.00%
Investments San Lorenzo Spa (Tomas Uauy)	Substitute principal	9,680,692	0.16%	-	0.00%

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Identification of the company



Legal constitution

Aguas Andinas S.A. was established by public deed dated May 31, 1989, executed in the Santiago Notary of Mr. Raúl Undurraga Laso, and an extract of it was registered on page 13.981, No. 7.040, in the Commercial Registry of the Conservator of Real Estate of Santiago in 1989, and was published in the Official Gazette on June 10, 1989. The bylaws have been subject to various modifications. The last of these reforms was agreed upon by the 18th Extraordinary Shareholders' Meeting, which had the objective of: (i) incorporating the modifications introduced to the laws and regulations that regulate the company's activity; (ii) modify the corporate purpose, adapting it to the General Law of Sanitation Services; (iii) extend the duration of the board of directors to three years; (iv) record that the share capital is fully subscribed and paid; and (v) repeal the transitional provisions that lost validity. Likewise, a new consolidated text of the statutes was granted. This modification is recorded in a public deed dated October 2, 2013, executed in the Santiago Notary of Mr. Iván Torrealba Acevedo, and an extract of it was registered on page 78,229 No. 51,547, in the Commercial Registry of the Registrar of Real Estate. of Santiago in 2013, and was published in the Official Gazette on October 21, 2013.

Legal aspects

The Company is registered in the Securities Registry of the Financial Market Commission with No. 0346 by provision of Law No. 18,046. As a company in the Sanitation Industry, it is supervised by the Superintendence of Sanitation Services in accordance with Law No. 18,902.

Share series A and B

Article 5 of the Company's bylaws establishes that series B shares have a preferential character, which provides them with a special quorum established at the Extraordinary Shareholders' Meeting held on March 29, 1999. This allows them to decide on acts and contracts that are related to the rights to use water and sanitation concessions of Aguas Andinas. Series B will be automatically extinguished upon the transfer or exchange of any of its titles for series A shares, an act by which the transferred or exchanged titles will become part of series A.

It will also disappear once 50 years have elapsed from the date of legalization of the modification of the statutes agreed upon at the aforementioned Extraordinary Shareholders' Meeting, and in the event that the series B shares represent less than 5% of the total of the capital issued by the company. If any of these circumstances occur, series A and B will be eliminated, and all the shares that make them up will automatically be transformed into common or ordinary securities, eliminating the division into series of shares. The statutes of Aguas Andinas are available on the following website.

Social object

The purpose of the company is to produce and distribute potable water; collect and treat wastewater; and perform other services related to said activities, in the manner and conditions established in the decree with the force of Law No. 382 of the Ministry of Public Works of 1988, General Law of Sanitation Services, and other regulations that are applicable.

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Stock transactions 2023

	SANTIAGO STOCK EXCHANGE		
2023	Average Price (\$)	Units	Amount (\$)
Total 1st quarter	205.5	251,482,732	52,450,352,975
Total 2nd quarter	259.67	540,633,306	140,892,901,259
Total 3rd quarter	286.62	472,285,498	135,044,150,242
Total 4th quarter	270.46	389,273,934	104,731,220,804
Total 2023	255.56	1,653,675,470	433,118,625,280

	ELECTRONIC STOCK EXCHANGE		
2023	Average Price (\$)	Units	Amount (\$)
Total 1st quarter	209.15	32,123,496	6,935,898,368
Total 2nd quarter	258.97	20,179,642	5,225,978,505
Total 3rd quarter	284.03	23,018,102	6,537,796,172
Total 4th quarter	269.66	23,899,541	6,444,683,640
Total 2023	255.4525	99,220,781	25,144,356,685

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Related transactions – Law 18.045

Relationship between informant and society	Id number	Informant name/company name	Transaction date	Transaction Type	Number of units traded	Unit price in (\$)	Total transaction amount	Observations
EJ	12018097-5	CARMEN GLORIA VERA RIVERA	19/12/2023	E	376.163	275	103,444,825	Sale of shares of spouse Alejandro Riquelme, executive of Aguas Andinas
DI	9667948-3	GIORGIANNA CUNEO QUEIROLO	26/09/2023	A	1.000.000	278,25	278,249,990	Director of Aguas Andinas
DI	17406011-8	TOMAS UAUY CUNEO	20/07/2023	A	533.500	282,70	150,820,450	The Director of Aguas Andinas, Giorgianna Cuneo, rut 9.667.948-3 informs the purchase of Shares of the company Aguas Andinas through the company INVERSIONES SANTA MARGARITA SPA
DI	9667948-3	GIORGIANNA CUNEO QUEIROLO	20/07/2023	A	533.500	282,70	150,820,450	The Director of Aguas Andinas Tomas Uauy Rut 17.406.011-8 reports the purchase of Aguas Andinas shares through the company INVERSIONES SAN LORENZO SPA
EJ	16017571-0	FELIPE ANDRES SANCHEZ IHL	11/07/2023	E	9.351	260	2,431,260	Aguas Andinas Executive
DI	17406011-8	TOMAS UAUY CUNEO	20/04/2023	E	9.147.192	248,01	2,268,595,088	Inversiones Santa Victoria SpA, a company related to director Tomás Uauy Cuneo, sold 9.147.192 shares of Aguas Andinas S.A.
DI	9667948-3	GIORGIANNA CUNEO QUEIROLO	20/04/2023	E	9.147.192	248,01	2,268,595,088	Inversiones Cinque Terre SpA, a company related to the director Giorgianna Cuneo Queirolo, sold 9.147.192 shares of Aguas Andinas S.A.
DI	9667948-3	GIORGIANNA CUNEO QUEIROLO	20/04/2023	A	9.147.192	248,01	2,268,595,088	Inversiones Santa Margarita SpA, a company related to the director Giorgianna Cuneo Queirolo, purchased 9.147.192 shares of Aguas Andinas S.A.
DI	17406011-8	TOMAS UAUY CUNEO	20/04/2023	A	9.147.192	248,01	2,268,595,088	Inversiones San Lorenzo SpA, a company related to director Tomás Uauy Cuneo, purchased 9.147.192 shares of Aguas Andinas S.A.
DI	9667948-3	GIORGIANNA CUNEO QUEIROLO	12/04/2023	A	86.874	230,52	20,026,194	Director of Aguas Andinas
EJ	16017571-0	FELIPE ANDRES SANCHEZ IHL	02/03/2023	A	3.000	366	1,097,070	It is not a transaction, but corresponds to shares acquired prior to the appointment as an executive of Aguas Andinas. Currently these shares are in custody by the stockbroker.
EJ	16017571-0	FELIPE ANDRES SANCHEZ IHL	02/03/2023	A	6.351	157	993,932	It is not a transaction, but corresponds to shares acquired prior to the appointment as an executive of Aguas Andinas. Currently these shares are in custody by the stockbroker.

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Property, equipment and insurance

Aguas Andinas is the owner of the main properties and equipment that it uses to provide potable water production and distribution services, as well as those used to collect and treat wastewater. The company seeks to maintain these infrastructures in optimal operational condition.

The following is the list of the main properties and facilities belonging to the company:

Name	Address	Main features	Leased or owned
Florida Plant	Tobalaba 9670, La Florida, Santiago	Potable water production plant	Own
Las Vizcachas Plant	Av. Camilo Henríquez 540, Puente Alto, Santiago	Potable water production plant	Own
Mapocho-Trebal Biofactory	Av. Las Parcelas S/N, Padre Hurtado, Santiago	Water treatment plant	Own
La Farfana Biofactory	Camino La Farfana, Maipú Santiago	Water treatment plant	Own

The company maintains current insurance that primarily includes natural and fire risks for all of its infrastructure assets, real estate and their contents. Also covered are the potable water production and distribution facilities, wastewater collection and treatment, as well as offices and warehouses.



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Dividends paid

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50	17-05-2010	14.80945	Definitive	2009
51	22-11-2010	5.4138	Provisional	2010
52	23-05-2011	11.5579	Definitive	2010
53	23-11-2011	5.5985	Provisional	2011
54	23-05-2012	12.62015	Definitive	2011
55	13-11-2012	5.7945	Provisional	2012
56	22-05-2013	14.02414	Definitive	2012
57	14-01-2014	6.0468	Provisional	2013
58	26-05-2014	13.02105	Definitive	2013
59	13-01-2015	6.35	Provisional	2014
60	26-05-2015	13.1667	Definitive	2014
61	13-01-2016	6.6294	Provisional	2015
62	25-05-2016	14.4539	Definitive	2015
63	18-01-2017	6.8614	Provisional	2016
64	22-05-2017	15.257	Definitive	2016
65	24-01-2018	6.8614	Provisional	2017
66	24-05-2018	15.64	Definitive	2017
67	22-01-2019	7.0639	Provisional	2018
68	23-05-2019	14.6474	Definitive	2018
69	20-01-2020	7.2616	Provisional	2019
70	15-12-2020	10.59	Provisional	2020
71	18-05-2021	10.65236	Definitive	2020
72	08-11-2021	6.5371	Provisional	2021
73	29-03-2022	7.02734	Definitive	2021
74	16-12-2022	5.71993	Provisional	2022
75	28-04-2023	8.21196	Definitive	2022
76	15-12-2023	6.53705	Provisional	2023

Dividend policy

The current dividend policy consists of distributing at least 30% of the net profits for the year as a mandatory dividend, and a second payment may be distributed for up to the remaining 70% as an additional dividend. This policy remains in force as long as the company's current capitalization level continues and is compatible with the investment and financing policies established for each year.

\$ per share	2023
Book value	144.81
Earnings per share	21.8
Dividends paid	14.74901 (1)

Distributable profit	Thousands of \$
Net profit for fiscal year 2023	133,390,421
Accumulated result	84,658,337
Provisional dividends on account of profit 2023	(39,999,981)
Remaining distributable profit	178,048,777
% of dividends distributed over 2023 profits	30,0%

(1) Includes two items: A final dividend of \$8.21196 per share paid on April 28, 2023 with a charge to fiscal year 2022 and a provisional dividend of \$6.53705 per share paid on December 15, 2023, on account of the 2023 profits.

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Financial risks

Interest rate risk



As of December 31, 2023, the interest rate risk maintained by Aguas Andinas S.A. is made up of 91.5% at a fixed rate and 8.5% at a variable rate. The fixed rate debt is made up of: short and long-term bond issues (72.24%), reimbursable financial contributions (15.5%), bank loans (11.4%), derivatives (0.5%) and liability for leases (0.4%), while the variable rate debt corresponds to loans with national banks.

The Company maintains a policy of monitoring and managing the interest rate, which, with the objective of optimizing the cost of financing, permanently evaluates the hedging instruments available in the financial market.

This entire favorable situation has meant that the risk rating agencies ICR and Fitch Ratings maintain a risk classification of AA+ for long-term debt with a stable outlook. Likewise, the Standard & Poor's agency maintained Aguas Andinas in an A- classification.

In the case of shares, the local risk rating agencies assigned us a first class level 1 classification for series A and first class level 4 for series B.

Credit risk



Credit risk is the possibility of financial loss arising from non-compliance by counterparties (customers) with their obligations.

The Aguas Group companies have an atomized market, which implies that the credit risk of a particular client is not significant, and the company's objective is to maintain minimum levels of bad debts. There is a credit policy, which establishes the conditions and types of payment, as well as conditions to be agreed upon for delinquent clients. The management processes are: control, estimate and evaluate bad debts in order to carry out corrective actions to achieve the proposed compliance.

One of the main actions and measures to maintain low levels of bad debts is the cut-off of supply; this, due to the Sanitation crisis resulting from the COVID-19 pandemic, has not been carried out from 2020 to mid-2022. However, Starting in the second half of 2022 and throughout 2023, greater access has been given to the conclusion of agreements and the collection, contactability and collection mechanisms that the company carries out with delinquent clients have been strengthened through email, text messages, collection bot or by phone.

Liquidity risk



Liquidity risk is the possibility that the Aguas Group will have difficulties in meeting its obligations associated with financial liabilities that are settled through the delivery of cash or another financial asset and will not be able to finance the commitments acquired, such as long-term investments. and working capital needs, at reasonable market prices. Management monitors the Group's liquidity reserve forecasts based on expected cash flows.

Various preventive measures are used to manage liquidity risk, such as:

- Diversify financing sources and instruments, such as placement in international markets, in Australian dollars and Japanese yen.
- Agree with creditors on maturity profiles that do not concentrate high amortizations in one period.

As of December 31, 2023, 80.3% of the Company's debt was issued in UF, which negatively impacts the company's financial result. This effect is mitigated by the adjustment established by the rate indexation polynomial.

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Material Events Aguas Andinas 2023

1 On January 3, 2023, the CMF was informed:

The company communicates the call to bondholder meetings of Aguas Andinas S.A. to discuss modifications to the bond issuance contracts.

Meetings will be held remotely due to health considerations. It is proposed to modify clauses related to the level of debt of the issuer and empower the representative of the bondholders to sign said modifications and attend public deeds. Summons notices are attached for each meeting.

2 On February 28, 2023, the CMF was informed:

In accordance with the provisions of articles 9 and 10 of Law No. 18,045, on the Securities Market, and General Standard No. 30 of the Financial Market Commission ("CMF"), through the following is hereby communicated as an Essential Fact with respect to Aguas Andinas SA (the "Company"):

At the meeting of the Company's Board of Directors held today, it was agreed to appoint, as of May 1, 2023, Mr. Daniel Tugues Andrés as the new General Manager of the Company, maintaining the subscriber in such capacity until the aforementioned date.

Mr. Tugues is a Civil, Canal and Port Engineer from the Polytechnic University of Catalonia, MBA from IESE Business School and Master in Comprehensive Water Management (Agbar-UPC). He has more than 15 years of experience in the environmental infrastructure sector, both water and sanitation, as well as recycling and waste recovery. In his first stage in Chile he developed in different areas in Aqualogy Chile and Suez Chile. He became Director of Operations and Circular Economy of Aguas Andinas SA in 2019, currently serving as Deputy General Manager.

3 On April 27, 2023, the CMF was informed:

In accordance with the provisions of articles 9 and 10 of Law No. 18,045, on the Securities Market, in General Standard No. 30 and in Circular No. 1,072, both from the Financial Market Commission ("CMF"), hereby communicates as an Essential Fact, with respect to Aguas Andinas SA (the "Company"), the following:

On August 26, 2022, Aguas Andinas informed that Commission that it had been notified of various claims for compensation for damages for the sum of \$65.222.222.367 filed in an arbitration lawsuit initiated against it by Eco Acquisitionco SpA, for alleged non-compliance in the operation. of sale and transfer of the direct and indirect participation of the Company in Empresa de Servicios Sanitarios de Los Lagos S.A. (ESSAL).

Within the framework of the aforementioned arbitration carried out before the Arbitrator Mr. Alberto Lyon Puelma, the parties have today signed a transaction contract putting an end to said litigation and preventing any possible litigation regarding the sale of ESSAL.

The transaction expressly recognizes that in the process and in the sale of ESSAL, both Aguas Andinas and the other parties involved acted in good faith, fulfilling all their obligations with the diligence and care required by law.

Likewise, the company, as a reciprocal concession and against the withdrawal of all the claims filed and the total settlement of the sales contract, paid compensation equivalent to \$10.249.330.833.

Likewise, the agreement contemplates that the Company assumes control and the results of a limited group of current litigation followed before the Civil courts matters of which ESSAL SA is a part, derived from events that occurred while the Company was still controlling the latter.

Finally, by virtue of the reciprocal concessions set forth above, the intervening parties and third parties related to the "Transaction Agreement" gave complete and total settlement with respect to this convention.

4 On May 2, 2023, the CMF was informed:

In relation to the essential event of last April 27, and what was consulted in your email today, we inform that Commission of the subject matter and amount of the current litigation whose results will be assumed by Aguas Andinas S.A.:

Case Role C-2488-2020, titled "Ojeda with ESSAL", followed before the 1st Civil Court of Osorno: Claim for compensation for damages due to non-contractual liability filed by a group of 220 natural persons who claim to have been affected by the cutoff of potable water supply that occurred in July 2019 in the city of Osorno. Compensation for moral damage amounting to \$1.095.000.000 is claimed;

Case Role C-2588-2020, titled "Niklitschek with ESSAL", followed before the 1st Civil Court of Osorno: Claim for compensation for damages due to contractual liability, and non-contractual subsidy, filed by eleven legal entities that claim to have been affected by the potable water supply cutoff that occurred in July 2019 in the city of Osorno. Consequential damages and loss of profits are claimed, with the plaintiffs having reserved the discussion and determination of the type and amount of the damages for the stage of compliance with the ruling or for a subsequent trial;

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Case Role C-5909-2019, titled “Tricard with ESSAL” followed before the 1st Civil Court of Puerto Montt: Claim for compensation for damages due to extracontractual liability, and in contractual subsidy, filed by a company that claims to have been affected by the suspension of potable water supply that occurred in Osorno in the month of July 2019. Compensation is claimed for consequential damage and lost profits, amounting to \$30.147.952;

Case Role C-5210-2019, titled “Tricot con ESSAL” followed before the 1st Civil Court of Puerto Montt: Claim for compensation for damages due to extracontractual liability, and in contractual subsidy, filed by a company that claims to have been affected by the suspension of potable water supply that occurred in Osorno in the month of July 2019. Compensation is claimed for consequential damage and lost profits, amounting to \$24.670.447.

Without prejudice to the fact that we are not in a position to anticipate the results of the preceding cases, it is noted that there are solid precedents that justify ESSAL's position in said trials. In this sense, in the event of unfavorable rulings, we estimate that these should be for amounts significantly lower than those demanded.

Case Role C-5874-2021, titled “ESSAL with Superintendency of Sanitation Services”, followed before the 11th Civil Court of Santiago: Claim for the application and amount of the fine imposed on ESSAL by the Superintendency of sanitation Services on the occasion of the suspension of the potable water supply service that occurred in Osorno in the month of July 2019. The sanction subject to the claim amounted to 2,720 UTA and was fully paid at the time the action was filed. A judicial resolution that annuls or reduces the amount of that fine would imply a restitution of all or part of the sums collected.

5 On November 22, 2023, the CMF was informed:

In accordance with the provisions of articles 9 and second paragraph of article 10 of Law 18,045, as well as General Standard No. 30 of the Financial Market Commission, it is hereby communicated in nature of an essential fact with respect to the Company, its businesses, its publicly offered securities or the offer thereof, the following:

That, in an ordinary session held on this date, the Board of Directors of the Company unanimously agreed to distribute among the shareholders the sum of \$39.999.981.199.-, as a provisional dividend, on account of the profits for the year 2023. Due to the above, the Company's 76th interim dividend will amount to \$6,53705 per share and will be payable as of December 15, 2023.

Santiago, 2023

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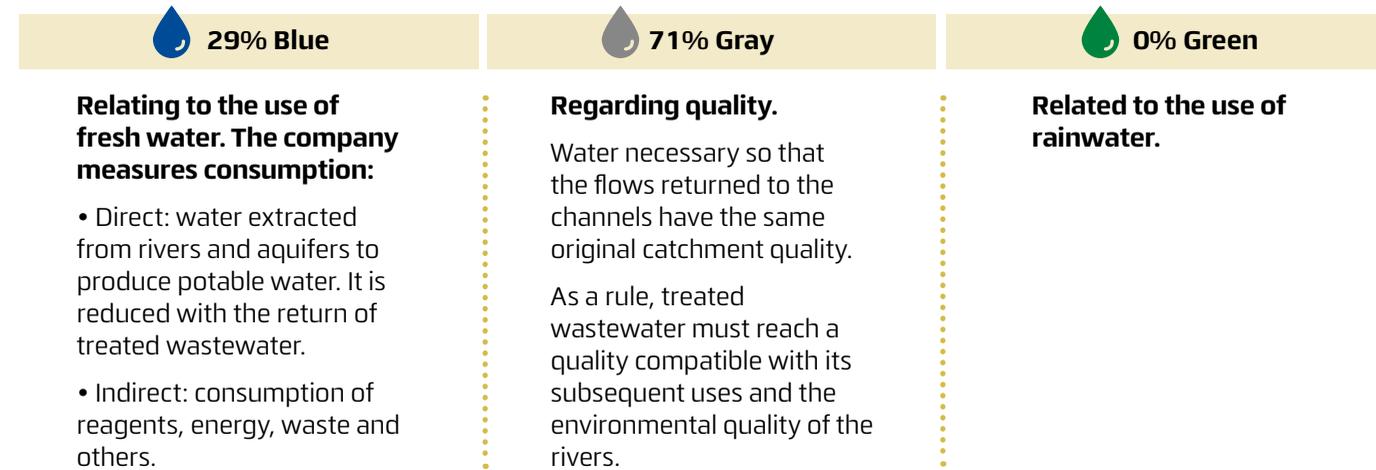
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Evolution of Water Footprint of Aguas Andinas ● SDG 6, 12

Applying the Water Footprint Network (WFN) methodology throughout its entire value chain, the company measures and records each drop used in its processes, increasing the levels of efficiency and safety in the supply of potable water and treatment of sewage. According to the World Resource Institute, the Metropolitan Region is in a situation of water stress.

See more
HERE



Water Footprint by Color	2017	2018	2019	2020	2021	2022	2023
Direct Blue Footprint (m ³)	223,953,175	247,705,029	302,257,833	291,475,915	283,992,564	292,658,203	329,940,791
Indirect Blue Footprint (m ³)	658,856	652,143	819,696	2,275,121	2,234,266	1,876,126	3,621,813
Direct Gray Footprint (m ³)	726,516,825	679,934,630	659,368,573	722,300,277	695,812,809	568,357,705	585,612,353
Total Water Footprint (m ³)	951,128,855	928,291,801	962,446,102	1,016,051,314	982,039,639	862,892,034	919,174,957

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Alliances with municipalities

Working with municipalities is one of the company's lines of action to disseminate the responsible use of water, both at the residential level and in the maintenance of green areas. In 2023, this collaboration was especially close with the municipalities of two strategic communes due to their high levels of consumption.

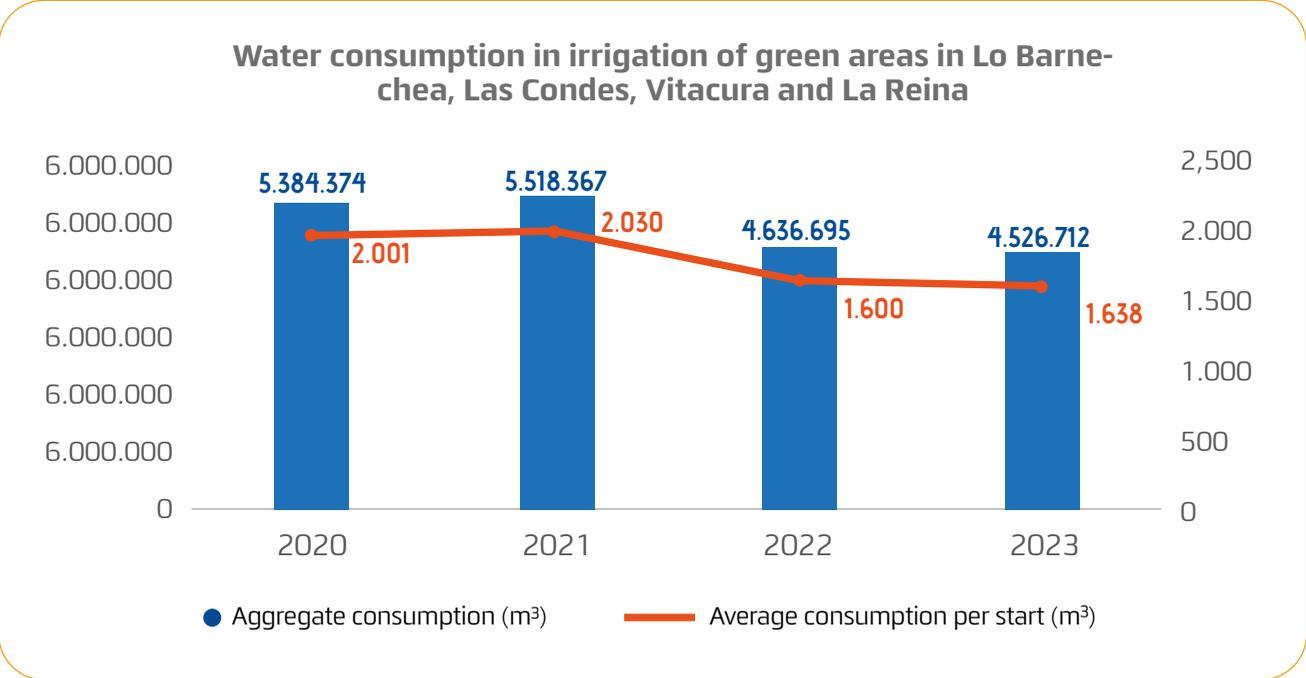
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In 2022, the municipality of that commune, Aguas Andinas, the SISS, the Ministry of the Environment and the Sustainability and Climate Change Agency, signed a Territorial Clean Production Agreement for Water Efficiency, the first at the regional level, to contribute to sustainable development and responsible use of water. During the reported year, this agreement began its second phase, which considers the definition of reduction goals for the different actors of the commune, such as schools, universities and commerce, and projects to achieve them.

Las Condes

Through its general manager, Aguas Andinas participates in the Local Water Council of Las Condes, also made up of the mayor of the commune and the governor of the Metropolitan Region, among other members. The organization was established in January and had quarterly sessions in 2023. In addition, in September a collaboration agreement was signed with the municipality, which establishes reduction goals for Aguas Andinas clients that authorize the municipality to know their consumption, recommend how to reduce it and monitor its evolution. As of December, there were already a thousand registered clients. The agreement includes educational talks and workshops to promote the responsible use of potable water.

These four communes are strategic for Aguas Andinas, since they have the highest water consumption in the region, especially in irrigation of green areas. For this reason, in recent years the company has been working with communal authorities to encourage measures such as replacing grass with species with low water consumption and installing technical irrigation systems.



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Wage gap ● GRI 405-2

One of the variables considered in the company's salary review processes is equal salaries for the same position, regardless of gender. This has made it possible to reduce the existing gaps between men and women, and even close them in most sectors.

	2021						2022						2023					
	Mean (average)			Median (intermediate value)			Mean (average)			Median (intermediate value)			Mean (average)			Median (intermediate value)		
Estate	Average salary for men (CLP)	Average salary for women (CLP)	% that represents the salary of women compared to men.	Average salary for men (CLP)	Average salary for women (CLP)	% that represents the salary of women compared to men.	Average salary for men (CLP)	Average salary for women (CLP)	% that represents the salary of women compared to men	Average salary for men (CLP)	Average salary for women (CLP)	% that represents the salary of women compared to men	Average salary for men (CLP)	Average salary for women (CLP)	% that represents the salary of women compared to men	Average salary for men (CLP)	Average salary for women (CLP)	% that represents the salary of women compared to men
Senior Management*	15,300,115	15,300,115	100	15,300,115	15,300,115	100	16,873,513	16,873,513	100	16,873,513	16,873,513	100	16,490,192	16,490,192	100%	16,490,192	16,490,192	100%
Managements	9,033,993	9,909,165	110	7,425,102	7,387,187	99	10,660,012	11,228,121	105	7,811,359	7,000,580	90	11,109,480	10,862,491	98%	6,713,672	6,274,594	93%
Headquarters	4,182,946	4,177,443	100	4,250,444	4,081,122	96	4,352,213	4,356,991	100	4,056,967	3,358,960	83	4,464,779	4,120,021	92%	4,508,122	4,267,252	95%
Operators	1,424,081	1,405,178	99	1,398,895	1,403,531	100	1,660,583	1,608,530	97	1,611,339	1,684,346	105	1,775,428	1,845,482	104%	1,795,477	1,876,845	105%
Other technicians	1,848,164	1,538,911	83	1,856,463	1,482,157	80	2,041,666	1,678,146	82	1,851,686	1,344,078	73	2,096,026	1,741,097	83%	1,790,880	1,815,146	101%
Sales force	1,195,693	1,410,112	118	952,964	1,297,979	136	1,556,285	1,596,336	103	1,084,396	1,272,439	117	1,423,668	1,564,648	110%	2,170,864	1,420,372	65%
Administrative	1,494,959	1,798,153	120	1,462,389	1,833,680	125	1,602,823	1,878,694	117	1,637,343	1,681,120	103	1,884,217	1,975,496	105%	1,204,996	1,865,453	155%
Other professionals	2,766,635	2,497,232	90	2,527,065	2,305,094	91	2,956,999	2,530,615	86	2,529,267	2,225,072	88	2,915,450	2,773,803	95%	2,748,416	2,686,701	98%

*They are averages for private role confidentiality

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Materiality

During 2023, in accordance with its provisions and definitions for the annual review of its material topics, the company monitored the results and topics in force since the previous year. This is in order to identify if any area has changed its importance or deepened its impact levels during the 2023 financial year and, also, to investigate in greater depth the vision that certain audiences may have of these particular areas. Thus, a semi-structured interview was carried out with investors and an expert in the Sanitation Industry.

The results of this review and consultation showed that the topic “Water resource management” maintains its position as the topic with the greatest impact in both senses, financial and environmental, especially linked to the company's ability to ensure continuity of supply in an environment of increasingly evident changes in the climate, and prioritizing human consumption of

resource in coordination with other actors in the basin with a more marked focus on water efficiency. For its part, the topic “Legal framework, regulations and public debate” could increase its importance and levels of impact, mainly given the beginning of the 8th tariff process and the investment challenges that the company faces in the current climate scenario and the planned for the future that must be coordinated with the authorities and other stakeholders. The same tariff process could also mean that the issue of “Access and Affordability” grows in importance, assuming that it will be a relevant area to consider in the definition of the tariff for the next period and its impacts at the level of socio-environmental context and in the financial management of the company.

To learn more about the impacts and management of these issues:

Material theme	Location in this report	Main metrics Roadmap Strategy 2021 - 2024	Impact on the Company	Impact on the environment
Water Resource Management	Chapter 3: Responsible use and water efficiency	Limit unaccounted water to 29% through the hydraulic efficiency plan.	Risk	Availability of water resources for the inhabitants of the city and various actors in the basins.
Legal market, regulation and public debate	Chapter 3: Climate change rate.	Promote the implementation of progressive tariffs	Risk	Continuity of service in extreme weather conditions.
Access and affordability	Chapter 7: Accessibility	Number of sanitation connections in homes of families in vulnerable situations	Risk	Access to water for populations in conditions of socioeconomic vulnerability.

Both the results of the definition exercise carried out in 2022, and the review of material issues in 2023, are presented as an important input for the analysis and corporate risk management processes at a general level. The latter are led by the Risk Management Deputy Management. The results of both exercises - definition in 2022 and review in 2023 - are consistent with the strategic risks corporately evaluated by said unit for the reported period. Likewise, all the results and reviews, as well as the matrix and the publication of this extract have been presented to CODIR for its information and approval.

To learn in detail the process of defining the material topics, including the stakeholders consulted, the methodology applied, changes in relation to the previous definition, and the reason for the relevance of each particular topic, among others, you can consult the Aguas Andinas Integrated Report 2022 (pages 118 to 121).



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Changes with respect to previous material topics

The list of material topics prepared in the last year represents an evolution with respect to the topics raised in the previous period. Although continuity is observed in many of them, there were others that were merged, resulting in a list with a more precise focus.

Consultation with stakeholders

During November and December 2023, Aguas Andinas carried out an online survey aimed at its collaborators and executives to find out their perception of the material issues that had been previously identified. This instance was complemented with interviews with the general manager and the main executives of the company (area directors and those who have positions close to the General Management).

In parallel, the company surveyed external stakeholders online, to incorporate their vision of the same issues. The following groups were consulted:

- Shareholders
- Clients
- Communities
- Investors
- Suppliers
- Other groups



	Material topics 2021		Material topics 2022
ECON / GOVERNANCE	Corporate governance	→	Governance and integrity
	Code of Conduct		
	Privacy and cybersecurity	=	Privacy and cybersecurity
	Legal framework, regulations and public debate	=	Legal framework, regulations and public debate
	Supply chain management	=	Supply chain management
	Customer Management	=	Customer Management
	Innovation, technology and digital transformation	=	Innovation, technology and digital transformation
	Emergency response	-	It is reflected in water risk management, an environmental issue.
ENVIRONMENTAL	Climate change	=	Climate change
	Biodiversity and ecosystem services	=	Biodiversity and ecosystem services
	Circular economy	=	Circular economy
	Energy sustainability	=	Energy sustainability
	Water risk management	=	Water risk management
	Environmental Systems and Controls	-	It is reflected as an intrinsic element in other material issues of the environmental dimension, especially in water risk management.
SOCIAL	Human capital development	=	Human capital development
	Access and affordability	=	Access and affordability
	Relationship and impact in communities	=	Relationship and impact in communities
	Diversity, climate and labor relations	=	Diversity, climate and labor relations
	Human rights	=	Human rights
	Occupational health and safety	=	Occupational health and safety

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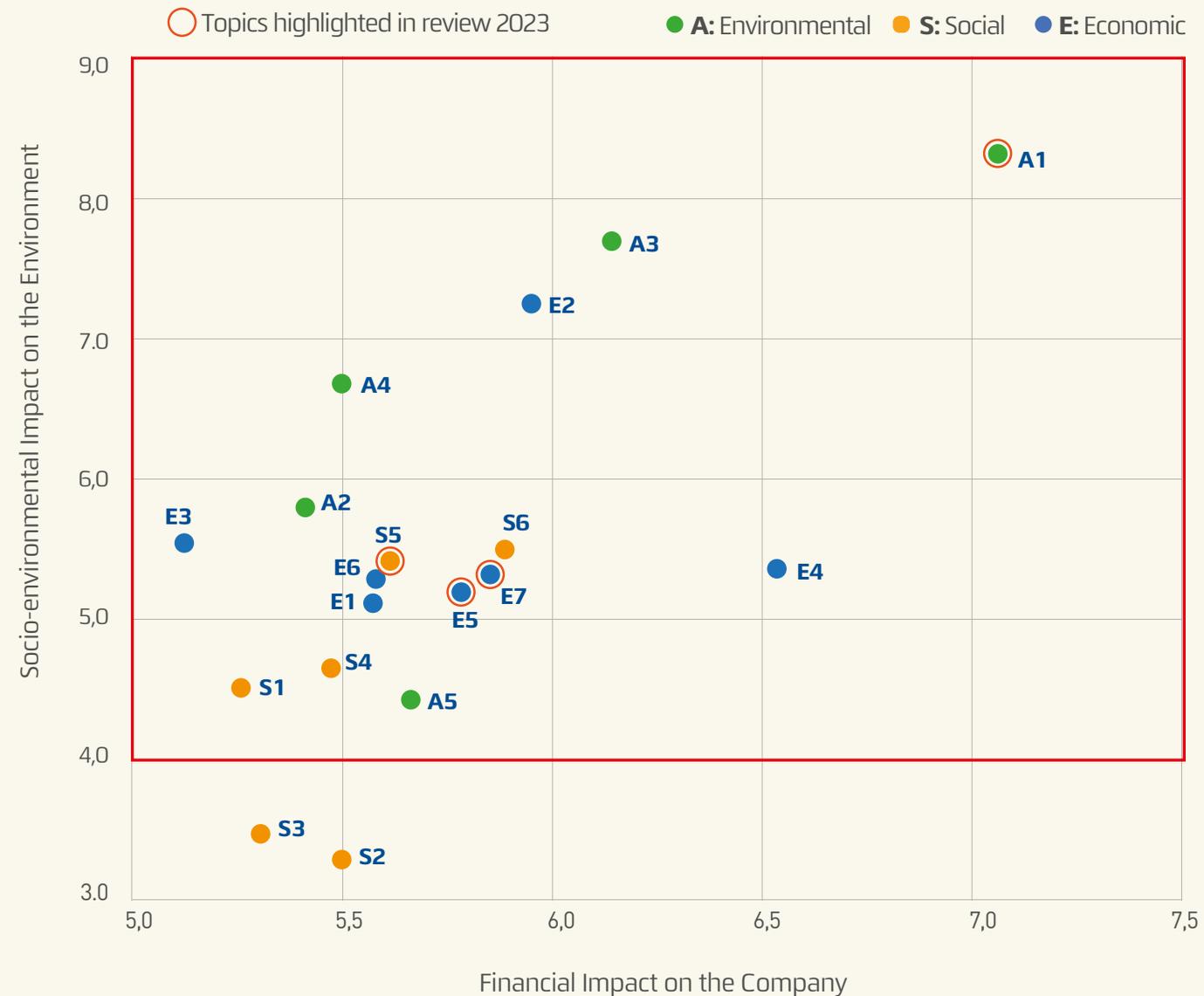


Materiality matrix

The materiality matrix resulting from this process allows the material issues to be calibrated according to the assignments granted to each one by the multiple stakeholders of Aguas Andinas. On the X axis, its financial impact on the company is represented; that is, its possible effect on Aguas Andinas' revenues, costs, assets or reputation.

On the Y axis, the social and environmental impact of the company's activities on the environment is displayed according to each topic, taking into account the effect on society, communities and the environment.

Initials	Material Topics 2023
E1	Governance and Integrity
E2	Sustainable financial opportunities
E3	Privacy and Cybersecurity
E4	Supply chain management
E5	Legal framework, regulations and public debate
E6	Customer Management
E7	Innovation, technology and digital transformation
A1	Water Resource Management
A2	Energy sustainability
A3	Climate change
A4	Circular economy
A5	Biodiversity and ecosystem services
S1	Diversity, climate and labor relations
S4	Human capital development
S5	Access and affordability
S6	Relationship and impact in communities



Given the low importance of themes S2 and S3, a new matrix was adjusted excluding these themes.

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Economic issues

Code	Material topic	Description
E1	Governance and Integrity	Support and lead the management of the company with a corporate governance of high standard characteristics and performance, and an organizational culture based on ethics and unrestricted compliance with relevant laws, regulations and codes of conduct.
E2	Sustainable financial opportunities	Promote new lines of business with sustainable financial instruments and investment plans to maintain and renew networks, and increase the company's resilience, strengthening its infrastructure, technology and training to prevent and provide early response to incidents and emergencies, and to confront the climate crisis
E3	Privacy and cybersecurity	Ensure the privacy of client and user information, implementing practices, standards and regulations in accordance with international guidelines, also reinforcing mechanisms and systems to safeguard information from loss, leaks or data corruption.
E4	Supply chain management	Integrate environmental, social and governance (ESG) aspects into supply chain management, in order to continually improve the ESG standards of suppliers and contractors.
E5	Legal framework, regulations and public debate	Strengthen public participation through transparent and constructive dialogue with policy and regulatory makers, regulators and civil society representatives, in the context of a changing regulatory framework and a regulated and supervised industry.
E6	Customer Management	Continuously enhance customer satisfaction by optimizing response times to complaints, maintaining water quality and improving the service provided, in a context of increased demand for water and sanitation services.
E7	Innovation, technology and digital transformation	Promote innovation and digitalization of the company, adapting and optimizing its processes in the face of a digital environment in continuous development.

Environmental issues

Code	Material topic	Description
A1	Water resource management	Strategic management of the water resource, considering current variables such as water scarcity and increased demand, through efficiency measures and participation in public debate in order to ensure the continuity and quality of the service.
A2	Energy sustainability	Identify and manage the main risks and opportunities derived from climate change, establishing goals to move towards the decarbonization of the portfolio.
A3	Climate change	Climate change Develop strategies to adapt to climate change, considering physical risks (such as fires, drought and turbidity) and transition risks (such as regulation, reputation and new technologies), in addition to mitigating emissions in line with the goal of limiting 1.5° C increase in global temperature
A4	Circular economy	Maximize efficiency in the use of available water resources and the byproducts of the purification and sanitation process. In addition, apply other innovative solutions that make it possible to better manage resources, add value to society and contribute to the mitigation of the effects of climate change, including the reduction, reuse and revaluation of waste generated by the company
A5	Biodiversity and services ecosystem	Generate processes and projects that restore and conserve the biodiversity of ecosystems in the Metropolitan Region, thus improving the health of the basin, with solutions based on nature.

Social matters

Code	Material topic	Description
S1	Diversity, climate and labor relations	Generate an optimal work environment, promoting respect, dialogue and diversity and equal opportunities, providing decent salaries and good labor practices.
S2	Occupational health and safety	Create and maintain a safe and healthy environment, without accidents and occupational diseases linked to operations, responding appropriately to potential sanitation crises and maintaining the highest health and safety protocols for workers and contractors.
S3	Human rights	Align management with international standards, using mechanisms to protect the inherent rights of individuals throughout our entire value chain.
S4	Human capital development	Promote new leadership and the development of workers through adequate training and strengthening performance evaluations, to ensure the attraction and retention of the best talent
S5	Access and affordability	Facilitate greater access to water, facilitating its availability in rural or remote sectors and allowing this good to be economically accessible to the greatest number of clients.
S6	Relationship and impact in communities	Maintain an active relationship with the community and generate a positive impact through the development of projects of social value, water education and the promotion of responsible water consumption

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GRI	Indicator	Chapter	Section	Comments	Page	SDG	Principle Global Compact
2-1	Organizational details	Presentation	Integrated report 2023		2	6 -12	
2-2	Entities included in sustainability reporting	Presentation	Integrated report 2023		2	6	
2-3	Period covered by the report, frequency and point of contact	Presentation	Integrated report 2023		2		
2-4	Information update			The indicators of Economic Value Generated, Economic Value Distributed and Economic Value Retained, as well as the company's EBITDA and Income (page 7), have been recalculated for previous years given the reclassification of the "Interest on customer debt" account. This went from being considered as financial income to being considered as operating income. Within the Economic Value indicator, this means a percentage increase of 0.86% in 2022 operating income. This reclassification also impacted the reclassified accounts contained in Chapter 12.			
2-5	External verification	Presentation			2		
2-6	Activities, value chain and other commercial relationships	Presentation Sustainable Financial management	Our operations Chain of supply management		14; 75	1- 6- 8 - 10	
2-7	Employees	Empowering our workers	Endowment		89 - 175	8	
2-8	Workers who are not employees	Annexes	Health and safety (Annexes)		187	8	
2-9	Governance structure and composition	Leading with integrity	Governance and integrity		116		
2-10	Designation and selection of the highest governing body	Leading with integrity	Governance and integrity		116		
2-11	President of the highest governing body	Leading with integrity	Regular Directors		119		
2-12	Role of the highest governing body in supervising impact management	Leading with integrity	Reportability to the Board of Directors		116		
2-13	Delegation of responsibility for impact management	Leading with integrity	Reportability to the Board of Directors Senior management		116; 118, 138 - 139		
2-14	Role of the highest governance body in sustainability reporting	Presentation	Integrated report 2023		2; 116		
2-15	Conflicts of interest	Leading with integrity	Good corporate governance standards		116; 117	16	P 10
2-16	Communication of critical concerns	Leading with integrity	Main roles of the system	Complaints received are reported to the board every six months.	144		
2-17	Collective knowledge of the highest governing body	Leading with integrity	Skills matrix of the directors		123 - 124		
2-18	Evaluation of the performance of the highest governing body	Leading with integrity	Board Evaluation		126		
2-19	Remuneration policies	Leading with integrity	Remunerations and expenses of the Board		127		
2-20	Process for determining remuneration	Leading with integrity	Remunerations and expenses of the Board		127		
2-21	Annual Total Compensation Ratio			The information is not reported as it is considered confidential.			
2-22	Declaration on sustainable development strategy	Presentation	Message from Felipe Larraín Message from Daniel Tugues		5; 6		

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2-23	Commitments and policies	Leading with integrity	System component		143 - 146	16	P1 - P2 - P3 - P4 P5 - P6
2-24	Incorporation of commitments and policies	Sustainable and sustainable business model Leading with integrity	Compliance Management System Human Rights Due Diligence Strategy and Commitments.		29 - 30; 142 - 145	16	P1 - P2 - P3 P4 - P5 - P7
2-25	Processes to remedy negative impacts	Creating shared value and collaborating on access to water. Leading with integrity Annexes	Aló Vecino Customer Ombudsman's Office Communities (Annex) *		111 - 142 - 146	11	P2
2-26	Mechanisms to request advice and raise concerns	Leading with integrity	System component		143	11	P2
2-27	Compliance with laws and regulations	Presentation	Regulatory framework: Main sanitation laws in Chile Complaints and sanctions		144; 191	6	P7
2-28	Membership in associations	Annexes	Membership in associations		174	17	
2-29	Approach to stakeholder engagement	Annexes	Participation of stakeholders		34 - 209 - 217	17	
2-30	Collective bargaining agreements	Empowering our workers Annexes	Collective negotiation		98 - 184		
201-1	Direct economic value generated and distributed	Sustainable financial management	Direct economic value generated and distributed.		73 - 218	8	
201-2	Financial implications and other risks and opportunities arising from climate change	Sustainable and sustainable business model	Physical Risks Transition Risks Opportunities.		38 - 40	13	P 7 - P 8 - P 9
201-3	Defined benefit plan and other retirement plan obligations	Annexes	Defined benefit and other retirement plan obligations.		182	8	
201-4	Financial assistance received from the government			During 2023, Aguas Andinas did not receive financial assistance from the government			
204-1	Proportion of spending on local suppliers	Sustainable financial management	Expense according to the origin of the suppliers		77	1 - 8 - 10	
205-1	Operations assessed for corruption-related risks	Leading with integrity	Compliance risk assessment	The risk assessment includes all the companies that make up the Aguas Group.	144 - 146	16	P 10
205-2	Communication and training on anti-corruption policies and procedures.	Leading with integrity	Compliance and anti-corruption training.		144 - 146	16	P 10
205-3	Confirmed corruption incidents and actions taken	Leading with integrity	Complaints and sanctions		144 - 146	16	P 10
206-1	Legal actions related to unfair competition and monopolistic and anti-competitive practices.	Leading with integrity	Complaints and sanctions		144		
302-1	Energy consumption within the organization	Operating with circularity and moving towards decarbonization Annexes	Energy Consumption (Annexes).		68 - 190	7 - 13	P 7 - P8 - P 9
302-2	Energy consumption within the organization			Indicator is not reported. Aguas Andinas does not consume intensive energy outside the organization		7 - 13	P 7 - P8 - P 9
302-3	Energy intensity	Annexes	Energy intensity (Annexes)		191	7 - 13	P 7 - P8 - P 9

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GRI	Indicator	Chapter	Section	Comments	Page	SDG	Principle Global Compact
302-4	Reduction of energy consumption	Operating with circularity and moving towards decarbonization Annexes	Energy efficiency Consumption Energy (Annexes) Reduction of energy consumption (Annexes)		67- 68 - 188 - 192	7 - 13	P 7 - P8 - P 9
302-5	Reduction of energy requirements of products and services			Information does not apply. Aguas Andinas products and services do not have energy requirements.		7- 13	P 7 - P8 - P 9
303-1	Interaction with water as a shared resource	Facing drought and adapting to climate change	Better watershed water management		52	6- 12	P 7 - P8 - P 9
303-2	Management of impacts related to water discharge	Operating with circularity and moving towards decarbonization Creating shared value and collaborating on access to water	Biofactories Water quality		62 - 63 - 103	6 - 12	P 7 - P8 - P 9
303-3	Water extraction	Presentation	Assets		15 - 16 - 19 - 22 27- 47	6 - 12	P 7 - P8 - P 9
303-4	Water pouring	Annexes	Planned and unplanned discharges (Annexes)		193 - 194	6- 12	P 7 - P8 - P 9
303-5	Water consumption	Annexes			160 - 19 - 22 27- 47	6 -12	P 7 - P8 - P 9
304-1	Owned, leased or managed operational sites located within or adjacent to protected areas or areas of high biodiversity value outside protected areas	Facing drought and adapting to climate change	Protection and restoration of biodiversity for climatic adaptation	This indicator is not reported due to the scope of the information needed.	51	14 - 15	P 7 - P8 - P 9
304-2	Significant impacts of activities, products and services on biodiversity	Facing drought and adapting to climate change	Protection and restoration of biodiversity for climatic adaptation	Without significant variations in biodiversity between the previous and current periods.	51	14 - 15	P 7 - P8 - P 9
304-3	Protected or restored habitats	Facing drought and adapting to climate change	Protection and restoration of biodiversity for climatic adaptation	This indicator is not reported due to the scope of the information needed.	51	14 - 15	P 7 - P8 - P 9
304-4	Species that appear on the IUCN Red List and on national conservation lists whose habitats are in areas affected by operations			The indicator is not reported. Aguas Andinas does not generate significant impacts on the habitat or species in the places where it operates.			
305-1	Direct GHG emissions (scope 1)	Operating with circularity and moving towards decarbonization Annexes	Measurement of the carbon footprint Emissions (Annexes)		69 - 196	13	P 7 - P8 - P 9
305-2	Indirect GHG emissions associated with energy (scope 2)	Operating with circularity and moving towards decarbonization Annexes	Measurement of the carbon footprint Emissions (Annexes)		69 - 196	13	P 7 - P8 - P 9
305-3	Other indirect GHG emissions (scope 3)	Operating with circularity and moving towards decarbonization Annexes	Measurement of the carbon footprint Emissions (Annexes)		69 - 196	13	P 7 - P8 - P 9
305-4	GHG emissions intensity	Annexes	Emissions (Annexes)		197	13	P 7 - P8 - P 9
305-5	Reduction of GHG emissions	Annexes	Emissions (Annexes)		197	13	P 7 - P8 - P 9
305-6	Emissions of ozone-depleting substances (ODS)	Annexes	Emissions (Annexes)		197	13	P 7 - P8 - P 9
305-7	Nitrogen oxides (NOx), sulfur oxides (SOx) and other significant air emissions	Annexes	Emissions (Annexes)		198	13	P 7 - P8 - P 9
306-1	Generation of waste and significant impacts related totwo with waste	Operating with circularity and moving towards decarbonization	Waste management		66	12	P 7 - P8 - P 9
306-2	Management of significant impacts related to waste	Operating with circularity and moving towards decarbonization	Waste management		66	12	P 7 - P8 - P 9

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GRI	Indicator	Chapter	Section	Comments	Page	SDG	Principle Global Compact
306-3	Waste generated	Operating with circularity and moving towards decarbonization Annexes	Waste management Waste (Annexes)		66	12	P 7 - P8 - P 9
306-4	Waste not intended for disposal	Operating with circularity and moving towards decarbonization Annexes	Waste management Waste (Annexes)		66	12	P 7 - P8 - P 9
306-5	Waste intended for disposal	Operating with circularity and moving towards decarbonization Annexes	Waste management Waste (Annexes)		66	12	P 7 - P8 - P 9
308-1	New suppliers that have passed selection filters in accordance with environmental criteria	Sustainable financial management	Monitoring with ESG criteria	This indicator is not reported due to the scope of the information needed.	75		
308-2	Negative environmental impacts in the supply chain and measures taken	Sustainable financial management	Monitoring with ESG criteria		75		
401-1	Hiring new employees and staff turnover	Annexes	Hiring - Rotation (Annexes)		181	8	
401-2	Benefits for full-time employees that are not provided to part-time or temporary employees	Empowering our workers	Remunerations and benefits		99 - 100	3	
401-3	Parental leave	Annexes	Post-natal benefits (Annexes)		177 - 179		
404-1	Average training hours per year per employee	Empowering our workers Annexes	Training Training (Annexes)		91 - 185		
404-2	Programs to develop employee competencies and transition assistance programs	Empowering our workers	Training		91		
404-3	Percentage of employees who receive periodic evaluations of their performance and career development	Empowering our workers	Performance evaluation and development programs		90		
405-1	Diversity of governing bodies and employees	Annexes	Diversity in governing bodies and employees (Annexes)		125 - 141 - 175		
405-2	Ratio between basic salary and remuneration of women and men	Annexes	Gaps (Annexes)		162		
406-1	Discrimination cases and corrective actions taken	Annexes	Incidents of discrimination and corrective actions taken (Annexes)		179		
413-1	Operations with local community participation programs, impact assessments and development	Annexes	Communities (Annex)	This indicator is not reported due to the scope of the information needed.	113	11	P 1
413-2	Operations with significant negative impacts – actual or potential – on local communities	Creating shared value and collaborating on access to water	Impact on local communities	This indicator is not reported due to the scope of the information needed.	111	11	P 2
414-1	New suppliers that have passed selection filters according to social criteria	Sustainable financial management	Monitoring with ESG criteria	This indicator is not reported due to the scope of the information needed.	75		
414-2	Negative social impacts in the supply chain and measures taken	Leading with integrity	Human Rights Integration		75 - 147		
415-1	Contribution to political parties and/or representatives			In accordance with its established policies and existing legislation, during 2023 Aguas Andinas did not make donations to political parties or candidacies.			
416-1	Assessment of the impacts of product and service categories on health and safety	Creating shared value and collaborating on access to water	Water quality		103	6	
416-2	Cases of non-compliance relating to the impacts of product and service categories on health and safety	Creating shared value and collaborating on access to water	Water quality		103		
418-1	Substantiated claims regarding violations of customer privacy and loss of customer data	Innovating to optimize water resources and enable better service	Data privacy and cybersecurity		86		

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GRI Content Control

Content	Content name	Comment
303-1	Interaction with water as a shared resource.	Visit pages 15; 16; 19; 22; 27; 47
303-5	Water consumption.	Information available on pages 15 and 16, according to the water cycle and the number of volumes. On the other hand, regarding point d) of the indicator, it is fulfilled throughout the entire Integrated Report. According to the World Resource Institute, the Metropolitan Region is in a situation of water stress.
304-1	Owned, leased or managed operational sites located within or adjacent to protected areas or areas of high biodiversity value outside protected areas.	Information available on page 51 - specifications according to GRI structure: iii. None of the sites are within or close to protected areas. iv. The type of operation is indicated in the third line of the table. On the other hand, what is indicated for Aguas de Ramón and El Canelo is that they are water extraction/capture sites. v. Site sizes are indicated in hectares vi. and vii. The value of biodiversity is indicated depending on the case and species are mentioned in conservation categories at a general level.
304-3	Protected or restored habitats	There are no partnerships with third parties. The example of El Canelo is mentioned to account for the status of a site at the end of the period. The "representative" sites constitute all the sites that have been defined as priorities by the company. None are located within or near protected areas. Regarding CORFO agreements in the table of actions, it is for Parque Cordillera, also indicated on page 51
414-2	Negative social impacts in the supply chain and measures taken.	In Supplier ESG Monitoring it indicates: "Management of labor inclusion, gender equality, human rights, conciliation, work, family and personal life" and then: "The objective is to mitigate the risks associated with the operational continuity of outsourced critical services and account for compliance with standards management minimums in matters related to sustainability".

Management of impacts related to water discharges (water sources significantly affected by water extraction) ● GRI 303-3

Source significantly affected	Annual collection volume 2018 (m³)	% of water extracted from the total flow (2018)	Annual collection volume 2019 (m³)	% of water extracted from the total flow (2019)	Annual collection volume 2020 (m³)	% of water extracted from the total flow (2020)	Annual collection volume 2021 (m³)	% of water extracted from the total flow (2021)	Annual collection volume 2022 (m³)	% of water extracted from the total flow (2022)	Annual collection volume 2023 (m³)	% of water extracted from the total flow (2023)
Río Maipo	561,632,956	26.16%	568,615,600	40.80%	540,916,308	39.08%	552,986,695	39.22%	540,133,970	42.33%	543,697,451	22.45%
Río Mapocho	32,919,723	42.40%	29,484,344	61.00%	34,500,545	65.44%	29,537,793	63.19%	29,505,709	69.29%	28,735,206	54.86%
Estero Arrayan	8,951,123	45.37%	5,278,555	41.80%	4,266,115	43.60%	3,796,709	42.66%	4,548,438	59.75%	4,540,768	41.85%
Total	603,503,802		603,378,499		579,682,968		586,321,197		574,188,117		576,973,425	

Raw water withdrawal by source, in million of m³ ● GRI 303-3, 303-4

	2018	2019	2020	2021	2022	2023
Surface water	692.4	696.5	632.1	650.9	615.2	639.8
Groundwater	130.3	161	173.6	164.3	184.6	184.3
Municipal water supply or other water companies	0.4	0.5	0.6	0.6	0.6	0.5
Total	823.1	857.9	806.3	815.8	800.4	824.6

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Training of employees in policies or procedures on Human Rights

Workers:

A training and dissemination plan for the Compliance Management System is prepared annually, which considers the Human Rights Policy and the Complaints, Investigation and Sanctions Procedure.

An induction is carried out for new workers and they are given a Practical Integrity and Compliance Guide that includes the Human Rights policy.

Suppliers and contractors:

Training was carried out for a relevant number of critical suppliers and contractors in matters of the Compliance Management System, which considers the Human Rights Policy and the Complaints, Investigation and Sanctions Procedure.

Communications are sent quarterly to suppliers on different topics of the Compliance Management System, and information from the complaints channel appears in all of them. These communications are on the information module supplier platform.

Suppliers are given a Supplier Integrity and Compliance Manual, with the purpose of providing and encouraging the application of guidelines, tools and good practices regarding the integrity of our suppliers. This manual is in the information module supplier platform.

Each supplier has the obligation to sign a Declaration of Commitment to the Compliance Management System, which considers, among others, the Human Rights policy, remediation measures such as the Company's Complaints Channel, etc. You can see this statement at the link indicated below:

 [See more HERE](#)

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Task Force on Climate-related Financial Disclosures (TCFD) Index

TCFD Pillar	Reference	Page
Governance - Disclose the organization's governance of climate-related risks and opportunities	a) Describe the role of management in assessing and managing climate-related risks and opportunities.	Page 35 - 36: Comprehensive risk management Page 38 - 40: Risks and opportunities of climate change Page 138: Senior administration
	b) Describe the board's control over climate-related risks and opportunities.	Página 116: Board of Directors / Responsibilities
Strategy - Disclose the current and potential impact of climate-related risks and opportunities on the organization's business, strategy and financial planning where such information is material	a) Describe the climate-related risks and opportunities that the organization has identified in the short, medium and long term.	Page 24: Biociedad Pages 29 - 30: Strategy and commitments Page 38 - 40: Risks and opportunities of climate change
	b) Describe the impact of climate-related risks and opportunities on the organization's business, strategy and financial planning.	Page 38 - 40: Risks and opportunities of climate change Page 47 - 48: Water deficit in the RM and critical meteorological events in 2023
	c) Describe the resilience of the organization's strategy, taking into account different climate-related scenarios, such as a 20C or lower scenario.	Page 24: Biociedad Page 41: Strategic Plan Avanza + Page 67: Decarbonization and energy sustainability plan
Risk management - Disclose how the organization identifies, assesses and manages climate-related risks.	a) Describe the organization's processes to identify and evaluate climate-related risks.	Page 35 - 36: Comprehensive risk management Page 38 - 40: Risks and opportunities of climate change
	b) Describe the organization's processes to manage climate-related risks.	Pag 38 - 40: Risks and opportunities of climate change
	c) Describe how processes to identify, assess and manage climate-related risks are integrated into the organization's overall risk management.	Pag 35 - 36: Comprehensive risk management
Metrics and objectives - Disclose the metrics and objectives used to assess and manage relevant climate-related risks and opportunities where such information is material.	a) Disclose the metrics used by the organization to evaluate climate-related risks and opportunities consistent with its strategy and risk management process.	Page 8: Our sustainable management contributes to the United Nations Sustainable Development Goals Page 46: Roadmap, Resilience pillar Page 61: Roadmap, Circular Economy pillar Page 67: Decarbonization and energy sustainability plan Page 196: Emissions
	b) Disclose Scope 1, Scope 2 and, if applicable, Scope 3 of greenhouse gas (GHG) emissions and their related risks.	Page 69: Carbon Footprint Measurement Page 196: Emissions
	c) Describe the objectives used by the organization to manage climate-related risks and opportunities and performance against objectives.	Page 46: Roadmap, Resilience pillar Page 61: Roadmap, Circular Economy pillar Page 67: Decarbonization and energy sustainability plan

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Membership in associations

GRI 2-28 SDG 17

The 2023 association memberships were:



IAI CHILE Institute of Internal Auditors



Chilean Chamber of Construction



Association of Sanitation Services Companies (ANDESS)



Chilean Chapter of Transparency International (Transparent Chile)



Global Deal



Adolfo Ibáñez University



Business Action



Institute of Engineers



CPI Infrastructure Policy Council



Chile 21 Foundation



Chilean Institute of Rational Business Administration (ICARE)



Manufacturing Development Society



Inter-American Association of Sanitation and Environmental Engineering



Business Leaders for Climate Action



Freedom and Development Foundation



Santiago-Maipo Water Fund



Pride Connection (Equals Foundation)



Institute of Directors Chile



Innovation Club



CAMACOE - Official Spanish Chamber of Commerce of Chile



ACADES Chilean Desalination Association



Business Generation Foundation



Franco-Chilean Chamber for Commerce and Industry.



Construction Institute

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ESG indicators

Employee information

Staffing of the company as of December 31, 2023.

Level	Aguas Andinas	Aguas Cordillera	Aguas Manquehue	Ecoriles	Hidrogistica	ANAM	Aguas del Maipo
Senior Management	9	-	-	-	-	-	-
Management	49	4	-	1	-	-	-
Leadership	85	5	1	-	-	-	-
Operator	344	52	8	-	-	-	-
Other technicians	221	31	2	-	-	-	-
Sales force	108	9	2	263	73	293	2
Administrative	43	3	-	-	-	-	-
Assistant	-	-	-	-	-	-	-
Other professionals	508	17	-	-	-	-	-
Total	1,367	121	13	264	73	293	2

N° of persons by age rang

	Senior Management			Management			Leads			Operator			Other Technicians			Sales Force			Administrative			Assistant			Other professionals			Total	
	Men	Women	Total per level	Men	Women	Total per level	Men	Women	Total per level	Men	Women	Total per level	Men	Women	Total per level	Men	Women	Total per level	Men	Women	Total per level	Men	Women	Total per level	Men	Women	Total per level	Men	Women
30 years old or younger	0	0	0	0	0	0	1	0	1	46	0	46	29	8	37	122	41	163	0	4	4	0	0	0	33	24	57	231	77
Between 31 and 40 years old	0	0	0	11	2	13	21	7	28	162	2	164	69	7	76	204	88	292	4	6	10	0	0	0	140	67	207	611	179
Between 41 and 50 years old	3	0	3	13	4	17	26	6	32	93	2	95	66	4	70	135	55	190	3	3	6	0	0	0	109	49	158	448	123
Between 51 and 60 years old	4	1	5	17	4	21	21	4	25	71	0	71	52	5	57	66	26	92	4	12	16	0	0	0	66	19	85	301	71
Between 61 and 70 years old	1	0	1	1	1	2	4	0	4	28	0	28	14	0	14	14	0	14	9	1	10	0	0	0	16	0	16	87	2
71 years old or older	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	2	3	0

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No. of persons by seniority

	Senior Management			Management			Leads			Operator			Other Technicians			Sales Force			Administrative			Assistant			Other professionals			Total	
	Men	Women	Total per level	Men	Women	Total per level	Men	Women	Total per level	Men	Women	Total per level	Men	Women	Total per level	Men	Women	Total per level	Men	Women	Total per level	Men	Women	Total per level	Men	Women	Total per level	Men	Women
Less than 3 years	2	1	3	8	2	10	16	4	20	178	1	179	84	13	97	237	69	306	6	7	13	0	0	0	117	59	176	648	156
between 3 and 6 years	1	0	1	3	2	5	5	4	9	58	0	58	13	2	15	85	43	128	2	2	4	0	0	0	43	26	69	210	79
between 6 and 9 years	0	0	0	2	0	2	13	2	15	48	0	48	33	3	36	73	37	110	3	1	4	0	0	0	59	19	78	231	62
between 9 and 12 years	0	0	0	4	2	6	6	1	7	24	1	25	20	1	21	48	14	62	1	3	4	0	0	0	31	19	50	134	41
more than 12 years	5	0	5	25	5	30	34	6	40	92	2	94	80	5	85	98	47	145	8	13	21	0	0	0	116	36	152	458	114

N° of persons by nationality in 2023

	Chilean	Foreigners
Aguas Andinas	1,296	71
Aguas Cordillera	107	14
Aguas Manquehue	10	3
Ecoriles	221	43
Hidrogistica	63	10
ANAM	280	13
Aguas del Maipo	2	0
Total	1,979	154

No. of persons by nationality

	Senior Management			Management			Leads			Operator			Other Technicians			Sales Force			Administrative			Assistant			Other professionals			Total		
	Men	Women	Total per level	Men	Women	Total per level	Men	Women	Total per level	Men	Women	Total per level	Men	Women	Total per level	Men	Women	Total per level	Men	Women	Total per level	Men	Women	Total per level	Men	Women	Total per level	Men	Women	
Chilean	5	1	6	41	8	49	71	17	88	360	4	364	220	21	241	485	200	685	20	26	46	0	0	0	349	151	500	1551	428	
Argentina	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	1	1
Bolivian	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	
Brazilian	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	
Colombian	0	0	0	0	0	0	1	0	1	1	0	1	1	0	1	2	0	2	0	0	0	0	0	0	2	2	4	7	2	
Cuban	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	1	3	2	1	
Ecuadorian	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	1	0	
Spanish	3	0	3	1	1	2	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1	2	6	2	
French	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	1	1	2	2	2	
Peruvian	0	0	0	0	0	0	0	0	0	2	0	2	1	1	2	1	0	1	0	0	0	0	0	0	1	1	2	5	2	
Uruguayan	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	1	0	
Venezuelan	0	0	0	0	0	0	0	0	0	36	0	36	8	2	10	52	10	62	0	0	0	0	0	0	7	2	9	103	14	



N° persons by contractual type

- GRI 2-7
- ODS 8

	Senior Management			Management			Leads			Operator			Other Technicians			Sales Force			Administrative			Assistant			Other professionals			Total	
	Men	Women	Total per level	Men	Women	Total per level	Men	Women	Total per level	Men	Women	Total per level	Men	Women	Total per level	Men	Women	Total per level	Men	Women	Total per level	Men	Women	Total per level	Men	Women	Total per level	Men	Women
People with indefinite-term contracts	8	1	9	42	11	53	74	17	91	389	4	393	224	23	247	477	201	678	20	26	46	0	0	0	355	153	508	1589	436
People with a permanent contract	0	0	0	0	0	0	0	0	0	11	0	11	6	1	7	64	9	73	0	0	0	0	0	0	11	6	17	92	16
People with a contract for work or task	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Fee-paid employees	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Labor adaptability

	Aguas Andinas			Aguas Cordillera			Aguas Manquehue			Ecoriles			Hidrogistica			ANAM			Aguas del Maipo			Total	
	Men	Women	Total per level	Men	Women	Total per level	Men	Women	Total per level	Men	Women	Total per level	Men	Women	Total per level	Men	Women	Total per level	Men	Women	Total per level	Men	Women
Full-time	1,072	295	1,367	108	13	121	12	1	13	244	20	264	58	15	73	185	108	293	2	0	2	1,681	452
Part-time	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
No. of people with adaptability agreements due to family responsibilities	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

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Diversity in governing bodies and employees

GRI 405-1

	2020				2021				2022				2023			
	Men		Women		Men		Women		Men		Women		Men		Women	
	N°	%	N°	%	N°	%	N°	%	N°	%	N°	%	N°	%	N°	%
Senior Management	22	88%	3	12%	22	88%	3	12%	20	74%	7	26%	8	88.9%	1	11.1%
Management	40	85%	7	15%	33	80%	8	20%	35	76%	11	24%	42	77.8%	12	22.2%
Leads	71	72%	28	28%	67	81%	16	19%	78	82%	17	18%	74	81.3%	17	18.7%
Operator	301	98%	6	2%	303	99%	4	1%	400	99%	4	1%	400	99.0%	4	1.0%
Other Technicians	172	80%	44	20%	155	91%	15	9%	223	92%	19	8%	230	90.6%	24	9.4%
Sales Force	426	77%	130	23%	442	70%	192	30%	505	71%	209	29%	541	72.1%	209	27.9%
Administrative	18	44%	23	56%	18	46%	21	54%	21	46%	25	54%	20	43.5%	26	56.5%
Assistant	0		0		0		0		0		0		0	0.0%	0	0.0%
Other professionals	289	66%	149	34%	290	68%	136	32%	352	69%	157	31%	366	69.7%	159	30.3%
Total	1,729				1,725				2,083				2,133			

Age Group

	2020						2021						2022						2023					
	Under 30 years old	Between 31 and 40 years old	Between 41 and 50 years old	Between 51 and 60 years old	Between 61 and 70 years old	Over 71 years old	Under 30 years old	Between 31 and 40 years old	Between 41 and 50 years old	Between 51 and 60 years old	Between 61 and 70 years old	Over 71 years old	Under 30 years old	Between 31 and 40 years old	Between 41 and 50 years old	Between 51 and 60 years old	Between 61 and 70 years old	Over 71 years old	Under 30 years old	Between 31 and 40 years old	Between 41 and 50 years old	Between 51 and 60 years old	Between 61 and 70 years old	Over 71 years old
Senior Management	0	1	11	9	4	0	0	1	11	9	4	0	0	3	13	9	2	0	-	-	3	5	1	-
Management	0	10	22	13	2	0	0	9	16	16	0	0	0	7	23	15	1	0	-	13	17	21	2	-
Leads	2	29	34	26	8	0	4	28	24	20	7	0	1	33	32	22	6	1	1	28	32	25	4	1
Operator	44	121	52	75	15	0	37	120	58	72	20	0	50	150	95	80	29	0	46	164	95	71	28	-
Other Technicians	11	69	54	60	22	0	11	48	46	46	19	0	35	71	64	51	21	0	37	76	70	57	14	-
Sales Force	142	226	132	48	8	0	147	247	161	67	12	0	152	280	181	86	15	0	163	292	190	92	14	-
Administrative	1	7	11	17	5	0	1	6	9	16	7	0	3	9	8	16	10	0	4	10	6	16	10	-
Assistant	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	-	-	-	-	-	-
Other professionals	49	173	114	79	23	0	42	169	118	81	16	0	53	195	151	90	18	2	57	207	158	85	16	2
Total	1,729						1,725						2,083						308	790	571	372	89	3

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Persons with disabilities

Estate	2020			2021			2022			2023		
	Men	Women	Total of Level	Men	Women	Total of Level	Men	Women	Total of Level	Men	Women	Total of Level
Senior Management	0	0	0	0	0	0	0	0	0	0	0	0
Management	0	0	0	1	0	1	1	0	1	1	0	1
Leads	2	0	2	1	0	1	2	0	2	2	0	2
Operator	2	0	2	3	0	3	6	0	6	3	0	3
Other Technicians	6	1	7	6	1	7	7	2	9	3	1	4
Sales Force	0	0	0	0	0	0	0	0	0	6	3	9
Administrative	1	2	3	1	2	3	1	1	2	0	0	0
Assistant	0	0	0	0	0	0	0	0	0	0	0	0
Other professionals	5	5	10	5	4	9	7	7	14	6	5	11
Total	16	8	24	17	7	24	24	10	34	21	9	30

● GRI 406-1

Incidents of discrimination and corrective actions taken

		2020	2021	2022	2023
Status of incidents and actions taken regarding the following:	Incident reviewed by the organization	0	0	0	0
	Where remediation plans are being implemented.	0	0	0	0
	Remediation plans that have been implemented with results reviewed using routine internal management review processes.	0	0	0	0
	The incident is no longer subject to action.	0	0	0	0

Parental Leave	2020		2021		2022		2023	
	Men	Women	Men	Women	Men	Women	Men	Women
● GRI 401-3								
No. of workers on parental leave	30	26	20	9	55	23	33	19
Return to work rate	100%	53.80%	100%	67%	100%	57%	100%	37%

NOTE: Includes parental and post natal leave.

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Postnatal Benefits

2020

		Senior Management			Management			Leadership			Operator			Sales Force			Administrative			Assistant			Other Professionals			Other technicians		
		Men	Women	Total of level	Men	Women	Total of level	Men	Women	Total of level	Men	Women	Total of level	Men	Women	Total of level	Men	Women	Total of level	Men	Women	Total of level	Men	Women	Total of level	Men	Women	Total of level
Postnatal Benefits:	N° of people who are eligible for parental Leave beyond the legal minimums	2	0	2	0	0	0	2	1	3	11	0	11	10	3	13	0	0	0	0	0	0	8	7	15	8	0	8
	N° of people who have made effective use of postnatal care beyond the legal minimums	0	0	0	0	0	0	0	1	1	0	0	0	0	3	3	0	0	0	0	0	0	0	7	7	0	0	0
	No. of days that postnatal care has been used beyond the minimum legal requirements	0	0	0	0	0	0	0	84	84	0	0	0	0	252	252	0	0	0	0	0	0	0	540	540	0	0	0

2021

		Senior Management			Management			Leadership			Operator			Sales Force			Administrative			Assistant			Other Professionals			Other technicians		
		Men	Women	Total of level	Men	Women	Total of level	Men	Women	Total of level	Men	Women	Total of level	Men	Women	Total of level	Men	Women	Total of level	Men	Women	Total of level	Men	Women	Total of level	Men	Women	Total of level
Postnatal Benefits:	N° of people who are eligible for parental Leave beyond the legal minimums	0	0	0	0	0	0	2	0	2	8	0	8	15	3	18	0	0	0	0	0	0	5	5	10	2	0	2
	N° of people who have made effective use of postnatal care beyond the legal minimums	0	0	0	0	0	0	0	0	0	0	0	0	0	4	4	0	0	0	0	0	0	0	6	6	0	0	0
	No. of days that postnatal care has been used beyond the minimum legal requirements	0	0	0	0	0	0	0	0	0	0	0	0	0	342	342	0	0	0	0	0	0	0	354	354	0	0	0

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2022

		Senior Management			Management			Leadership			Operator			Sales Force			Administrative			Assistant			Other Professionals			Other technicians		
		Men	Women	Total of level	Men	Women	Total of level	Men	Women	Total of level	Men	Women	Total of level	Men	Women	Total of level	Men	Women	Total of level	Men	Women	Total of level	Men	Women	Total of level	Men	Women	Total of level
Postnatal Benefits:	Nº of people who are eligible for parental Leave beyond the legal minimums	0	1	1	0	0	0	5	2	7	13	0	13	20	4	24	0	3	3	0	0	0	13	14	27	5	0	5
	Nº of people who have made effective use of postnatal care beyond the legal minimums	0	1	1	0	0	0	0	1	1	0	0	0	0	6	6	0	0	0	0	0	0	0	12	12	0	0	0
	No. of days that postnatal care has been used beyond the minimum legal requirements	0	84	84	0	0	0	0	60	60	0	0	0	0	514	514	0	0	0	0	0	0	0	1,303	1,303	0	0	0

2023

		Senior Management			Management			Leadership			Operator			Sales Force			Administrative			Assistant			Other Professionals			Other technicians		Total		
		Men	Women	Total of level	Men	Women	Total of level	Men	Women	Total of level	Men	Women	Total of level	Men	Women	Total of level	Men	Women	Total of level	Men	Women	Total of level	Men	Women	Total of level	Hombres	Mujeres			
Postnatal Benefits:	Nº of people who are eligible for parental Leave beyond the legal minimums	0	0	0	0	1	1	2	2	4	6	0	6	16	10	26		2	2	0	0	0	6	5	11	3	0	3	33	20
	Nº of people who have made effective use of postnatal care beyond the legal minimums	0	0	0	0	1	1	0	2	2	0	0	0	0	9	9	0	2	2	0	0	0	0	5	5	0	0	0	0	19
	No. of days that postnatal care has been used beyond the minimum legal requirements	0	0	0	0	83	83	0	111	111	0	0	0	0	687	687	0	168	168	0	0	0	0	261	261	0	0	0	0	1,310

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Defined benefit plan and other retirement plan obligations

● GRI 201-3, ODS 8

The voluntary retirement plan signed in March 2022 by Union No. 1, Union No. 2, Union of Professionals and Technicians of Aguas Andinas S.A. and signed in December 2022 by Union No. 1, Union No. 2 and Union of Workers and Supervisors of Aguas Cordillera S.A., consists of recognizing the contributions in the labor trajectory of workers by offering additional benefits to those agreed in the collective bargaining agreements in force, improving their compensation by granting a fixed and a variable incentive.

A total of 26 people from the Aguas Group took advantage of the voluntary retirement plans during 2023.

The company has not considered any special fund for the pension plan of its employees.

Aguas Andinas provides full coverage of the retirement plans.

Ratio of standard entry level wage by gender compared with local minimum wage

With the purpose of maintaining and retaining the organization's personnel, in addition to ensuring fair compensation for its employees, a competitive compensation is established, which is determined based on the average market income for similar positions. For each of the levels grouping the different positions in the Group, salary income ranges are defined. Thus, the relative position will depend on different factors required for each position, such as level of education, experience, job performance, among others.

By law, the minimum wage in Chile for both men and women is **\$460,000**, however, in the company, the minimum monthly income for women is **\$790,824** and for men is **\$728,154**.

Share of senior executives recruited from the local community

Senior executives are those professionals who serve as managers, directors and General Management.

The company has defined that those senior executives who are Chilean nationals must be part of the local community.

92.8%
Chileans



7.2%
Foreigners



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Hiring - Turnover

New employee hires and staff turnover

● GRI 401-1 ODS 8

		2019		2020		2021		2022*		2023	
		N°	%								
Gender	Men	200	9.4	148	8.6	150	8.7	468	22.5	232	10.9%
	Women	55	2.6	37	2.1	52	3.0	110	5.3	65	3.0%
	Total	255	12.0	185	10.7	202	11.7	578	27.7	297	13.9%
Ages	30 years old or younger	108	5.1	80	4.6	78	4.5	198	9.5	118	5.5%
	Between 31 and 40 years old	100	4.7	74	4.3	83	4.8	200	9.6	130	6.1%
	Between 41 and 50 years old	41	1.9	23	1.3	27	1.6	173	8.3	39	1.8%
	Between 51 and 60 years old	5	0.2	8	0.5	13	0.8	0	0.0	10	0.5%
	Between 61 and 70 years old	1	0.0	0	0.0	1	0.1	7	0.3	-	0.0%
	71 years old or older	0	0.0	0	0.0	0	0.0	0	0.0	-	0.0%
	Total	255	11.9	185	10.7	202	11.7	578	27.7	297	13.9%

* Internalization of Biofactories

Turnover (Left the Organization)

		2019		2020		2021		2022		2023	
		N°	%								
Gender	Men	176	8.2	154	8.9	155	9.0	164	7.9	185	8.7%
	Women	60	2.8	35	2.0	51	3.0	56	2.7	62	2.9%
	Total	236	11.0	189	10.9	206	11.9	220	10.6	247	11.6%
Edades	30 years old or younger	63	2.9	43	2.5	46	2.7	56	2.7	66	3.1%
	Between 31 and 40 years old	84	3.9	71	4.1	67	3.9	76	3.6	89	4.2%
	Between 41 and 50 years old	46	2.2	29	1.7	48	2.8	62	3.0	45	2.1%
	Between 51 and 60 years old	12	0.6	17	1.0	17	1.0	0	0.0	20	0.9%
	Between 61 and 70 years old	31	1.5	28	1.6	28	1.6	26	1.2	27	1.3%
	71 years old or older	0	0.0	1	0.1	0	0.0	0	0.0	-	0.0%
	Total	236	11.0	189	10.9	206	11.9	220	10.6	247	11.6%

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Collective Bargaining ● GRI 2-30

Company	2019				2020				2021				2022				2023			
	Total Staffing	Unionized	Negotiators	With extended benefits	Total Staffing	Unionized	Negotiators	With extended benefits	Total Staffing	Unionized	Negotiators	With extended benefits	Total Staffing	Unionized	Negotiators	With extended benefits	Total Staffing	Unionized	Negotiators	With extended benefits
Aguas Andinas	1,077	89.97%	79.29%	18.29%	1,080	90.56%	88.89%	8.61%	1,064	89.66%	86.65%	10.90%	1,341	89.90%	78.52%	19.24%	1,367	92.9%	91.8%	6.0%
Aguas Cordillera	121	95.04%	91.74%	6.61%	115	95.65%	88.70%	10.43%	121	92.56%	95.04%	4.13%	120	93.30%	89.17%	10.00%	121	95.9%	80.2%	19.0%
Aguas Manquehue	14	100.00%	100.00%	0.00%	14	92.86%	92.86%	7.14%	13	92.31%	100.00%	0.00%	14	100.00%	92.86%	7.14%	13	100.0%	84.6%	15.4%
ESSAL	404	86.39%	45.79%	51.73%	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	0.00%	0	0.0%	0.0%	0.0%
Ecoriles	231	74.03%	51.52%	47.62%	235	65.11%	75.32%	20.00%	244	65.57%	64.75%	34.43%	255	69.40%	72.55%	26.27%	264	67.0%	70.1%	28.8%
ANAM	253	77.87%	75.49%	24.11%	250	79.60%	66.80%	33.20%	247	86.64%	93.12%	6.88%	292	84.60%	69.18%	30.82%	293	89.4%	62.5%	37.2%
Hidrogistica	35	88.57%	20.00%	77.14%	33	84.85%	60.61%	36.36%	34	82.35%	70.59%	26.47%	59	79.70%	35.59%	62.71%	73	74.0%	21.9%	76.7%
Aguas del Maipo	2	0.00%	0.00%	0.00%	2	0.00%	0.00%	0.00%	2	0.00%	0.00%	0.00%	2	79.70%	0.00%	100.00%	2	0.0%	50.0%	50.0%
General Total	2,137	85.63%	69.30%	28.73%	1,729	85.66%	83.23%	14.98%	1,725	85.80%	84.75%	13.51%	2,083	86.60%	76.90%	22.40%	2,133	88.70%	82.0%	16.4%

NOTE: As of 2020 ESSAL is not part of the Group.

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Training ● GRI 404-1

Level	2020						2021						2022						2023					
	Number of people trained			Number of training hours			Number of people trained			Number of training hours			Number of people trained			Number of training hours			Number of people trained			Number of training hours		
	Men	Women	Total	Men	Women	Total	Men	Women	Total	Men	Women	Total	Men	Women	Total	Men	Women	Total	Men	Women	Total	Men	Women	Total
i. Senior Management	7	2	9	84	12	95	8	1	9	110	6	116	24	8	32	1,869	993	2,862	22	6	28	2,692	1,209	3,901
II. Management	65	13	78	1481	201	1,681	60	11	71	4,457	1,535	5,992	28	10	38	3,164	1,155	4,319	26	12	38	3,411	1,121	4,532
III. Headquarters	88	27	115	2754	936	3,689	90	34	124	4,050	2,086	6,136	86	23	109	5,927	3,598	9,525	78	22	100	5,592	3,812	9,404
IV. Operativ	514	10	524	10,530	120	10,650	360	7	367	23,925	49	23,974	353	5	358	7,849	110	7,959	367	109	476	17,238	138	17,376
V. Other technicians	321	92	413	14,877	4,687	19,564	272	80	352	6,356	3,044	9,400	227	24	251	9,096	1,340	10,436	223	64	287	9,718	1,745	11,463
VI. Sales force	0	0	0	0	0	0	0	0	0	-	-	-	467	183	650	15,354	8,809	24,163	491	140	631	8,063	6,651	14,714
VII. Administrative	25	35	60	2275	3,973	6,247	24	33	57	949	991	1,940	21	25	46	906	806	1,712	32	15	47	929	1,052	1,981
VIII. Auxiliar	0	0	0	0	0	0	0	0	0	-	-	-	0	0	0	-	0	0	-	-	-	-	-	-
IX. Otros profesionales	399	234	633	25,562	14,877	40,439	389	227	616	16,674	9,582	26,256	376	168	544	18,369	12,135	30,504	454	132	586	20,775	13,181	33,956
Total	1,419	413	1,832	57,563	24,806	82,369	1,203	393	1,596	56,521	17,293	73,814	1,582	446	2,028	62,534	28,946	91,480	1,693	500	2,193	68,417	28,909	97,326

	N° Workers	N° of hours of training	Average hours of training
Aguas Andinas	1,409	81,285	58
Aguas Cordillera	124	3,813	31
Agua Manquehue	14	411	29
ESSAL	-	-	-
Ecoriles	271	5,732	21
ANAM	299	4,131	14
Hidrogistica	74	1,947	26
Aguas del Maipo	2	6	3
Total	2,193	97,325	44

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Training

	2019				2020				2021				2022				2023			
	Aguas Andinas, Aguas Cordillera and Aguas Manquehue		Ecoriles, Hidrogistica, ANAM and Aguas del Maipo		Aguas Andinas, Aguas Cordillera and Aguas Manquehue		Ecoriles, Hidrogistica, ANAM and Aguas del Maipo		Aguas Andinas, Aguas Cordillera and Aguas Manquehue		Ecoriles, Hidrogistica, ANAM and Aguas del Maipo		Aguas Andinas, Aguas Cordillera and Aguas Manquehue		Ecoriles, Hidrogistica, ANAM and Aguas del Maipo		Aguas Andinas, Aguas Cordillera and Aguas Manquehue		Ecoriles, Hidrogistica, ANAM and Aguas del Maipo	
	N° of beneficia-ries	% of beneficia-ries with respect to the total	N° of beneficia-ries	% of beneficia-ries with respect to the total	N° of beneficia-ries	% of beneficia-ries with respect to the total	N° of beneficia-ries	% of beneficia-ries with respect to the total	N° of beneficia-ries	% of beneficia-ries with respect to the total	N° of beneficia-ries	% of beneficia-ries with respect to the total	N° of beneficia-ries	% of beneficia-ries with respect to the total	N° of beneficia-ries	% of beneficia-ries with respect to the total	N° of beneficia-ries	% of beneficia-ries with respect to the total	N° of beneficia-ries	% of beneficia-ries with respect to the total
Quality	17	1.40%	4	0.77%	566	3.13%	116	2.12%	51	0.66%	0	0.00%	187	2.38%	1	0.66%	36	0.25%	2	0.06%
Various training	37	3.05%	3	0.58%	2,060	11.38%	487	8.91%	546	7.10%	152	15.37%	417	5.31%	86	5.12%	1,492	10.23%	280	9.06%
Soft skills	104	8.58%	0	0.00%	3,247	17.93%	1,154	21.12%	172	2.24%	26	2.63%	337	4.30%	207	12.32%	898	6.16%	158	5.11%
Languages	78	6.44%	5	0.96%	38	0.21%	1	0.02%	19	0.25%	0	0.00%	34	0.43%	0	0.00%	62	0.43%		0.00%
Occupational Risks	655	54.04%	2	0.39%	7,188	39.70%	2,188	40.04%	2,060	26.78%	99	10.01%	1,305	16.63%	230	13.69%	6,003	41.18%	1,921	62.17%
About the Company's own activities	2,144	176.90%	756	145.66%	717	3.96%	63	1.15%	4,078	53.01%	633	64.00%	4,649	59.25%	1,022	60.83%	4,423	30.34%	507	16.41%
Environment	63	5.20%	6	1.16%	2,707	14.95%	1,048	19.18%	528	6.86%	50	5.06%	782	9.97%	127	7.56%	506	3.47%	8	0.26%
Other	235	19.39%	12	2.31%	1,445	7.98%	408	7.47%	65	0.84%	3	0.30%	134	1.71%	7	0.42%	1,159	7.95%	214	6.93%
Coaching/mentoring program	5	0.41%	0	0.00%	140	0.77%	0	0.00%	174	2.26%	26	2.63%	1	0.01%	0	0.00%	-	0.00%	-	0.00%
Total	3,338		788		18,108		5,465		7,693		989		7,846		1,680		14,579		3,090	

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Own workers	2019		2020		2021		2022		2023	
	Man	Woman								
Lost Time Accidents (LTI)	22	1	12	1	12	3	15	5	20	3
Fatal Accidents	0	0	0	0	0	0	0	0	0	0
Days lost due to accidents	303	8	118	4	97	33	214	88	458	53
Days lost due to occupational illness	0	0	0	0	0	0	0	151	0	0
Days of absence due to other type of disability	0	0	0	0	0	0	0	0	0	0
Frequency of Occupational Diseases	0	0	0	0	0	0	0	0	0	0
Staffing (annual average)	1,729		1,739		1,731		1,977		2,097	
Hours Worked (HH)	3,422,531		3,530,026		3,427,455		4,268,871		4,207,632	

Contractor workers	2019		2020		2021		2022		2023	
	Man	Woman								
Lost Time Accidents (LTI)	38	0	50	0	110	0	93	0	79	0
Fatal Accidents	1	0	0	0	0	0	0	0	0	0
Days lost due to accidents	246	0	527	0	890	0	653	0	616	0
Days lost due to occupational illness	0	0	0	0	0	0	0	0	0	0
Days of absence due to other type of disability	0	0	0	0	0	0	0	0	0	0
Frequency of Occupational Diseases	0	0	0	0	0	0	0	0	0	0
Staffing (annual average)	1,969		2,568		4,231		4,441		4,980	
Hours Worked (HH)	4,265,290		4,664,988		8,384,631		9,756,380		9,254,300	

Own workers	2019	2020	2021	2022	2023
	Total	Total	Total	Total	Total
Accident Frequency Rate (TF)	6.72	3.86	4.38	4.69	10.88
Incidence rate of occupational diseases (IT)	0.0	0.0	0.0	0.0	0
Lost days rate (TDP) (TG)	0.09	0.04	0.04	0.07	0.23
Work absenteeism (days)*	311	122	130	302	511

Contractor Workers	2019	2020	2021	2022	2023
	Total	Total	Total	Total	Total
Accident Frequency Rate (TF)	8.91	10.72	12.90	11.25	8.54
Incidence rate of occupational diseases (IT)	0	0	0	0	0.00
Lost days rate (TDP) (TG)	0.06	0.10	0.11	0.08	0.07
Work absenteeism (days)*	246	527	890	653	616.00

Accident rate	2019	2020	2021	2022	2023
Aguas Andinas	1.29	0.74	1.03	0.86	1.18
Aguas Cordillera	4.05	1.70	0.00	2.54	2.51
Aguas Manquehue	0.00	0.00	0.00	7.69	0
Anam	1.20	0.39	1.18	0.37	0.69
Ecoriles	0.00	0.44	0.42	1.58	0.79
Hidrogística	2.93	5.83	0.00	0.00	0
Aguas del Maipo	0.00	0.00	0.00	0.00	0
TOTAL	1.33	0.80	0.92	1.01	1.10

Lost day rate	2019	2020	2021	2022	2023
Aguas Andinas	11.41	9.02	9.7	11.46	28.51
Aguas Cordillera	85.08	9.36	7.55	6.78	35.91
Aguas Manquehue	0.00	0	0	15.38	0
Anam	24.08	0	5.91	21.3	3.8
Ecoriles	0	0.88	0.84	35.14	27.42
Hidrogística	64.39	32.04	0	0	0
Aguas del Maipo	0.00	0	0	0	0
TOTAL	17.99	7.19	7.51	15.28	24.37

BACKGROUND	FORMULAS
Frequency index (FI)	$FI: \frac{N^{\circ} \text{Accidents}}{HH \text{ actual worked}} * 1.000.000$
Severity index (SI)	$SI: \frac{\text{Lost Days}}{\text{Actual worked}} * 1.000 \text{ HH}$
Accident rate (AR)	$AR: \frac{N^{\circ} \text{Accidents}}{\text{Avg. Employees}} * 100$
Lost Days Rate (LDR)	$LDR: \frac{\text{Lost Days}}{\text{Avg. Employees}} * 100$



Human Rights

Complaints channel: Aguas Andinas has a confidential and anonymous complaints channel, available on the Company's intranet and its website www.aguasandinas.cl, which can be accessed by employees, executives and directors of the Company, its shareholders, customers, suppliers or third parties in general.

It can be used to denounce or submit concerns on different matters, including human rights issues.

Customer Ombudsman: Aguas Andinas has made available to its stakeholders the institution of the Customer Ombudsman, whose objective is to enhance dialogue and the Company's commitment to its customers, seeking to attend in second instance to those who disagree with the answers provided by customer service.

Service Channel:

Website <https://www.defensoriacliente.cl>

By mail: defensoriadelcliente@aguasandinas.cl

Dissemination:

Communities: service trade shows of DIDECO (municipality) and of the provincial presidential delegation of the Cordillera (Pirque, Puente Alto and Cajón del Maipo).

Client: social media, website <https://www.customercounsel.grupoaguas.cl> Annual report: <https://www.defensoriacliente.cl>

Internal training for customer service channels.

Training of employees on human rights policies or procedures

● SDG 16

Regarding the training of employees in Human Rights policies or procedures, the due diligence process considered as part of the National Action Plan on Human Rights and Business (PAN), began with a sensitization for the executive team of Aguas Andinas, considering the Chairman of the Board, General Manager and Directors of each of the areas of the company. This sensitization included the homologation of fundamental concepts and definitions regarding the Guiding Principles on Business and Human Rights, a description of the context of human rights, and international guidelines on the subject.

● GRI 2-24

Security personnel trained in human rights policies or procedures

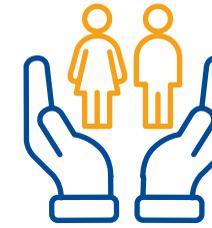
The company provided all employees with a Practical Guide to Integrity and Compliance, which aims to be a didactic and simple document that provides guidance on issues such as ethics, anti-corruption and human rights. In addition to this activity, regarding security personnel, the company complies with Chilean regulations in this area.

● SDG 16

Operations subject to human rights impact reviews or assessments

During 2022 Aguas Andinas, and its sanitation subsidiaries Aguas Cordillera and Aguas Manquehue updated, with the support of an external consultant (Centro Vincular of the Pontificia Universidad Católica de Valparaíso de Chile) the Due Diligence process in Human Rights conducted during 2018, to review the company's risks and their impacts on these matters, in order to continue improving, identifying progress and challenges in the management and its implementation. The identification and evaluation of risks was carried out based on the Aguas Group's comprehensive risk management methodology.

In this survey, 44 risks with an impact on human rights were identified in 16 processes or operations. Given that some of these processes are associated with more than one risk, the assessments were conducted from different perspectives..



The 16 processes evaluated were as follows:

- Surface catchment
- Groundwater collection
- Commercial cycle
- Purchases and contracts
- Potable water distribution
- Sanitation
- Biosolids management
- People management
- Groundwater production
- Protection of information assets
- Collection
- Occupational safety
- Environment
- Communication
- Relationship with the community
- Compliance (whistleblower channel)

Regarding the Action or Mitigation Plans drawn up in the Human Rights due diligence process, these were classified into 6 pillars evaluated in this area:

1. Guidelines
2. Identification and Evaluation of Impacts and Risks
3. Impact and Risk Management
4. Monitoring of Human Rights Management
5. Communication
6. Reparations

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Communities ● GRI 2-25 SDG 11

The toll-free line Aló Vecino 800 38 03 03, operated by the Aguas Andinas Contact Center, is the mechanism for communities near the Biofactories of Greater Santiago and the Biosolids Management Center (BMC) of El Rutil to report the perception of bad odors associated with the company's processes.

The procedure requires the company to carry out field visits to determine the intensity, origin and source of the emissions, in order to be able to determine whether they are the company's own responsibility or that of third parties.

Center	2019	2020	2021	2022	2023
La Farfana	210	378	43	85	136
Mapocho-Trebal	13	6	3	4	0
El Rutil	45	10	19	16	11
Total annual calls	268	394	65	105	147

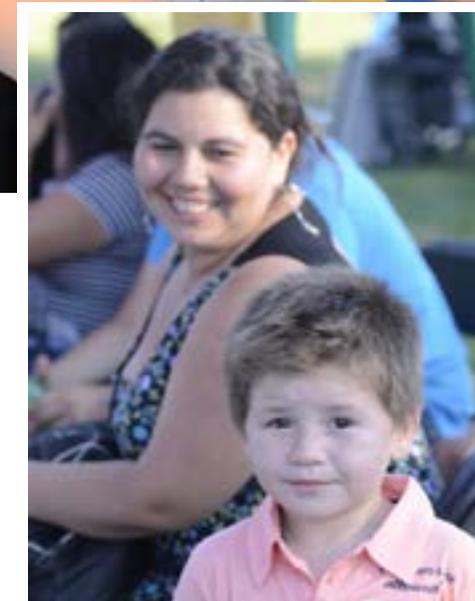
During 2023, 63% of the calls correspond to events associated with Aguas Andinas facilities.

Good Neighbor Program

Ongoing work with the communities located near the Biofactories through an annual plan of activities and projects that initially aimed to support initiatives such as access to and care for water, sustainable energy and neighborhood security, in order to improve their quality of life.

Some impact actions: +900 people benefited from influenza vaccination.
1,443 children and young people benefited with school supplies.

Committed to promoting local community development, Aguas Andinas allocated \$250 million to finance projects in four communities in the Metropolitan Region: Maipú, Pudahuel and Tiltil.



91 beneficiaries of contest funds.

15 community projects.

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Energy

● GRI 302-1, 302-4 ODS 7, 13

Internal energy consumption (gigajoules GJ)

Energy source	2019	2020	2021	2022	2023
Non-renewable fuel	65,236	55,513	58,323	46,650	83,581
Biofuel	1,436,596	1,436,262	1,428,085	1,391,079	1,280,205
Electricity	1,109,334	1,127,331	1,210,517	1,289,032	1,246,555
Total energy consumption	2,611,166	2,619,105	2,696,924	2,726,762	2,610,341
Sale of energy	245,367	200,775	133,424	288,884	262,119

Fuel consumption (gigajoules GJ)

Energy source		2019	2020	2021	2022	2023
Non-renewable	Diesel (power generation)	9,983	12,222	12,412	12,825	26,785
	Diesel (mobile sources)	52,796	41,949	43,555	31,689	54,374
	Gasoline (mobile sources)	2,457	1,342	2,355	2,135	2,422
	Total	65,236	55,513	58,323	46,650	83,581
Renewable	Biofuels (biogas)	1,436,596	1,436,262	1,428,085	1,391,079	1,280,205
	Other (indicate type of source)	0	0	0	0	0
	Total	1,436,596	1,436,262	1,428,085	1,391,079	1,280,205
Total fuel consumption			1,491,775	1,486,407	1,437,729	1,363,786

Biogas produced in m³

Destination	2019				2020				2021				2022				2023									
	Farfana		Treb-al-Mapocho		Farfana		Treb-al-Mapocho		Farfana		Treb-al-Mapocho		Talagante		Farfana		Treb-al-Mapocho		Talagante		farfana		Treb-al-Mapocho		Talagante	
Biogas Metrogas	10,202,114	30%	0	0%	8,463,856	26%	0	0%	5,835,516	20%	0	0%	0	0%	13,131,075	42%	0	0%	0%	0%	11,219,325	40%	-	0%	-	0%
Biogas cogeneration engines	0	0%	25,635,690	84%	0	0%	26,941,009	83%	0	0%	25,448,936	74%	0	0%	0	0%	22,577,075	73%	0%	0%	-	0%	22,590,060	75%	-	0%
Biogas Boilers	5,101,057	15%	4,064,076	13%	4,722,429	14%	3,895,086	12%	4,265,332	14%	4,886,720	14%	268,322	40%	4,532,517	14%	4,537,136	15%	372,696	40%	3,934,093	14%	5,351,811	18%	275,411	30%
Biogas Torches	18,703,875	55%	736,055	2%	19,423,637	60%	1,622,952	5%	19,527,945	66%	4,277,682	12%	402,482	60%	13,623,735	44%	3,897,587	13%	559,045	60%	12,928,870	46%	2,306,161	8%	642,626	70%
Total	34,007,046	100%	30,435,824	100%	32,609,922	100%	32,459,047	100%	29,628,793	100%	34,613,337	100%	670,804	100%	31,287,326	100%	31,011,799	100%	931,741	100%	28,082,288	100%	30,248,032	100%	918,037	100%
Total biofactories	64,442,870				65,068,969				64,912,934				63,230,866				59,248,357									

Electric Power Consumption

Electrical energy consumption by activity	Consumption unit	2019	2020	2021	2022	2023
Potable water production	kWh/year	71,462,714	78,880,964	83,568,952	99,203,595	98,961,673
	GJ/year	257,266	283,971	300,848	357,133	356,262
Transportation and distribution	kWh/year	84,867,208	78,078,970	82,662,133	86,519,547	79,464,934
	GJ/year	305,522	281,084	297,584	311,470	286,074
Buildings	kWh/year	3,453,594	4,057,685	3,702,371	1,780,378	2,374,975
	GJ/year	12,433	14,608	13,328	6,409	8,550
Collection	kWh/year	1,872,205	1,854,580	2,069,702	3,557,600	1,772,269
	GJ/year	6,740	6,676	7,451	12,807	6,380
Sewage treatment	kWh/year	146,492,511	150,275,245	164,251,482	167,003,462	163,691,507
	GJ/year	527,373	540,991	591,305	601,212	589,289
Total	kWh/year	308,148,233	313,147,444	336,254,640	358,064,582	346,265,357
	GJ/year	1,109,334	1,127,331	1,210,517	1,289,032	1,246,555

Self-generated electricity

Energy (kWh)	2019	2020	2021	2022	2023
	57,185,082	59,858,951	57,218,144	47,031,993	48,818,422

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Energy sources

Unit (GJ)	2020	2021	2022	2023
Renewable Energy*	N.D.	N.D.	1,851,927	2,236,934
Non-Renewable Energy*	N.D.	N.D.	901,525	373,408
% of energy (electricity and fuels)	2020	2021	2022	2023
Purchased energy*	N.D.	N.D.	87%	92%
Self-generated energy*	N.D.	N.D.	13%	8%
Self-generated energy (kWh)	57,000,000	54,000,000	47,031,993	54,661,020
Purchased renewable energy (kWh)	80,000,000	174,000,000	203,391,575	265,757,924
Total Energy consumed (kWh)	313,147,444	336,254,640	358,064,582	346,265,357
% Renewable electricity consumed	44%	68%	70%	77%

*Measured from 2022

Subject	Parameter	Unit	2023
Energy management	Percentage of electricity of the network	Gigajoules (GJ), percentage (%)	86%

Energy intensity

GRI 302-3 ODS 7,13

	Energy intensity Process (kWh/m ³) 2019							
	Mapocho-Trebal	La Farfana	Purification Localities	Surface Catchment AP	Consumption Treatment AP	Consumption AP Elevation	Groundwater Catchment AP	Consumption AS Lift
Total energy consumption (kWh)	62,015,686	69,211,407	15,265,420	1,302,423	6,454,977	86,125,126	63,705,314	1,872,205
Treated water (m ³)	227,109,432	271,612,631	32,012,854	696,567,655	635,200,871	242,189,338	153,050,563	32,802,273
Intensity (kWh/m ³)	0.273	0.255	0.477	0.002	0.010	0.356	0.416	0.057
	Energy intensity Process (kWh/m ³) 2020							
	Mapocho-Trebal	La Farfana	Purification Localities	Surface Catchment AP	Consumption Treatment AP	Consumption AP Elevation	Groundwater Catchment AP	Consumption AS Lift
Total energy consumption (kWh)	65,025,167	69,432,792	15,817,284	1,957,307	6,800,061	78,078,970	70,123,596	1,854,580
Treated water (m ³)	221,952,702	251,856,342	33,897,098	653,805,468	606,235,092	233,456,221	163,867,938	30,109,116
Intensity (kWh/m ³)	0.293	0.276	0.467	0.003	0.011	0.334	0.428	0.062
	Energy intensity Process (kWh/m ³) 2021							
	Mapocho-Trebal	La Farfana	Purification Localities	Surface Catchment AP	Consumption Treatment AP	Consumption AP Elevation	Groundwater Catchment AP	Consumption AS Lift
Total energy consumption (kWh)	69,013,774	79,225,370	16,012,338	2,113,104	9,948,550	82,662,133	71,507,298	2,069,702
Treated water (m ³)	228,383,652	246,504,584	33,577,528	650,857,382	616,299,449	230,339,831	163,906,959	30,980,204
Intensity (kWh/m ³)	0.302	0.321	0.477	0.003	0.016	0.359	0.436	0.067
	Energy intensity Process (kWh/m ³) 2022							
	Mapocho-Trebal	La Farfana	Purification Localities	Surface Catchment AP	Consumption Treatment AP	Consumption AP Elevation	Groundwater Catchment AP	Consumption AS Lift
Total energy consumption (kWh)	68,544,438	81,931,301	16,527,723	2,717,413	9,507,015	86,519,547	86,979,167	3,557,600
Treated water (m ³)	204,784,231	251,637,086	34,772,802	615,156,014	600,474,844	247,123,246	182,822,209	80,829,846
Intensity (kWh/m ³)	0.335	0.326	0.475	0.004	0.016	0.350	0.476	0.440
	Energy intensity Process (kWh/m ³) 2023							
	Mapocho-Trebal	La Farfana	Purification Localities	Surface Catchment AP	Consumption Treatment AP	Consumption AP Elevation	Groundwater Catchment AP	Consumption AS Lift
Total energy consumption (kWh)	69,349,004	79,136,073	15,206,430	1,997,677	4,468,198	79,464,934	92,495,798	1,772,269
Treated water (m ³)	210,307,483	242,140,113	34,486,963	639,823,306	576,970,245	764,395,897	184,295,350	495,060,079
Intensity (kWh/m ³)	0.330	0.327	0.441	0.003	0.008	0.104	0.502	0.004
Energy intensity of the organization (kWh/m ³)	2019	2020	2021	2022	2023			
	0.276	0.296	0.323	0.340	0.336			

The intensity of Aguas Andinas' electricity consumption is calculated as the energy consumption in kWh, in proportion to the cubic meters of wastewater treated.

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Reduction of energy consumption

● GRI 302-4 SDG 7,13

Name of the initiative	Description	Unit of measure	Savings in energy produced					
			2018	2019	2020	2021	2022	2023
Aguas Andinas; Stage 1	Groundwater Uptake	gigajoules	0	0	0	0	5,846	29,268
Aguas Andinas; Stage 2	Sewage Elevation Plants	gigajoules	877	0	0	0	6,633	0
Aguas Andinas; Stage 3	Potable Water Elevator Plants (Efficient Dispatch) PEAP San Antonio, PEAP PH Las Flores and Lo Gallo)	gigajoules	3,852	3,625	2,521	2,656	3,533	612
Co-generation	In 2013, the Mapocho-Trebal Biofactory started operating an electricity co-generation system to produce part of the energy consumed through the biogas generated in the anaerobic digestion process.	gigajoules	176,543	182,988	215,490	195,902	169,315	155,785
Contractors of Aguas Andinas	Only self-consumption will be considered.	gigajoules	33,640	14,494	0	0	0	0
Other (indicate name of project)	Talagante Sewage Water Treatment Plant	gigajoules	0	681	474	0	0	353
Other (indicate name of project)	Potable Water Reclamation Plants	gigajoules	0	0	5,948	0	7,796	2,000
Other (indicate name of project)	Sewage Treatment Plants	gigajoules	0	0	1,400	0	197	3,131
TOTAL		gigajoules	214,913	201,788	225,833	198,559	175,824	191,150

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Water

Compliance with potable water supply quality

Category	Aguas Andinas					Aguas Cordillera					Aguas Manquehue				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Bacteriology	100%	98.68%	100%	99.85%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Turbidity	98.25%	100%	84.90%	100%	100%	100%	96%	92.00%	91.9%	100%	100%	100%	100%	100%	100%
Free residual chlorine	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98%	100%	100%	100%	100%
Critical parameters	100%	100%	100%	100%	100%	96%	99%	92%	100%	100%	98%	100%	100%	100%	100%
Non-critical parameters	97.81%	100%	100%	99.91%	92.50%	100%	100%	100%	100%	100%	100%	100%	100%	100%	87%
Summary	99.21%	99.47%	96.98%	99.95%	98.41%	99.17%	98.89%	96.80%	98.39%	100%	99.33%	100%	100%	100%	97.4%

	2018	2019	2020	2021	2022	2023
Group average	99.46%	99.24%	99.45%	97.93%	99.45%	99.5%

Non-compliance in wastewater discharges Aguas Andinas and subsidiaries Metropolitan Region ● GRI 2-27, ODS 6

Parameter	2019 Quantity	2019 Amount of fines paid	2020 Quantity	2020 Amount of fines paid	2021 Quantity	2021 Amount of fines paid	2022 Quantity	2022 Amount of fines paid	2023 Quantity	Amount without fines paid	2023 Totals
Fecal coliforms	9	-	11	-	8	-	-	1	-	1	1
Free Chlorine	0	-	4	-	0	-	-	-	-	0	0
BOD5	8	-	4	-	11	-	-	2	-	0	0
DBOC5	3	-	0	-	0	-	-	-	-	0	0
Total kjeldahl nitrogen	317	-	15	-	5	-	-	15	-	1	1
Total suspended solids	2	-	4	-	1	-	-	2	-	0	0

Non-compliance with environmental laws and regulations

The Aguas Group, as a provider of public sanitation services, aims to ensure and permanently control the quality of the potable water it supplies to its customers in accordance with current standards. To this end, it carries out monitoring and analysis, the results of which are sent monthly to the Superintendency of Sanitation Services in a report summarizing the results obtained, and the same occurs with the Sanitation Authority, the SEREMI of Health.

In terms of potable water supply, we comply with the requirements of Nch409 parts 1 and 2, which include quality and sampling requirements, respectively, and with regard to discharges of water from biofactories and sewage treatment plants into waterways, the current regulation is DS90.

The following is a description, by parameter, of the specific events of non-compliance of potable water quality, which were restored to normal within a maximum of 24 hours, once the information was collected:

Aguas Andinas

May: (1) Fluor - Failure corresponded to flaws in check valves at injection points and added to a leak in the lower part of the impulsion that generated a siphon effect, extracting product from the skid and accumulating in the impulsion of the overdosing system. There is no on-line analyzer that could have warned of this abnormality, in all cases where there is no on-line analyzer, the general rule is sampling every 48 hours (3.9 mg/l).

June: (1) Fluor - Flow meter failure in well 1 Pomaire system, well is stopped but the meter continues to register erratically, which causes the fluoride dosing pump to work incorrectly, which is why it overdosed.

December: (1) Coliforms - Total Coliform deviation was identified. A field inspection was carried out and the root cause was identified as cross-contamination in the sampling due to the existence of nearby vegetation; the subsequent results validate the effectiveness of the measure.

Aguas Cordillera

June: (1) Turbidity - We have 2 values of Turbidity over 10 UNT within 24 hours. Due to valve movement made by Distribution, in order to test the programmed service interruption that was carried out in the sector.

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Planned and unplanned discharges continued ● GRI 303-4

Discharge	Planned and unplanned spills 2021						Planned and unplanned spills 2022					
	Quantity (m³)	Planned/unplanned	Destination	Treatment Method	Water quality	Parameter used	Quantity (m³)	Planned/unplanned	Destination	Treatment Method	Water quality	Parameter used
Mapocho-Trebal	231,211,452	Planned	Mapocho River	Activated Sludge	Treated water in sewage plants	DS90	201,684,480	Planned	Mapocho River	Activated Sludge	Treated water in sewage plants	DS90
Mapocho-Trebal	2,276,471	Unplanned	Mapocho River	No treatment	Raw water	by-pas in rainy season	1,379,278	Unplanned	Mapocho River	No treatment	Raw water	by-pas in rainy season
La Farfana	251,918,680	Planned	Mapocho River	Activated Sludge	Treated water in sewage plants	DS90	247,893,902	Planned	Mapocho River	Activated Sludge	Treated water in sewage plants	DS90
La Farfana	2,347,449	Unplanned	Mapocho River	No treatment	Raw water	by-pas in rainy season	683,710	Unplanned	Mapocho River	No treatment	Raw water	by-pas in rainy season
La Farfana	41,580,604	Planned	Canalista	Activated Sludge	Treated water in sewage plants	DS90	39,107,814	Planned	Canal operators	Activated Sludge	Treated water in sewage plants	DS90
Locations	31,054,900	Planned	Destination varies by location	Varies according to plant	Treated water in sewage plants	DS90	31,630,806	Planned	Destination varies by location	Varies according to plant	Treated water in sewage plants	DS90
Locations	116,686	Unplanned	Destination varies by location	No treatment	Raw water	by-pas in rainy season	287,016	Unplanned	Destination varies by location	No treatment	Raw water	by-pas in rainy season

Fines ● GRI 2-27

Discharge	Planned and unplanned spills 2023					
	Quantity (m³)	Planned/unplanned	Destination	Treatment Method	Water quality	Parameter used
Mapocho-Trebal	204,275,133	Planned	Mapocho River	Activated Sludge	Treated water in sewage plants	DS90
Mapocho-Trebal	0	Unplanned	Mapocho River	No treatment	Raw water	by-pas in rainy season
La Farfana	232,268,433	Planned	Mapocho River	Activated Sludge	Treated water in sewage plants	DS90
La Farfana	0	Unplanned	Mapocho River	No treatment	Raw water	by-pas in rainy season
La Farfana	0	Planned	Canal operators	Activated Sludge	Treated water in sewage plants	DS90
Locations	31,640,554	Planned	Destination varies by location	Varies according to plant	Treated water in sewage plants	DS90
Locations	593,303	Unplanned	Destination varies by location	No treatment	Raw water	by-pas in rainy season

Authority	Company	Amount (UTA)	Cause
SISS	Andinas	120	Blockage of sewage collector on Los Pinos Street, San Bernardo, in February 2021.
SISS	Andinas	670	Water main breakage on Seminario Ave. corner of Providencia Ave. in October 2019.
SISS	Andinas	60	Non-compliance with maximum levels of some parameters in the effluent discharged by WWTPs during 2020.
SISS	Andinas	80	Delay in the completion of works committed to in the 2020 Development Plan
SISS	Cordillera	8	Low pressures in the potable water network during 2020 in some localities.
SISS	Andinas	30	Repeated sewer blockages in the San Bernardo, Lo Espejo and La Granja districts during 2020.
SISS	Andinas	187	Low pressures in Greater Santiago, Melipilla, Calera de Tango, El Monte, Buin and Malloco for the year 2020
SISS	Andinas	61	Unscheduled potable water outages in San José de Maipo, affecting all users of the service.
SISS	Andinas	37	Non-compliance with effluent parameters discharged by the Paine and Talagante WWTPs in 2020
SISS	Andinas	40	Non-compliance with legal obligations regarding the attention of emergency claims for sewage obstructions during the year 2021 in the municipalities of El Bosque, San Bernardo and Lo Espejo.
SISS	Manquehue	3	Non-compliance with turbidity levels in potable water, affecting 4 customers.
SISS	Andinas	100	Delay in delivery of proposal and construction of deodorization works for WWTP La Farfana.
SISS	Andinas	65	Use of by-pass in dry weather and without giving full or timely notice to SISS.
SISS	Andinas	15	Failure to respond in the manner and within the deadlines established by the SISS with respect to cases of repeated obstructions of the collection network, communes of El Bosque, Lo Prado and Cerrillos.
SISS	Andinas	14	Non-compliances in effluent effluent parameters discharged at WWTP San José de Maipo, March and April 2021 and January 2022.

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Waste

● GRI 306-3, 306-4, 306-5

Hazardous waste for disposal

Company	Breakdown by disposal method	2019	2020	2021	2022	2023
Aguas Andinas, Aguas Cordillera and Aguas Manquehue	Transfer to a secure facility	524	225	176	183	200
	Oil recycling	29	28	39	25	30
ANAM	Safety backfill	19	18	13	20	20
Total		572	272	228	228	250

Waste by type of disposal regulated companies of the Metropolitan Region (Tons)

Provision	2019	2020	2021	2022	2023
Reused Biosolids (agriculture)	217,650	216,083	202,389	218,613	204,647
Non-hazardous final disposal	98,401	91,645	121,606	117,102	118,244
Reused Oils	29	28	39	25	30
Hazardous waste disposal	524	225	176	183	220
Construction and Works Surplus (environmental liabilities)	274,787	242,695	150,451	99,510	228*
Household and similar waste	325	1,239	2,119	S/I	67
Total	591,716	551,915	476,780	435,433	323,436

Destination of waste (Tons)

Destination	Unit	2020	2021	2022	2023	Comment
Total waste recycled/reused	Metric tons	216,030	202,472	218,800	204,647	Sludge for agricultural use; recycling
Total waste disposed	Metric tons	0	0	0	0	
Landfill	Metric tons	26,896	24,952	22,982	15,721	Pretreatment residues in the wastewater treatment process; filter/adsorbent media mainly from potable water treatment stages.
Incinerated waste with energy recovery	Metric tons	0	0	0	0	
Waste incinerated without energy recovery	Metric tons	0	0	0	0	
Waste disposed of otherwise, specify:	Metric tons	308,095	253,559	193,630	122,796	Sludge going to El Rotal; surplus from construction and disposed of in safety landfill.
Waste with unknown disposal method	Metric tons	0	0	0	0	

* NOTE: The difference between 2022 and 2023 is due to a change in the accounting of the data that generates a greater variation.

Biosolids Destination

Destination (tons)	2019	2020	2021	2022	2023
Landfill	0	0	0	0	0
CGIB El Rotal	75,059	55,026	97,159	88,041	102,523
Agricultural Reuse	217,650	216,083	202,389	218,613	204,647

Hazardous waste transportation

Transportation (tons)	2019	2020	2021	2022	2023
Hazardous waste transported	572	272	228	228	250
Imported Hazardous Waste	0	0	0	0	0
Exported hazardous waste	0	0	0	0	0
Treated hazardous waste	572	272	228	228	250
Percentage of hazardous waste transported to other countries	0	0	0	0	0

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Emissions

● GRI 3-3, 305-1, 305-2, 305-3, 305-4, 305-5, 305-6, 305-7 ODS 13

Greenhouse Gases (GHG) Emissions by Scope (tCO2e)

	2019	2020	2021	2022	2023
Direct emissions (Scope 1)	61,961	59,716	61,127	67,631	61,831
Indirect Emissions (Scope 2) - Market based	85,393	57,256	55,968	50,369	24,532
Indirect Emissions (Scope 2) - Location based	106,175	102,899	114,501	107,634	83,796
Other Indirect Emissions (Scope 3)	119,200	104,959	107,747	89,881	72,174
Total	266,554	221,931	224,842	207,882	158,536

GHG emissions by process

PROCESS	Direct emissions (Scope 1) tCo e2					Indirect emissions (Scope 2) tCo e2					Indirect emissions (Scope 3) tCo e2				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Potable water production plants (DWTP)	358	786	569	751	724	2,165	21,563	23,120	14,527	10,238	8,287	11,097	11,077	12,242	8,121
Potable water supply networks (RDAB)	567	813	801	786	0	45,779	23,124	27,413	14,952	9,143	2,698	4	4	4	1,030
Sewerage networks (RDAC)	499	497	565	163	0	727	727	833	1,069	429	2	1	2	2	0
Wastewater Treatment Plants (WWTP)	59,338	52,128	53,391	64,664	58,457	35,321	10,756	3,771	19,782	4,147	107,916	93,789	96,619	77,449	62,558
General (Non-Productive Buildings)	1,819	1,562	1,464	1,266	2,650	1,401	1,085	831	38	575	515	67	45	184	465
Total	62,581	55,787	56,790	67,631	61,831	85,393	57,256	55,968	50,369	24,532	119,417	104,959	107,747	89,881	72,174

Main methodological change

The Suezprints tool was updated in 2021, adopting the IPCC guidelines for water treatment instead of using water treatment factors. IPCC guidelines for water treatment instead of using proprietary factors for the own factors for the calculation of direct emissions from processes in the Group.

In particular, the recommended factors of N2O factors are now considered for the water line, in addition to 0 N2O emissions for the sludge line. emissions for the sludge line.

For CH4 emissions, a methodology based on the IPCC criteria for mass balances is used. based on the IPCC criteria for mass balances, which was revised and adjusted to the integral water cycle. revised and adjusted to the integral water cycle. Thus, CH4 emissions from the water CH4 emissions from the water line depend on the incoming BOD5 load (kg/year) and the (kg/year) and the BOD5 load of the sludge generated (kg/year). Since the latter is unknown, values recommended

by the IPCC for plants with digestion recommended by the IPCC for plants with anaerobic digestion (1 kg BOD5/kg sludge) and without anaerobic digestion (1 kg BOD5/kg sludge). without anaerobic digestion (0.8 kg BOD5/kg sludge).

For the sludge line, only CH4 emissions in the anaerobic digestion stage are considered, with an emission factor of 2 g CH4/Kg sludge. anaerobic digestion stage, with an emission factor of 2 g CH4/Kg sludge, which, according to the IPCC, takes into account the recovery of biogas which, according to the IPCC, takes into account biogas recovery, as is the case of the Aguas Andinas biofactories and the Talagante WWTP.

Talagante WWTP. Previously, emissions from the water line depended on the removal of COD. on COD and NTK removal (emission factors were expressed in emissions per unit mass removed). emissions per unit mass removed) and now depend on the input BOD and NTK (the emission

factors were expressed in emissions per unit mass removed). and NTK (emission factors are expressed in emissions per unit mass removed) and now depend on BOD and NTK input (emission factors are expressed in emissions per unit mass of influent). unit of influent mass). For emissions from the sludge line, only digestate emissions are considered. sludge line, only emissions from anaerobic digestion are considered, also as a function of dry mass. as a function of dry mass.

In addition, in the calculation tool, the following were incorporated CH4 emissions from BOD discharge to receiving water bodies were also incorporated in the calculation tool, not previously included, and Scope 2 emissions were recalculated for the years 2018-2020. emissions for the years 2018-2020 were recalculated because, at the time of the report, these had not yet been published by the National Energy Commission.

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Emissions of ozone-depleting substances (ozone depleting substances) (ODS)

● GRI 305-6

During 2023, 72.4 kilograms of refrigerant gas were used for refills.

Of these, 12.1 kilograms were R-22 which, using a conversion factor of 0.055 ODP potential units for each unit of R-22, yields 0.67 kg of CFC-11 equivalent.

The remaining 60.3 kilograms were R-410A, with a conversion factor of zero ODP potential units for each unit of R-410A, resulting in zero CFC-11 equivalent.

The company totaled 0.67 kg of CFC-11 equivalent for the reporting period.

GHG emissions by sector (tCO2e/year)

Sectors	2019	2020	2021	2022	2023
Energy	93,035	65,203	63,791	57,922	31,416
Transportation	4,609	4,151	4,133	4,075	3,517
Reagents and supplies	22,550	21,643	25,196	26,009	20,522
Fugitive emissions	274	249	283	401	94,235
Sludge Lines	19,851	16,076	21,254	11,729	7,471
Water Lines	127,073	110,681	105,848	107,747	1,376
Grand total	267,391	218,002	220,505	207,882	158,536

Intensity of GHG emissions from the wastewater treatment process

	2019	2020	2021	2022	2023
tCO2e/million de m ³	380	316	311	330	257

Emissions avoided and reduced (tCO2e/year)

	2019	2020	2021	2022	2023
Avoided	17,928	15,358	14,168	24,589	15,357
Reduced	49,962	84,263	98,648	90,073	68,850

Emissions reduced and avoided in the company are due to the use of biogas, both internally and externally. Internally, it is used for sludge heating and cogenerated energy use (reduced emissions). Externally it is used for the sale of biogas and electricity (avoided emissions).

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Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions ● GRI 305-7

Actual Data, Hours of Operation	Ton NOx					Ton SOx					Ton VOC					Ton MP				
Origin	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Farfana	3.77	2.71	1.99	4.07	3.70	0.76	1.01	1.62	1.018	10.78	0.24	0.23	0.12	0.20	0.086	0.31	0.22	0.25	0.611	0.60
Trebal-Mapocho	2.8	2.54	3.12	0.87	1.72	1.18	2.27	2.76	0.000	0.000	0	0	0.00	N.A.	0.03	0.37	0.57	1.34	0.149	1.04
Talagante	N.A.	N.A.	N.A.	0.14	N.A.	N.A.	N.A.	N.A.	0.007	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	0.009	0.01
Total	6.57	5.25	5.11	5.09	5.42	1.94	3.28	4.38	1.03	10.78	0.24	0.23	0.12	0.20	0.1161	0.68	0.79	1.59	0.77	1.65

Environmental services subsidiaries do not report this information.
WWTP Talagante will start reporting information as of 2022

Data 24H/365 days	Ton NOx					Ton SOx					Ton VOC					Ton MP				
Origin	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Farfana	9.6	8.76	7.88	10.51	9.64	1.53	2.71	5.26	2.628	32.41	1.53	2.71	5.26	2.628	0.26	0.904	0.657	1.45	1.58	1.37
Trebal-Mapocho	6.13	4.38	5.26	0.88	1.75	2.19	4.03	4.73	0.000	0.00	2.19	4.03	4.73	0.000	0.03	0.62	1.05	2.28	0.15	1.43
Talagante	N.A.	N.A.	N.A.	0.18	N.A.	N.A.	N.A.	N.A.	0.350	N.A.	N.A.	N.A.	N.A.	0.350	N.A.	N.A.	N.A.	N.A.	0.35	0.02
Total	15.73	13.14	13.14	11.57	11.388	3.72	6.74	9.99	2.98	32.412	3.72	6.74	9.99	2.98	0.2928	1.524	1.707	3.73	2.07	2.82

Note: The perimeter is those facilities that emit these gases Farfana, Mapocho Trebal and Talagante.

WWTP Talagante will start reporting information as of 2022.
During 2020, one of the sources had a failure that prevented the scheduled monitoring, so the way used to estimate their emissions is by averaging the emissions (kg/h) of the remaining sources that have the same characteristics.

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Compensations of Members of the Board of Directors

Directors	Position	Committee in which he/she participated	Remuneration	
			2023	2022
Board of Directors effective September 28, 2022				
Felipe Larrain Aspillaga	Chairman			
Gustavo Miguez Tafernaberry	Director			
Fernando Samaniego Sangroniz	Director	Directors' Committee	19,460	12,732
María Florencia Esquerre Riquelme	Director			
Giorgianna Cúneo Queirolo	Director			
Rodrigo Manubens Moltedo	Director	Directors' Committee	19,460	19,295
Jaime Arellano Quintana	Director	Directors' Committee	19,460	16,472
Gustavo Alcalde Lemarie	Alternate Director			
Katia Trusich Ortiz	Alternate Director			
Jorge Manent Codina	Alternate Director	Directors' Committee		
Marisol Bravo Leniz	Alternate Director			
Tomás Uauy Cúneo	Alternate Director			
Bernardo Simian Soza	Alternate Director	Directors' Committee	10,811	2,613
Víctor Selman Biester	Alternate Director	Directors' Committee	10,811	8,393
Claudio Muñoz Zuñiga (*)				
Gonzalo Rojas Vildósola (*)		Directors' Committee	-	7,348
Loreto Silva Rojas (*)				
Mauricio Rojas Mullor (*)		Directors' Committee	-	2,824
Sonia Tschorne Berestesky (*)				

(*) revoked at the 19th Extraordinary Shareholders' Meeting, held on September 28, 2022.

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Consultants contracted for the Board of Directors or its Committees			
Type of advisory services provided	User of consulting	Total amount of consulting \$	Unit
<ul style="list-style-type: none"> Lecture on the key political scenario Lecture on Economic Crimes Law Evaluation and Diagnostic Assessment for Director. 	Advisories to the Board of Directors of Aguas Andinas		SCLP
Total		18.988.660	SCLP

Access to information of the members of the Board of Directors	
Item	Yes/No and describe if applicable
The minutes and documents held in view for each Board of Directors meeting	Yes, the Board of Directors has a system for storing information in Dropbox, called "Virtual Folder", which contains all the background information available for each meeting, which is incorporated month by month, allowing each of the directors to securely access such information, and facilitates the review of minutes of meetings of the last 3 years. In turn, such information is included in the Virtual Folder at least 5 days prior to the respective Board meeting, so that it is available to each of the directors, and they can prepare for the meeting. It shall be the responsibility of the Chief Executive Officer to collect and make available to the Chairman the aforementioned information, with due anticipation to enable him to make it available to the directors in the terms indicated.
The minutes or document that summarizes all the matters to be discussed at each session and the other background information to be presented at the session.	Yes. After the conclusion of the corresponding Board meeting and at least 3 days prior to the following meeting, the Secretary of the Board of Directors shall make available to the directors a draft of the minutes of the respective meeting for comments by sending them by e-mail, and the directors shall send their comments to the Secretary of the Board of Directors by the same means.
A complaint system or channel that has been implemented.	Yes. At the Board of Directors' meeting held on November 25, 2015, the Board of Directors agreed to make available to its employees on the intranet site a whistleblower channel, through which those related to the Crime Prevention Model, the Code of Ethics and the Labor and Sexual Harassment Protocol can be channeled. Then, in a Board meeting held on June 29, 2016, it was agreed to enable access to the aforementioned Whistleblower Channel from the Company's website, to allow access to any person.
The final text of the minutes of each meeting	Yes, the final text of the minutes of each Board meeting is made available to the directors when included in the Virtual Folder.

Determinations at meetings of the Board of Directors	
Item	Yes/No and describe if applicable
Minimum number of regular meetings	They are held at least once a month, on dates determined by the Board of Directors.
Minimum average time spent in person and remotely on these activities	The Board of Directors has agreed to establish as a minimum the attendance to 9 Board meetings per year, 7 of which must be in person, unless due to safety, health or any other circumstances, this modality is prevented. The above, in order to recognize the diversity of experience and knowledge existing in the Board of Directors, according to the complexity of the matters to be discussed. During 2022, the prioritization of remote assistance was maintained in view of the health contingency.
Advance notice its members from these	The Board of Directors agrees annually on a calendar with the dates of regular meetings, which are scheduled in advance at the beginning of the year, without prejudice to the reminder of the next meeting at the end of each meeting.

Frequency with which the Board of Directors meets with the following areas and entities		
Area / Entity	Periodicity of Board meeting	Unit
Risk Management	Quarterly	Frequency
Internal Audit	Quarterly	Frequency
Social Responsibility (or equivalent)	Quarterly	Frequency
External firm auditing EEFF	Three times a year	Frequency

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Number of suppliers that individually represent at least 10% of total purchases made in the period.

Inmobiliaria y Constructora Nuevo Pacífico Sur S.A. represents 10.68% of total purchases in 2023.

Payment to Suppliers (*)

Range	2021					2022					2023				
	Number of invoices paid	Total amount (million of pesos)	Total amount of interest on late payment of invoices (million of pesos)	Number of suppliers	Number of agreements registered	Number of invoices paid	Total amount (million of pesos)	Total amount of interest on late payment of invoices (million of pesos)	Number of suppliers	Number of agreements registered	Number of invoices paid	Total amount (million of pesos)	Total amount of interest on late payment of invoices (million of pesos)	Number of suppliers	Number of agreements registered
up to 30 days	21,794	218,665		1,196		26,023	276,697		1,490		43,541	329,740		2,123	
between 31 and 60 days	2,837	64,945		458		3,511	77,392		545		5,885	114,285		842	
more than 60 days	304	3,663		82		430	1,779		82		216	8,041		67	

(*) Aguas Andinas, Aguas Cordillera and Aguas Manquehue

NOTE: Suppliers associated with all invoices received during 2023 are considered.

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2.3.1	Control situation		11
2.3.2	Significant changes in ownership or control		11
2.3.3	Identification of partners or majority shareholders		11
2.3.4	Shares, their characteristics and rights	i. Description of the series of shares: In case there are series of shares, it shall describe the characteristics of each one of them and the terms of validity of the corresponding preferences.	151
		ii. Dividend policy: The dividend and/or profit distribution policy, as applicable, that the entity's management intends to follow for the next 2 years should be explained.	155
		iii. Statistical information a. Dividends: In relation to dividends paid, if any, the amount paid for interim and final dividends must be indicated, and what part corresponds to the profit for the year and retained earnings from previous years. Additionally, a statistic of dividends paid per share in the last three years must be included, breaking down the information by series of shares, if applicable.	155
		b. Transactions in stock exchanges: The stock exchanges in which the entity lists its shares must be identified and a summary table must be presented for each market, meaning the jurisdictions in which its shares are listed, indicating for the last year and on a quarterly basis, information regarding price, stock market presence, volume and amounts traded.	152
		c. Number of shareholders: The total number of shareholders registered at the end of the annual period must be reported. In the event that the shareholders include one or more securities deposit and/or custody companies referred to in Law No. 18,876, the total number of shareholders shall be determined by adding those appearing in the company's shareholder registry and those appearing in the list that corporations must prepare and maintain in accordance with Article 26 of the aforementioned Law, for each of the shareholders.	11
2.3.5	Other Values		74
3. Corporate Governance			
3.1	Governance framework	i. How the entity seeks to ensure and evaluates the proper functioning of its corporate governance.	117
		ii. How the entity integrates a sustainability approach in its business; in particular, how the entity incorporates environmental (especially climate change), social and human rights issues in the different evaluation processes and strategic definitions, and how the entity defines the units or persons responsible for these issues.	29
		iii. How the entity detects and manages conflicts of interest it faces, conducts that could affect free and fair competition, and how corruption, money laundering and financing of terrorism are prevented.	117
		iv. How the entity addresses and addresses the interests of its key stakeholders, at least by identifying them and noting the entity's activities that have a direct impact on those groups.	209-217
		v. How the entity promotes and facilitates innovation, and whether it allocates corporate resources to research and development.	79-83
		vi. How the entity detects and reduces organizational, social or cultural barriers that may be inhibiting the diversity of capabilities, conditions, experiences and visions that, without those barriers, would have occurred naturally in the organization.	93-94
		vii. How the entity identifies the diversity of skills, knowledge, conditions, experiences and visions that all those who perform functions at different levels of the organization should have, and what are the hiring policies in order to achieve and preserve that diversity.	93-94

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3.2	Board of Directors	<p>i. The identification of each of its members, indicating the date of their appointment or last reelection, as well as their resignation from office, if applicable, and including their profession or trade; whether they are the chairman or vice-chairman; whether they are independent directors or not; and, if applicable, whether they are an incumbent or alternate director.</p>	119-122
		<p>ii. The income of its members on the occasion of their work on the Board of Directors, identifying the origin thereof and presented in comparative terms with the previous year's fiscal year. For these purposes, remuneration must be separated, distinguishing whether it is fixed income (for example, attendance fees), from variable income, which may come from functions or jobs in the same entity other than the exercise of their position or from representation expenses, per diems, royalties and, in general, any other stipend.</p>	127
		<p>iii. A description of the policy implemented for the hiring of experts by the Board of Directors to advise it on accounting, tax, financial, legal or other matters. Along with the above, the total amount disbursed for advisory services contracted by the Board of Directors must be reported. With respect to the services contracted with the auditing firm in charge of auditing the financial statements, as well as with other entities, which, due to their amount, are considered to be relevant with respect to the annual budget of the Board of Directors, the identity of those contracted, the amount paid and the type of services contracted must be mentioned. If this is not appropriate, it must be expressly stated.</p>	128, 220
		<p>iv. A matrix of knowledge, skills and experience of the members of the Board of Directors.</p>	123-124
		<p>v. A description of the procedures or mechanisms implemented for the induction of new members, indicating the most relevant matters that it has been determined they should know and understand.</p>	126
		<p>vi. The frequency with which it meets with the risk management, internal audit and social responsibility units, or with the persons responsible for the equivalent functions, and with the external audit firm in charge of auditing the financial statements, indicating the main topics that are addressed in such meetings and indicating whether the general manager or other senior executives participate in them.</p>	118
		<p>vii. A description of how, and with what periodicity, environmental and social issues are reported, especially with respect to climate change, and whether these issues are included in strategic discussions and decisions, business plans or budgets, among others.</p>	118
		<p>viii. If the Board of Directors in full or any of its members has made on-site visits during the year to the different offices and facilities of the entity, in the event that the entity has them, to learn about aspects such as: the condition and operation of these offices and facilities; the main functions and concerns of those who work in them; the recommendations and improvements that in the opinion of those responsible for these offices and facilities it would be appropriate to make to improve their operation. The report should also indicate whether the general manager or other senior executives are involved in these activities.</p>	128, 220
		<p>ix. If the Board of Directors regularly evaluates its collective and/or individual performance, in addition to that of its Committees, indicating the procedures that have been implemented for the continuous improvement of its operation, indicating the frequency with which this performance is evaluated and these procedures are reviewed and updated, and referring in particular to:</p> <p>b. The detection and reduction of organizational, social or cultural barriers that may be inhibiting the natural diversity of capabilities, visions, characteristics and conditions that would have been present in its composition in the absence of these barriers.</p> <p>c. Whether to consider hiring the advice of an expert from outside the company to evaluate the performance and functioning of the Board of Directors, in addition to detecting and implementing possible improvements or areas for strengthening.</p>	126
		<p>x. Without prejudice to the legal obligations, it expressly contemplates the determination of the minimum number of ordinary meetings, the minimum average time of dedication in person and remotely to them, and the time in advance with which the summons and the necessary background for the proper conduct of such meetings must be sent, recognizing the particular characteristics of the entity as well as the diversity of experiences, conditions and knowledge existing in the Board of Directors, according to the complexity of the matters to be discussed.</p>	116
		<p>xi. Whether it expressly contemplates the change, if applicable, of its internal organization and operation in case of contingency or crisis situations, having an operational continuity plan.</p>	221
		<p>xii. If you have an information system that allows each member to access, securely, remotely and permanently, to:</p> <p>a. The minutes and documents held for each meeting of the Board of Directors, or equivalent, indicating the time extent of the historical record of such minutes and documents.</p> <p>b. The minutes or document that summarizes all the matters to be discussed at each meeting and the other background information to be presented at the meeting or additional information necessary for its preparation, all of the foregoing without prejudice to the legal obligations regarding the deadline for sending the contents of the summons.</p> <p>c. A complaint system or channel that has been implemented.</p> <p>d. To the final text of the minutes of each meeting, indicating the period after the respective meeting in which such minutes are available for consultation.</p>	117 - 222

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3.2	Board	<p>xiii. With respect to the composition of the Board of Directors, the following should be reported:</p> <p>a. The total number of directors separated by men and women, distinguishing between regular and alternate directors.</p> <p>b. The number of directors by nationality, separated by men and women, distinguishing between regular and alternate directors.</p> <p>c. The number of directors by age range according to the ranges contemplated in section 5.1.3, separated by men and women, distinguishing between regular and alternate directors.</p> <p>d. The number of directors by seniority in the organization according to the ranks contemplated in section 5.1.4, separated by men and women, distinguishing between regular and alternate directors.</p> <p>e. The number of directors with disabilities, separated by men and women, distinguishing between regular and alternate directors.</p> <p>f. The salary gap by gender in terms of the mean and median, in the terms indicated in section 5.4.2, in the event that there are differentiated remunerations among directors or that there are royalties, per diems or other types of compensation that are not applicable to all of them.</p>	125
3.3	Board Committees	i. A brief description of the role and main functions of the respective committee.	128
		ii. The identification of each of its members during the last 2 fiscal years, indicating those who hold or have held the status of independent directors.	128
		iii. In comparative form with respect to the previous fiscal year, the income of its members on the occasion of their work in the corresponding committee.	129
		iv. Identification of the main activities that the committee has developed during the year. In the case of the committee referred to in the preceding paragraph, the following information shall be included in the report Article 50 bis of Law No. 18,046, in addition to stating that fact, it must indicate whether the committee has complied with the obligations set forth in Article 50 bis of Law No. 18,046. mentioned article 50 bis. In the event that it has had to review transactions referred to in Title XVI of Law No. 18,046, mention must be made of such transactions. In addition, the committee's annual management report must be submitted, including its main recommendations to the shareholders, in accordance with the instruction given in the aforementioned article.	130-133
		v. The policies implemented for the hiring of consultants and the expenses incurred by the respective committee during the fiscal year for this concept.	128, 220
		vi. In the case of the Directors' Committee under Article 50 bis of Law No. 18,046, or a committee performing equivalent or risk management functions, the frequency with which the committee meets with the risk management, internal audit and social responsibility units, or with the persons responsible for the equivalent functions, and with the external audit firm in charge of auditing the financial statements, indicating the main topics that are addressed at such meetings, and indicating whether the chief executive officer or other senior executives participate in them.	129
		vii. The periodicity with which the respective committee reports to the Board of Directors.	128
3.4	Senior executives	i. Position, name, RUT (ID N°), profession and date since which each one of them has held the position.	140
		ii. In aggregate and comparative form with respect to the previous year, the amount of remuneration received by the main executives.	141
		iii. In the event that the entity has compensation plans or special benefits for its main executives, such compensation shall be separated into fixed and variable components, if such benefits or compensation have such components.	141
		iv. The percentage of ownership interest in the issuer held by each of the principal executives and directors of the company directly and indirectly through companies they control must be indicated. If this is not applicable, it must be expressly stated. In addition, it must be expressly indicated if there have been relevant changes in such shareholding in the last year.	150
3.5	Adherence to national or international codes		31
3.6	Risk management	i. The general guidelines established by the Board of Directors, or management body, on risk management policies, especially operational, financial, labor, environmental (particularly physical and transition risks related to climate change), social and human rights risks, indicating whether and which national or international principles, guidelines or recommendations have been used as a guide for this purpose.	35
		ii. The risks and opportunities that the entity has determined may materially affect the performance of its business and its financial condition, describing their impact on the development of its activities, as well as on its strategy and financial planning, and the resilience of the business model in the event of their materialization. For the above, the definitions, guidelines and recommendations on risk management, including climate change risks, issued by recognized international organizations in these fields, such as COSO (Committee of Sponsoring Organizations of the Treadway), COBIT (Control Objectives for Information and Related Technology), ISO (International Organization for Standardization) and TCFD (Task Force on Climate-related Financial Disclosure), among others, should be taken into consideration.	36, 38-39

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3,6	Risk management	iii. How all such risks are identified and how those risks that are relatively more significant than others are determined, including whether changes in existing regulation or the emergence of new regulation and human rights due diligence procedures are considered in that process.	35
		iv. What is the role of the Board of Directors, or administrative body, and senior management, in the detection, evaluation, management and monitoring of such risks, especially environmental, social and human rights risks, with particular emphasis on climate change, and how strategic responses are adopted to mitigate, transfer, accept, avoid and prioritize such risks.	35
		v. Whether it has a risk management unit, specifically in charge of detecting, quantifying, monitoring and communicating risks.	35
		vi. Whether it has an internal audit unit or equivalent, responsible for verifying the effectiveness of and compliance with the policies, procedures, controls and codes implemented for risk management.	35
		vii. Whether it has a Code of Ethics or Code of Conduct or equivalent document that defines the principles and guidelines that should guide the actions of the personnel and the Board of Directors.	143
		viii. Whether it has information dissemination and permanent training programs for personnel regarding the policies, procedures, controls and codes implemented for risk management.	144
		ix. Whether it has a channel available to its personnel, shareholders, customers, suppliers and/or third parties outside the entity for reporting any irregularities or unlawful acts, indicating how this channel works, specifically whether it Warranties the anonymity of the complainant, whether it allows the complainant to know the status of his complaint and whether it is made known to its personnel, shareholders, customers, suppliers and third parties, both through training and through the entity's website.	143
		x. Whether there are procedures to establish a Succession Plan, which includes the identification of potential replacements for the general manager and other senior executives from among the entity's employees or other external parties. It should indicate whether this Succession Plan allows for the timely replacement of the general manager and other senior executives, and the transfer of their functions and relevant information, in the event of their unforeseen absence, minimizing the impact that this would have on the organization.	141
		xi. Whether it has procedures for the Board of Directors to review the salary structures and compensation and indemnity policies of the CEO and other senior executives, indicating the frequency with which such reviews are carried out and whether it considers the advice of a third party outside the entity for such purposes.	223
		xii. Whether it has procedures for submitting the salary structures and compensation and indemnification policies of the chief executive officer and other key executives to the approval of the shareholders, in addition to the approval of the Board of Directors or one of its Committees. In turn, whether it considers disclosing these structures and policies to the general public.	223
3.7	Relationship with stakeholders and the general public	i. Whether there is a unit for relations with stakeholders and the media that allows them to clarify doubts regarding the main risks, financial, economic or legal situation and publicly known business of the entity, indicating the means by which this unit can be contacted.	135
		ii. Whether there is a continuous improvement procedure to detect and implement eventual improvements in the processes of preparation and dissemination of the disclosures made by the entity to the market, so that such communications are easily understood and provided in a timely manner. In addition, it should refer to the frequency with which these procedures are carried out and whether external experts are consulted for such purposes.	136
		iii. Whether there is a procedure for shareholders to be informed in advance of the shareholders' meeting at which directors are to be elected, about the diversity of skills, conditions, experiences and visions that, in the opinion of the Board of Directors, it is advisable for the members of the Board to have, in order for the Board to be in a better position to safeguard the corporate interest. Also, prior to the corresponding vote, the experience, profession or trade of those who are candidates to the Board of Directors.	117 -222
		iv. Whether it has a mechanism, system or procedure that allows shareholders to participate and exercise their right to vote by remote means, at the same opportunity as the rest of the shareholders who are physically represented at the shareholders' meeting, and the general public to be informed in real time of the resolutions adopted at such meetings.	222

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5,5	Workplace and sexual harassment		143 - 144
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5.8	Training and benefits	i. The total amount of monetary resources and the percentage that they represent of the total annual income from ordinary activities of the entity (or its equivalent), which was allocated to education and professional development for the people working in the entity.	91 - 185
		ii. The total number of trained personnel and the percentage that this number represents of the total staffing.	
		iii. The average annual number of hours of training that personnel spent, at the entity's expense, on training activities, by gender and function category.	
		iv. Identification, in general terms, of the subjects covered by these training courses.	
5,9	Subcontracting policy		

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		ii. The competition faced by the entity in the industrial sector.	Not applicable
		iii. If there is any legal or regulatory framework that regulates or affects the industry in which it participates, please indicate what these rules are and how they affect its activities.	23
		iv. The national or foreign regulatory entities that have supervisory powers over the entity.	23
		v. The main stakeholders that have been identified and the reasons why such groups have this status.	34
		vi. Affiliation to guilds, associations or organizations on the part of the entity.	174
6.2	Business	i. The main goods produced and/or services rendered and the main markets in which such products are marketed.	13 -15
		ii. The sales channels and distribution methods used for the commercialization of goods and services.	13 -15
		iii. The number of suppliers that individually represent at least 10% of the total purchases made in the period for the supply of goods and services of the segment. In the event that no supplier reaches such concentration, it shall be expressly stated.	77
		iv. The number of customers that individually account for at least 10% of the segment's revenue. In the event that no customer reaches such concentration, this must be expressly stated.	103
		v. The main brands used in the marketing of goods and services.	13 -15
		vi. In case it is important, the patents owned by the entity, indicating in which productive processes such patents are used.	Not applicable
		vii. The main licenses, franchises, royalties and/or concessions owned by the entity. In this regard, a summary of the main characteristics of such agreements should be presented, in terms of rights, duties and terms.	14
		viii. Other factors of the external environment that were relevant to the development of the entity's business, including legal, commercial, social, environmental and political aspects.	20
6,3	Stakeholders		209 - 217
6.4	Property and Facilities	i. The most relevant characteristics of the main properties owned by the entity to develop its line of business should be disclosed, specifying their location. It is recommended that the information be provided in a segmented manner, according to business areas.	15, 154
		ii. In the case of natural resources extraction companies, the concession areas and/or land owned by the company should be identified, indicating the surface area and location, the volume of the main resources available to the entity for future exercises, indicating the status of such resources for exploitation and identifying, in the latter case, the source of such information. The same information must be submitted for that land, resources and others not yet exploited. In particular, companies exploring or exploiting mining resources and reserves must submit information regarding the results of their activities of exploration of mineral deposits, estimation of resources, as well as the reserves associated with mining operation, as appropriate, identifying the competent person in mining resources and reserves who has subscribed or issued the technical report, as indicated in Article 18 of Law No. 20,235. Finally, in the case of companies extracting renewable resources, the policies followed for the renewal of resources should be indicated.	14
		iii. For all of the above cases, it should be identified whether the entity owns such facilities or whether they are used under some other type of contract, such as financial or operating leasing.	154

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		Subscribed and paid-in capital.	Chapter 12: Summary Financial Statements
		Corporate purpose and clear indication of the activity or activities carried out.	Chapter 12: Summary Financial Statements
		Name(s) and surname(s) of the director(s), administrator(s), if any, and general manager.	Chapter 12: Summary Financial Statements
		Current percentage of equity interest of the parent company or investing entity in the subsidiary or associate and changes during the last fiscal year.	Chapter 12: Summary Financial Statements
		Percentage that represents the investment in each subsidiary or associate over the total individual assets of the parent company. In the case of subsidiaries, the amount of the investment is determined by considering the parent company's share of the net assets reported in the financial statements used in consolidation, and in the case of associates, the value determined according to the equity method.	Chapter 12: Summary Financial Statements
		Indication of the name and surname of the director, general manager or main executives of the parent company or investing entity who hold any of these positions in the subsidiary or associate.	Chapter 12: Summary Financial Statements
		Clear and detailed description of the commercial relations with subsidiaries or associates during the fiscal year and the projected future relationship with them.	Chapter 12: Summary Financial Statements
		A brief description of the acts and contracts entered into with subsidiaries or associates that have a significant influence on the operations and results of the parent company or investing entity.	Chapter 12: Summary Financial Statements
6.5.2	Investment in other companies	Schematic table showing the direct and indirect ownership relationships between the parent company, subsidiaries or associates, as well as those existing between them.	Chapter 12: Summary Financial Statements
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Stakeholder participation

GRI 2-29, ODS 17

The stakeholders of Aguas Andinas and subsidiaries were defined in a process agreed upon by the different areas of the company and validated by the Board of Directors. For the purpose of managing the participation of all stakeholders, the company has a Communications Management, which reports directly to the General Management.

N°	Stakeholders	Subgroup	Identification of key stakeholders	Legal Requirements	Other requirements	Needs	Expectations	Responsible Area	Sub area responsible	Approach to participation (form of communication)	Frequency	Communication channels
1	Customers	Commercial and Industrial	Municipalities in their role as clients. Organizations and companies that have high potable water consumption. Influencers or other customers who may affect the company's reputation in case of supply problems. Customers who may be affected in case of violation of their right to personal data protection.	Mainly SERNAC Law - Law No. 21.081 of 2018, of the Ministry of Economy, Development and Tourism. Law 20393. Law 21.096 on Personal Data Protection. Law 19.628 on the Protection of Privacy.	Anti-corruption policy and crime prevention model. SGI Policies Agreements with Municipalities.	Customers need the service to be 100% available and that the service is of high quality (potable water fit for human consumption and wastewater collection), and the company has an Anti-Corruption Policy, and a Crime Prevention Model, which, among other things, help to prevent corruption risks. Right to the protection of personal data.	Consumers of the service expect that: <ul style="list-style-type: none"> The service is delivered in a consistent manner and with the appropriate quality. Along with this, an effective resolution to problems in the delivery of the service. There is a customer service department and the necessary channels for handling complaints. Any interruptions in service shall be notified in advance and resolved as soon as possible. Service charges are transparent and accurate, and in case of errors there are quick and effective solutions. Have alternative supply support in case of an incident (hospitals, dialysis centers and prisons, among others). To have general information about the policies of the Aguas Group, also considering those of the Compliance Management System, and particularly in relation to the Anti-Corruption Policy and Crime Prevention Model. Access to a confidential channel where they can make inquiries/complaints in relation to the behavior of employees of the Aguas Group, as well as suppliers and third parties in these matters. That the intervened infrastructure is in safe physical conditions, being in optimal conditions. If work is carried out on public roads, it must be properly signposted and protected for public safety. Comprehensive protection of personal data recorded in files, registers, data banks, or other technical means of data processing, whether public or private, for the purpose of providing reports. 	Customer Management. Territorial Management.	Customer Experience Management Territorial Submanagerial Managements	<ul style="list-style-type: none"> Through the delivery of potable water, collection and treatment services. Commercial Relationship. Addressing requirements through the Contact Center. Web platforms and Commercial Agencies. Access to the complaints channel and to the information on the Compliance Management System through the corporate website. Perception and satisfaction surveys. Mass communications and through Social Media. Information on bills. Information campaigns. 	Monthly or as required by customers, in particular responding to critical customers.	<ul style="list-style-type: none"> 24x7 service channels available (Contact Center, Virtual Office and Web platform). Communication in Social Media and via SMS (in cases of suscited customers). Commercial Agencies. Program for the improvement of customer service for homeowners. Development of non-face-to-face service platforms Easy to understand information on bills. Informative videos. Media and marketing communication. Complaints Channel on the institutional website
		Domiciliary -Persons										
		Critical Customers: are defined as those enclosures that, without falling into the critical category, they are essential for operation in disaster situations. Examples <ul style="list-style-type: none"> Public premises - governorates Municipal facilities 										
		Activatable customers: are defined as those enclosures that, without falling into The critical or sensitive category, are susceptible to special attention in the event that they are operational. Examples <ul style="list-style-type: none"> Lodges Sanitation residences 										

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2	Suppliers/ Contractors	Critical	Critical: Without their support, the company cannot operate without the risk of disrupting supply to the population. Non-critical: Although they are a contribution, they are not essential for the business as they can be replaced by others.	*Law 20.393 and others related to free competition. 30-day payment law. Other laws regulating interaction with suppliers and contractors. DS 76 (Mty PS) Law 20123. Contracts in force between Aguas Andinas and the Supplier.	Crime Prevention Model and Anticorruption Policy. Awareness-raising of the energy management system to the relevant suppliers/contractors. SQ Compliance (Contractor Platform) Evaluation of critical suppliers	Suppliers need the Water Group to perform its functions on a regular basis. The company is also responsible for the relationship with them with the parameters and guidelines that have been defined in the contracting of the service. They expect the obligations of the Compliance Management System to be extended by always meeting commitments in a timely manner and urging high standards of transparency. Contractual commitments must be correlated with the Policies and Procedures that make up the Compliance Management System, and particularly the Crime Prevention Model and Anti-Corruption Policy. Supplier/contractor stakeholders would expect to know the implications of non-compliance, as well as the relevant benefits and requirements of the Energy Management System for certified sites, in order to meet their relevant energy performance and EMS needs. Be aware of the information security requirements that apply to them. To be aware of the company's policies and Information Security Standards with which they must be aligned.	<p>Critical suppliers expect to:</p> <ul style="list-style-type: none"> • Maintain a constant operation of the services provided. • Communicate and train on protocols for dealing with incidents in the organization. • Communicate and train on roles, responsibilities and authorities within the service delivery and in the event of an incident. • Deliver a prompt response to the incidents presented. • The clauses agreed to in the contract or other formal document signed by the parties are complied with. • Transparent and equitable conditions • Timely payment and development opportunities. • Be trained in anti-corruption matters. • Access to a confidential channel for queries/complaints regarding the behavior of employees of the Aguas Group, as well as other suppliers and third parties in matters of integrity and compliance. • That the infrastructure visited by our suppliers is in optimal conditions, in order to avoid occupational accidents or the risk of contracting occupational diseases resulting from entering our facilities and/or performing work for which the company has hired them. • If necessary and according to the service delivered, contractors and suppliers would expect the communication of relevant O&M and procurement criteria to maintain or improve the organization's energy and EMS performance. • Have information security requirements established and agreed upon with each supplier. 	Finance Management	Purchasing Sub-Management Other areas requesting services In case of emergency: Contract administrators Supplier manager.	Permanent	<ul style="list-style-type: none"> • Work meetings. • Suppliers Portal. • Active listening meetings. • Satisfaction surveys. • Mailing. • Web platforms, including Compliance section and Whistleblower System. • Clear contracts with formally established requirements, including those of the Crime Prevention Model, Anticorruption Policy and the existence of the Whistleblower Channel and the Energy Management System. • Energy Policy Communication • The communication of criteria for the evaluation of energy performance in procurement of products, equipment, and services that use energy.. 	
		<p>Non-critical suppliers expect that:</p> <ul style="list-style-type: none"> • Communicate and train on roles, responsibilities and authorities within the service delivery and in the event of an incident. • The clauses agreed to in the contract or other formal document signed by the parties are complied with. • Transparent and equitable conditions. • Timely payment and development opportunities. • Be trained in anti-corruption matters. • Access to a confidential channel for queries/complaints regarding the behavior of employees of the Aguas Group, as well as other suppliers and third parties in matters of integrity and compliance. • That the infrastructure visited by our suppliers is in optimal conditions, in order to avoid work-related accidents or contracting occupational diseases resulting from entering our facilities and/or performing work for which the company has hired them. • If necessary and according to the service provided, the suppliers will wait for the delivery of energy efficient operational consignments to operate. 										

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3	Workers and employees Water Group	Employees of regulated companies	CODIR	Various labor laws applicable to the relationship with workers. Law 16744, DS N°594, DS N°54, DS N°40 and others related to occupational safety and health Law 20393	Agreements emanating from the Joint Health and Safety Committees.	Workers need to work in a functional and formal organization, in an environment that is safe for the development of their work and, above all, have clarity and knowledge of what the companies of the Aguas Group expect and require of their behavior in matters of integrity and compliance. Both employees and senior management need to optimize the use of resources. Any person working under the control of the organization, which would require optimizing energy use and consumption.	The employees of the Aguas Group expect a working environment that: <ul style="list-style-type: none"> • Be safe, constant and timely training according to the positions and equal opportunities. • Reliable assessment and adequate recognition. • That the necessary channels of communication exist and are known to the parties. • Operation of a communication channel to the family in case of emergency. • That the organization has benefits that provide a better quality of life, health and safety. • In addition, workers must have access to a channel where they can make complaints regarding the behavior of workers of the Aguas Group, as well as suppliers and third parties in matters of integrity and compliance, without fear of reprisals. • Training on the Compliance Management System, as well as interaction with the area in a secure, transparent and confidential manner. • Specifically for the Committees and Boards of Directors: Information to be able to follow up and make proposals for improvements to the Policies, including those that make up the Compliance Management System. The commitment of Senior Management is essential for compliance with the guidelines that the Aguas Group promotes. • Specifically for the subsidiaries: Exhaustive knowledge of the Policies and Procedures that make up the Compliance Management System, firstly because these are applicable to them and their behavior must be governed by said regulations, and secondly, because the development and strengthening of the culture of integrity in the Group is also the responsibility of all of them. This is why they require training, clear and permanent communication on everything related to the system, which must of course be easily accessible to all of them. • Work in places that are safe for your health and safety. • That the suggestions and contributions in terms of Occupational Health and Safety from the workers, through their representatives of the Joint Committees, are heard and taken into consideration by the company. • Training on the Energy Management System (EMS), information on the Energy Policy, regulatory changes and the commitment of senior management to comply with the Energy Management guidelines. • Clear information on the OSH management system. • Training on the Energy Management System (EMS), information on the Energy Policy, regulatory changes and the commitment of senior management to comply with the Energy Management guidelines 	People, Organization, Talent and Culture Management	People, Organization, Talent and Culture Management In case of emergency: Crisis Committee Incident Coordination Committee	<ul style="list-style-type: none"> • Internal campaigns. • Mailing. • Meetings. • Institutional stationery. • Interventions in work spaces. • Business meetings. • Formation of committees and participation groups. • Intranet and Social Networks. • Aguas Andinas website. • Training. • Periodic reports on the performance of the Management System, including Compliance. • Access to the Whistleblower Channel and the Intranet Complaints Channel and Mini-site of the Compliance Management System. • Integrated reporting and SGE information in Energy co- mite: objectives, energy goals, energy policy, benefits of improving energy performance, impact of their activities and implications of non-compliance for ISO 50001:2018 certified sites. • Energy report e-mail indicated • Employment contract. • Visits. • Joint Health and Safety Committees. 	Permanent Contingent/ Adhoc/ According to the procedures of the Management Systems (SGI)	Various media and platforms managed by the company, such as: <ul style="list-style-type: none"> • Digital communication. • Mailings and campaigns. • Meetings (telematic and face-to-face). • Communicational interventions. • Audiovisual programs ("Interview with..."). • Training. • Marketing and Social Networks. • Complementary information of public knowledge (media). • Events. • Electronic Mailbox GestionEnergetica2@aguasandinas.cl • Complaints Channel and Compliance Management System Minisite on the Intranet • Complaints Channel on institutional website • Other instances. 							
		Workers and employees of unregulated companies	Executive positions. Plant workers. Workers with fixed-term contracts.			Agreements reached with the company's labor unions			The Joint Health and Safety Committees need the Water Group to allow and provide the facilities, installations, means and any other requirements for the performance of their activities. In addition, they require that the agreements emanating from the committees be listened to and respected by the company.				People, Organization, Talent and Culture Management	People, Organization, Talent and Culture Management	<ul style="list-style-type: none"> • Intranet and Social Networks. • Aguas Andinas website. • Training. • Periodic reports on the performance of the Management System, including Compliance. • Access to the Whistleblower Channel and the Intranet Complaints Channel and Mini-site of the Compliance Management System. • Integrated reporting and SGE information in Energy co- mite: objectives, energy goals, energy policy, benefits of improving energy performance, impact of their activities and implications of non-compliance for ISO 50001:2018 certified sites. • Energy report e-mail indicated • Employment contract. • Visits. • Joint Health and Safety Committees. 	Permanent Contingent/ Adhoc/ According to the procedures of the Management Systems (SGI)	Various media and platforms managed by the company, such as: <ul style="list-style-type: none"> • Digital communication. • Mailings and campaigns. • Meetings (telematic and face-to-face). • Communicational interventions. • Audiovisual programs ("Interview with..."). • Training. • Marketing and Social Networks. • Complementary information of public knowledge (media). • Events. • Electronic Mailbox GestionEnergetica2@aguasandinas.cl • Complaints Channel and Compliance Management System Minisite on the Intranet • Complaints Channel on institutional website • Other instances. 		
		Joint Health and Safety Committees	Joint Health and Safety Committees						People, Organization, Talent and Culture Management Safety, Occupational Health and Environment Sub-management					<ul style="list-style-type: none"> • Internal campaigns. • Mailing. • Meetings. • Institutional stationery. • Interventions in work spaces. • Business meetings. • Formation of committees and participation groups. • Intranet and Social Networks. • Aguas Andinas website. • Training. • Periodic reports on the performance of the Management System, including Compliance. • Access to the Whistleblower Channel and the Intranet Complaints Channel and Mini-site of the Compliance Management System. • Integrated reporting and SGE information in Energy co- mite: objectives, energy goals, energy policy, benefits of improving energy performance, impact of their activities and implications of non-compliance for ISO 50001:2018 certified sites. • Energy report e-mail indicated • Employment contract. • Visits. • Joint Health and Safety Committees. 				Permanent Contingent/ Adhoc/ According to the procedures of the Management Systems (SGI)	Various media and platforms managed by the company, such as: <ul style="list-style-type: none"> • Digital communication. • Mailings and campaigns. • Meetings (telematic and face-to-face). • Communicational interventions. • Audiovisual programs ("Interview with..."). • Training. • Marketing and Social Networks. • Complementary information of public knowledge (media). • Events. • Electronic Mailbox GestionEnergetica2@aguasandinas.cl • Complaints Channel and Compliance Management System Minisite on the Intranet • Complaints Channel on institutional website • Other instances.
		Union leaders	Company unions						People Management										

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4	Authorities	National	Chairman	<ul style="list-style-type: none"> • Law 21305 • Law 20417 (MINSECPRES) • DS 40 (Ministry MMA) • DLF 382 Ministry of Public Works • Law 19940/04 (Min of economy), DS 244/06 (Ministry of economy) • Law 20805/15 (Ministry of energy) • DS 160 (Ministry of Economy) • DS 6/15 (Ministry of Energy) DS 119/16 (Ministry of Energy) Law 20402/09 (Ministry of Mines) • Law 21185/19 (Ministry of Energy) • Law 20393 • Cybersecurity Collaboration Agreement • Law 21,305 and Decree No. 28 to comply with the Energy Management guidelines. • Decree 8 Safety regulations for electrical energy consumption facilities to comply with the guidelines of RESOLUTION 13 EXENTA (Ministry of Energy) • Law20920/2016 (Ministry of Environment). • Decree 1/2013 (Ministry of Environment) • Law 21364 (Establishes the National Disaster Prevention and Response System, substitutes the National Emergency Office for the National Disaster Prevention and Response Service, and adjusts the norms indicated therein). 	Code of Ethics	<p>The national authorities require Aguas Andinas to comply with the guidelines defined in the documents that apply to the organization. This is highly relevant because the Aguas Group is mainly made up of regulated companies, which are in constant contact with the Public Administration. In this sense, interaction with public officials must be carried out within the framework of transparency and respect for applicable laws and regulations.</p>	<p>The Government expects that:</p> <ul style="list-style-type: none"> • The company complies with current legislation. • Is aligned with government policies and areas of national interest defined for its operation. • Aguas Andinas conducts an ethical behavior. • The company conducts its operations in accordance with the regulations stipulated for its operation. • The company's different facilities are inspected to ensure that service is not affected. • Decrease the impact of the incidents presented. • The organization's compliance with regulatory aspects. • Collaborative relationships between the parties and contribution to local development. • Emergency response. • Access to a confidential channel where they can make queries/complaints in relation to the behavior of workers, employees of the Aguas Group, as well as suppliers and third parties in these matters. • Improve cybersecurity and resilience of systems and data security for all Chileans. • Ensure the necessary communications in case of notifications and/or emergencies to the corresponding authorities, in matters related to occupational health and safety. 	<p>General Management</p> <p>Customer Management</p> <p>Operations Management</p> <p>Communications Management</p> <p>People Organization, Culture and Talent Management (in emergencies)</p>	<p>General Management</p> <p>Communications Management</p> <p>Sustainability</p> <p>Sub-Management Operations Management</p> <p>Territorial Management</p> <p>In case of emergency: General Management and specific departments</p> <p>Information registration via e-mail, SMS, Whats-app, Teams.</p>	<ul style="list-style-type: none"> • Consulting and/or informing them about matters of interest by means of formal communication channels. • Coordination in emergency situations. • Visits to facilities. • One-stop communication window through the Tariff and Regulation Management. • Response to requests. • Direct communication. • Meetings. • Audit visits. • Participation in public activities. • The Public Administration has access to information on the Compliance Management System through the institutional website and access to the complaints channel. • Meetings that are reported in accordance with the Procedure for Interaction with Public Officials. • Training. 	Contingent/ Permanent	<ul style="list-style-type: none"> • Participation in meetings. • Participation in emergency committees and meetings. • Development of management plans. • Response to requests from the information. • Communication plan for the population. • Early warning. • Media and marketing communication. • Complaints Channel on the institutional website. • Electronic mailbox: GestionEnergetica2@aguasandinas.cl • Exchange of relevant cybersecurity information. • Computer Security Incident Response Team.
			Ministries									
			Parliamentarians									
			SENAPRED									
			Ministry of Public Works General Directorate of Water (DGA)									
			CNE (Comisión Nacional de Energía) Ministry of Interior									
			Undersecretariat for Crime Prevention						<ul style="list-style-type: none"> • Law 20393 			

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4	Authorities	Regional	Presidential Delegation	Law 19300 (MINSECPRES) Law 20417 (MINSECPRES) DS 40 (Ministry MMA) DS 31/2017 (MMA) Law 20393.		The regional authorities require Aguas Andinas to comply with the guidelines defined in the documents that apply to the organization. This is highly relevant because the Aguas Group is mainly made up of regulated companies, which are in constant contact with the Public Administration. In this sense, interaction with public officials must be carried out within the framework of transparency and respect for applicable laws and regulations	The regional authorities expect that: • The company is aligned with the Regional Policies and the areas of regional interest defined for its operation. • Maintain ethical behavior. • Conduct your operations in accordance with the regulations stipulated for its operation. • Decrease the impact of the incidents presented. • Collaborative relationships between the parties and contribution to local development.	General Management Communications Management Relationship and Social Action Management Directorate of Operations Directorate of Territorial Management	General Management Communications Management Relationship and Social Action Management Directorate of Operations Directorate of Territorial Management In case of emergency: General Manager *Information registration via email, SMS, Whats-app, Teams, etc.	• Consulting and/or informing them about matters of interest by means of formal communication channels. • Coordination in emergency situations. • Visits to facilities.	Contingent/ Permanent	<ul style="list-style-type: none"> • Participation in meetings. • Participation in emergency committees and meetings. • Development of management plans. • Response to requests from the information. • Communication plan for the population. • Early warning. • Media and marketing communication. • Complaints Channel on the institutional website. • Casillaelectronica GestionEnergetica2@aguasandinas.cl • Exchange of relevant cybersecurity information. • Computer Security Incident Response Team.
		Governor's Office				In this sense, interaction with public officials must be carried out within the framework of transparency and respect for applicable laws and regulations	• Access to a confidential channel where they can make queries/complaints in relation to the behavior of workers, employees of the Aguas Group, as well as suppliers and third parties in these matters. • Access to a confidential channel where they can make queries/complaints regarding the behavior of workers, employees of the Aguas Group, as well as suppliers and third parties in these matters.	General Management Customer Management Operations Management Communications Management People Organization, Culture and Talent Management (in emergencies)	Communications Management Sustainability Sub-Management Operations Management Territorial Management. In case of emergency: Territorial Management Directorate. *Information registration via email, SMS, What- sapp, Teams, etc.	One-stop communication window through the Tariff and Regulation Management. • Response to requests. • Direct communication. • Meetings. • Audit visits. • Participation in public activities. • The Public Administration has access to information on the Compliance Management System through the institutional website and access to the complaints channel. • Meetings that are reported in accordance with the Procedure for Interaction with Public Officials. • Training.		
		Communal	Municipalities	Law 19300 (MINSECPRES) Law 20417 (MINSECPRES) DS 40 (Ministry MMA) Municipal Ordinances Law 20393.		The community authorities need Aguas Andinas to comply with the guidelines defined in the documents that apply to the organization. This is highly relevant because the Aguas Group is mainly made up of regulated companies, which are in constant contact with the Public Administration. In this sense, interaction with public officials must be carried out within the framework of transparency and respect for applicable laws and regulations.	Community authorities expect that: • The company is aligned with community policies. • Maintain ethical behavior. • Conduct your operations in accordance with the regulations stipulated for their operation. • Decrease the impact of the incidents presented. • Collaborative relationships between the parties and contribution to local development. • Generation of Shared Value in communities surrounding plants and facilities (local development opportunities). • Generate opportunities for dialogue and relationship building to maintain a lasting relationship over time. • Emergency response. • Access to a confidential channel where they can make queries/complaints in relation to the behavior of workers, employees of the Aguas Group, as well as suppliers and third parties in these matters.	Territorial Managements Communications Management Relations and Social Action Management Operations Management	Directorate of Territorial Management *Information registration via e-mail, SMS, Whatsapp, Teams, etc. Emergency Chief: Deputy Manager of Territorial Operations Information registration via e-mail, SMS, What- sapp, Teams, etc.			

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4	Authorities	Regulators and Auditors	Superintendency of sanitation Services	DFL 382 (MOP) Superintendencia Servicios Sanitarios / OR 1982 / Art. 1 Superintendencia Servicios Sanitarios / OR 1285 / Sole, Art. 5, Art. 6 Superintendencia Servicios Sanitarios / OR 1282 / Art. 3, Art. 5 Superintendencia Servicios Sanitarios / OR 77/94 / Art. 1, Art. 2 Law 16744, DS N°594, DS N°54, DS N°40 and others related to occupational health and safety RCA of Fafana and Mapocho-Trebal DS 174 (Ministry of Energy) Law 20393 DS 148/05 (Ministry of Health) DS 43/2015 (Ministry of Health) DS 594/2000 (Ministry of Health)	Complaints and claims management	Regulators and overseers need Aguas Andinas to comply with the guidelines defined in the documents that apply to the organization. This is highly relevant because the Aguas Group is mainly made up of regulated companies, which are in constant contact with the Public Administration. In this sense, interaction with public officials must be carried out within the framework of transparency and respect for applicable laws and regulations.	The auditing entities expect that, mainly, timely and truthful information will be provided whenever requested, in addition to ensuring compliance with the standards that each one supervises. • Regulatory compliance. • Operational resilience/continuity. • Impact management. • Investments. • Management of communication with the population. • Customer complaints. • Compensation. • SEREMI requires that: To be informed every time a fatal or serious accident occurs. The SEREMI is required to answer information requested in case of inspection, within the required deadlines. • Access to a confidential channel where they can make inquiries/complaints regarding the behavior of employees, workers of the Aguas Group, as well as suppliers and third parties in these matters.	General Management Customer Management Operations Management Communications Management People Organization, Culture and Talent Management (in emergencies)	Customer Management Operations Management In case of emergency: FIRST NOTICE Daytime: Territorial Operations Sub-Manager Offices Always copy to Single Window. Nocturnal: Night Watch Always copy to Single Window. Communications during mass impact events: Operational Resiliency Management Production and Resources Management Distribution and Collection Management	<ul style="list-style-type: none"> • Consulting and/or informing them about matters of interest by means of formal communication channels. • Coordination in emergency situations. • Visits to facilities. 	Contingent/ Permanent	<ul style="list-style-type: none"> • Participation in meetings. • Participation in emergency committees and meetings. • Development of management plans. • Response to requests from the information. • Communication plan for the population. • Early warning. • Media and marketing communication. • Complaints Channel on the institutional website. • Casillaelectronica GestionEnergetica2@aguasandinas.cl • Exchange of relevant cybersecurity information. • Computer Security Incident Response Team.
			Other Superintendencies: Environment Electricity and Fuels									
SEREMIs: Health Environment												
SENAC												
Firefighters												
Carabineros (Police)												
		Emergency Services	Investigations Police of Chile (PDI)	Law 20393		Emergency services need incidents to be reported as soon as possible and all necessary information to be provided. This is highly relevant because the Aguas Group is mainly made up of regulated companies, which are in constant contact with the Public Administration. In this sense, interaction with public officials must be carried out within the framework of transparency and respect for applicable laws and regulations.	Emergency services are waiting for Aguas Andinas: • Report incidents in the shortest possible time. • Please provide all required information. • Support in cases where additional resources are required. • Maintain defined protocols for dealing with incidents. • Have instances of coordination and work on existing protocols. • Access to a confidential channel where they can make inquiries/complaints regarding the behavior of employees, workers of the Aguas Group, as well as suppliers and third parties in these matters.	Customer Management Operations Management	<ul style="list-style-type: none"> • Training. 			
								Customer Management Operations Management	<ul style="list-style-type: none"> • Training. 			

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5	Capital providers	Matrix	Veolia Group	Regulations applicable to shareholder relations. In addition, specific OHS regulations: Law 16744, DS N°40 and DS N°67, Law 20393	Roadmap 2021 - 2024. ESG performance. Contrac Veolia (SSO)	Shareholders need the business to be profitable, with an acceptable financial return, lasting over time and a sustained increase in the value of the company. Shareholders also need to be informed about the company's policies and procedures that the Company implements to prevent corruption risks. Reduction of operating costs and maintenance/improvement of the energy performance and results of the EMS. Timely and transparent information. Fulfillment of commitments established with international organizations (ODS).	Shareholders, Creditors/Bondholders expect that: <ul style="list-style-type: none"> The company increases its value and growth in the short and long term. Profitability. The organization is in optimal conditions so as not to be affected by a decrease in the value of the company. Importance of risk management and transparency of management in general. Investments. Financial performance. Corporate governance practices. Risk management. Transparency. ESG performance. Access to a confidential channel where they can make inquiries/complaints regarding the behavior of employees of the Aguas Group, as well as suppliers and third parties in matters of integrity and compliance. 	Finance Management Operations Management	Investor Relations	Communication through market information. Direct information through Parent Company audits or periodic reports on company performance. Access to the whistleblower channel and information of the Compliance Management System through the institutional website.	Annual / Contingent / Ad-hoc	<ul style="list-style-type: none"> Investor website. Ad-hoc meetings and calls. Investor relations area. Shareholders' meeting. Annual Report. Integrated Report. Local and international conferences. Access to Complaints Channel. Internal audits of the Parent Company.
		Majority Stockholders (Controlling)	Majority shareholders (IAM, among others)						Investor Relations			
		Minority Stockholders	Minority Shareholders						Investor Relations			
6	Communities	Neighboring Communities to Sanitation Installations and Infrastructure AP	Water infrastructure neighbors	Associated to RCAs (When Applicable) DS 38 (Ministry MA) Law 20393	Work tables Satisfaction surveys Hello Neighbor	The neighboring communities need the facilities to comply with the fundamental requirements to protect the environment and the quality of life of the parties involved, and the company has an Anti-Corruption Policy and a Crime Prevention Model, which, among other things, prevent corruption risks.	The communities neighboring plants and facilities expect Aguas Andinas: <ul style="list-style-type: none"> Ensure the quality of life in the areas surrounding the plants and facilities. Diminish the impact of incidents that may affect them. Support community development in the localities surrounding the plants and facilities (local development opportunities). Create opportunities for dialogue and relationship, to maintain a lasting relationship over time. Have certifications that ensure the quality of service and care for the environment. There is a communication channel and the corresponding flows. The impact of incidents that may affect them in health and safety matters is eliminated or reduced. Access to a confidential channel where they can make inquiries/complaints regarding the behavior of employees of the Aguas Group, as well as suppliers and third parties in matters of integrity and compliance. 	Social Action and Relationship Management	Sustainable Development Management Head of Communities	Communication/impact management, local development projects. This is done through direct territorial contact or segmented campaigns. Access to whistleblower channel and information of the Compliance Management System through the institutional web site.	Daily, monthly, bi-weekly. Some communications regulated by RCA.	<ul style="list-style-type: none"> Aló Vecino. Working Groups. Relationship building programs community. Direct door-to-door communication. Segmented communication campaigns. Complaints Channel on the institutional website.
		Neighboring Communities to Sanitation Installations and Infrastructure AS	Wastewater infrastructure neighbors						Sustainable Development Management Head of Communities			
		Neighborhood Councils, Sports Clubs, Other Neighborhood Associations, etc.	Formally constituted organizations close to Andean water operations						Sustainable Development Management Head of Communities			

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7	Water user associations	Canal Associations	Sociedad del Canal de Maipo (Aguas Andinas is a shareholder) Asociación Canales de Maipo, Canales Unidos de Buin, Canal Huidobro, Asociación Canal de Pirque, Asociación Canal Lo Herrera, Asociación Canal La Isla o Lonquén.	DS 90 (MINSECPRES) Water Code (Ministry of Justice) Law 20393	Anti-Corruption Policy and a Crime Prevention Model, which allow, among other things, to prevent corruption risks.	The Canal Owners Associations need an effective operation and distribution of the water supply, for the benefit of all the agents that depend on the intervened watercourses. The company has an Anti-Corruption Policy and a Crime Prevention Model, which allow, among other things, to prevent corruption risks.	Water users associations expect Aguas Andinas: <ul style="list-style-type: none"> • Meet performance requirements. • Ensure quality of service and care for the environment. • There is a channel and corresponding communication flows. • Ensure water supply for all those who "benefit" or depend on the intervened watercourses. • Water management in general: Treated water discharges, Water quality, Water abstraction, Water availability. • Support community development in the localities surrounding the plants (local development opportunities). • Access to a confidential channel where they can make inquiries/complaints regarding the behavior of employees of the Aguas Group, as well as suppliers and third parties in matters of integrity and compliance. 	Directorate of Operations Directorate of Legal Affairs	Directorate of Operations Directorate of Legal Affairs	Working meetings and constant communication to review main issues of common interest. Access to the whistleblower channel and Compliance Management System information through the institutional website.	Periodically / Contingent	<ul style="list-style-type: none"> • Report of discharges to water bodies. • Water catchment report. • Reserves monitoring. • Follow-up and coordination meetings. • Whistle-blowing channel on the institutional website."
		Hydroelectric users	Alto Maipo, among others.	Water Code (Ministry of Justice) Law 20393*		Hydroelectric entities need a constant and regular flow of water for power generation. The company has a policy of and a Crime Prevention Model, which, among other things, allow us to prevent corruption risks.						
		Supervisory Boards	Maipo River Surveillance Board Mapocho River Surveillance Board	Water Code (Ministry of Justice) Law 20393		The Supervisory Boards need an effective functioning of the water supply. The company has an Anti-Corruption Policy and a Crime Prevention Model, which, among other things, prevent corruption risks.						
		Boards of Surveillance and Associations of Water Users downstream of the Aguas Andinas Biofactories	Surveillance Boards and Associations of Canalists downstream of the Aguas Andinas Biofactories.	DS 90 (MINSECPRES) Water Code (Ministry of Justice) Law 20393		It needs an effective operation of the water supply, for the benefit of all the agents that depend on the intervened watercourses. The company has an Anti-Corruption Policy and a Crime Prevention Model, which, among other things, prevent corruption risks.						
8	Civil society associations	Environmental/Social/Ethical Organizations	WWF, TNC, CLG, CoP, others.	Law 20393	Information surveys in different areas of the company An Anti-Corruption Policy and a Crime Prevention Model, which allow, among other things, to prevent corruption risks.	Organizations need good compliance with specialized management standards. The company has an Anti-Corruption Policy and a Crime Prevention Model, which, among other things, prevent corruption risks.	The organizations expect Aguas Andinas: <ul style="list-style-type: none"> • Meet performance requirements. • Ensure quality of service and care for the environment. • Access to a confidential channel where they can make inquiries/complaints regarding the behavior of employees of the Aguas Group, as well as suppliers and third parties in matters of integrity and compliance. 	Communications Management Customer Management	Sustainability and Environment Management Communications Management Customer Management Depending on the tenor of the relationship, the following may also be responsible: Head of the Community Public Affairs Territorial Operations Sub-Manager	<ul style="list-style-type: none"> • Respond to their requirements. • Communicate the company's actions to provide a better service. • Possibilities for joint initiatives. 	Conjunctural	<ul style="list-style-type: none"> • Publications in mass media. • Personalized response according to the requirement. • Direct interaction. • Customer Counsel if necessary. • Joint work projects to contribute Shared Value (meetings, coordination, contributions, among other related activities). • Whistle-blowing channel on the institutional website.
		Association of Consumers	Conadecus, Odecus and others.			The Consumer's Association needs transparent communication and to ensure the proper functioning of the water supply. The company has an Anti-Corruption Policy and a Crime Prevention Model, which, among other things, help to prevent corruption risks.	The Consumers Association expects Aguas Andinas: <ul style="list-style-type: none"> • Meet performance requirements. • Ensure quality of service and care for the environment. • There is a channel and corresponding communication flows. • Support community development in the localities surrounding the plants (local development opportunities). • Ensure water supply for all those who "benefit" or depend on the intervened watercourses. • Access to a confidential channel where they can make inquiries/complaints regarding the behavior of employees of the Aguas Group, as well as suppliers and third parties in matters of integrity and compliance. 					
		NGO	Acción Empresas, PROHumana, Comunidad Mujer, others.			These organizations need to generate collaboration agreements to address issues relevant to the country. They require timely, transparent and traceable information regarding the various aspects of the companies as energy. The company has an Anti-Corruption Policy and a Crime Prevention Model, which allow for the following among other things to prevent corruption risks.	These organizations need to know information, Policies and Procedures that the Company is implementing to pre-come risks in different areas, including Compliance. They require transparent and traceable information regarding various aspects of the companies, such as energy.					
		Foundations	CLG, Global Compact, Chile Transparente, Fundación Generación Empresarial, ASE (Energy Sustainability Agency), Vigeo Eiris, others.									

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9	Media and Communications	Specialized Press	Induambiente, HUB de la Sustentabilidad, Pulso Ciudad, others.	Not applicable (unless the information the requested application corresponds to an application safeguarded by the law)		The media need clear and timely information to be delivered in a clear and timely manner.	<p>The media expects Aguas Andinas:</p> <ul style="list-style-type: none"> • Generate communication instances when necessary, in attractive and reproducible formats, according to the nature of each medium. • Be available to answer queries, especially in case of contingencies. <p>Recurring themes:</p> <ul style="list-style-type: none"> • Operational continuity resilience. • Investments. • Projects (investment, social, environmental, energy management). • Development of works. • Preparing the company for weather events. 	Communications Management	Communications Headquarters	*Proactive and direct communication (telephone, face-to-face, e-mail). • Meetings. • Sending press releases. • Visits to plants and other facilities.*	Periodic, contingent	<ul style="list-style-type: none"> • Sending of press releases. • Response to requests. • Development of meetings. • Invitation to events/seminars. • Development of management plans for climate events and to mitigate environmental and social impacts. • Auspices.
		Mass Media	Press, radio, TV and digital media.									
10	Opinion Leaders	Opinion Leaders	Diverse media, social networks and others. Ex: Meteorologists with media presence for climate change or resilience issues.	Not applicable (unless the information the requested application corresponds to an application safeguarded by the law)		Opinion leaders need to take a position on the work of Aguas Andinas, especially in situations of public interest.	<p>Opinion leaders expect access to correct, substantiated and timely information on the work of Aguas Andinas, in order to maintain or change their position.</p> <p>Recurring themes:</p> <ul style="list-style-type: none"> -Operational continuity/ resilience. -Ability to deal with emergencies. -Financial position. -Work experience. -Environmental practices. -Development of activities of public interest. 	Communications Management	Communications Headquarters	<p>Communications Headquarters</p> <ul style="list-style-type: none"> -Keep them informed of matters of interest to them. -Direct communication (face-to-face meetings, telephone conversations, e-mail). -Invitation to events. 	Periodic, contingent	<ul style="list-style-type: none"> -Direct communication. -Invitations. -Development of management plans. -Delivery of specialized and detailed information
11	Specialized Entities	Higher Education Institutions (Universities)	UTFSM, UCH, U. de Barcelona, others.	Law 20393 Various laws that apply to requested information Volunteers: Sustainable Development Goals (SDGs) Down Jones Sustainability Index Survey	Sustainable Development Goals (SDGs) Roadmap 2021-2024	<p>The educational institutions need Aguas Andinas to support their agreements, in order to have a common development and ensure the rights of their students, and interests of the companies that provide sanitation services. The trade associations watch over the rights and interests of the companies that provide sanitation services. The company has an Anti-Corruption Policy and a Crime Prevention Model, which, among other things, prevent corruption risks. In general, they require all those efforts that contribute to Sustainable Development and the creation of Shared Value.</p>	<p>The educational institutions and trade associations expect Aguas Andinas:</p> <ul style="list-style-type: none"> -Commitment to the care of the environment. -There is a corresponding communication channel and flows. -Support the development of studies related to research and innovation. -Generate alliances with study centers to train your workers. <p>Main topics:</p> <ul style="list-style-type: none"> -Innovation. -Human capital development. -Water management. -Normative. -Challenges of the industry. -Climate change (reducing its effects and resilience). -Contribution to the reduction of the Carbon Footprint. -Continuous improvement of the sustainable management of the Dow Jones Sustainability Index (DJSI) companies. -Access to a confidential channel where they can make inquiries/complaints regarding behavior of the Aguas Group's employees, as well as suppliers and third parties in matters of integrity and compliance. 	Sustainability and Environment Sub-Management Communications Management	Head of Sustainability Head of Communications Depending on the nature of the relationship, the following may also be responsible: Territorial Operations Sub-Manager Territorial Sub-Managers	<ul style="list-style-type: none"> -Participation/Support in events (seminars, workshops, lectures). -Consultations on issues involving the industry. Access to the whistleblower channel and Compliance Management System information through the institutional website. 	Periodical, conjunctural	<ul style="list-style-type: none"> -Organization and participation in seminars, lectures and workshops. -Information facilitation. -Request for consulting services. -Complaints channel if necessary. -Respond to surveys and ensure traceability of information. • Integrated reporting. -Joint work projects to contribute Shared Value (meetings, coordination, contributions, among other related activities). -Complaints Channel on the institutional website.
		Research Centers - Thinking	CETAQUA, AguasLab, others									
		International Organizations, Trade Associations and Multilateral Agencies	ANDESS, AIDIS, Chamber Franco Chilena, Spanish Chamber, UN, SAM (Down Jones Sustainability Index), others.									

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● GRI 201-1 ● ODS 8

Economic value generated and distributed (in thousands of pesos)

	2019	2020	2021	2022	2023	%
Economic Value Created	564,683,290	478,674,832	515,163,737	594,924,991	660,120,305	11.0%
Income from ordinary activities	544,683,867	478,773,563	506,459,633	580,468,054	640,855,854	10.4%
2. Other Gains (Losses)	14,232,177	(3,967,292)	3,629,839	(1,521,833)	3,336,545	(319.2%)
3. Financial Income	5,767,246	3,868,561	5,074,265	15,978,770	15,927,907	(0.3%)
Distributed Economic Value	497,956,636	449,992,101	449,979,801	542,844,507	561,891,843	3.5%
Operating costs	183,458,779	187,218,497	187,800,299	212,776,830	240,565,295	13.1%
1.1 Consumption of raw materials and secondary materials	46,147,628	43,542,356	53,622,709	79,574,233	85,361,668	7.3%
1.2 Other expenses by nature	137,311,151	143,676,141	134,177,590	133,202,597	155,203,627	16.5%
Salaries and social benefits for employees	59,771,461	55,045,719	55,077,943	66,369,413	76,458,923	15.2%
3. Payment to Capital Providers	191,737,154	156,715,097	190,978,973	228,052,772	185,818,929	(18.5%)
3.1 Financial Costs	30,313,017	28,172,393	27,862,844	36,630,374	48,849,432	33.4%
3.2 Dividend Payments	137,895,033	106,199,425	108,147,153	76,170,116	90,611,501	19.0%
3.3 Results per readjustment units	23,529,104	22,343,279	54,968,976	115,252,282	46,357,996	(59.8%)
4. Payments to Governments	61,525,549	49,835,368	15,359,586	34,732,456	58,783,615	69.2%
5. Community investments (donations)	1,463,693	1,177,420	763,000	913,035	265,081	(71.0%)
Economic Value Retained	66,726,654	28,682,731	65,183,936	52,080,484	98,228,462	88.6%

Values adjusted according to the GRI requirement

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Financial summary (in million of \$)

As of December 31	2019	2020	2021	2022	2023
Potable water income	212,039	195,788	205,176	231,961	255,428
Sewage income	259,019	219,124	229,805	265,582	287,315
Other sanitation income	17,739	13,004	13,821	16,067	25,826
Other non-sanitation income	55,887	50,858	57,657	61,854	72,286
Total income	544,684	478,774	506,460	575,465	640,856
EBITDA	299,990	235,332	262,818	290,762	318,288
Operating income	223,738	168,197	193,623	215,950	240,599
Profit for the year	141,737	98,692	100,645	85,249	133,390
Total assets	2,001,444	2,144,436	2,229,222	2,379,350	2,423,351
Short-term liabilities	242,138	244,033	248,047	265,797	361,672
Long-term liabilities	1,071,833	1,059,655	1,138,032	1,274,661	1,175,540
Minority interest	43,020	26	27	30	31
Equity attributable to owners of the parent company	644,453	840,723	842,520	838,862	886,108

Operational background

As of December 31	2019	2020	2021	2022	2023
Total potable water customers	2,366,009	2,169,426	2,207,344	2,257,165	2,306,152
Total sewage collection customers	2,312,808	2,125,918	2,162,909	2,212,631	2,261,448
Total water accrued (million of m ³)	597.6	533.9	535.7	524.3	526.0
Accumulated sewage collection (million of m ³)	572.1	511.3	514.2	503.7	504.5
Treatment and disposal of sewage accumulated (million of m ³)	498.1	440.6	443.6	435.9	468.7
Sewerage interconnection accumulated (million of m ³)	128.5	124.7	124.3	120.2	118.7
Total sewage collection coverage	100.0%	100.0%	100.0%	100.0%	100.0%
Total potable water coverage	98.8%	98.8%	98.8%	98.8%	98.8%
Total wastewater treatment coverage	100.0%	100.0%	100.0%	100.0%	100.0%

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Annex: CMF Governance Indicators

The following indicators have been prepared in accordance with Financial Market Commission (FMC) regulation 461.



461 Indicator	Description of Aguas Andinas S.A.	Source
<p>A description of the policy implemented for the hiring of experts by the Board of Directors to advise it on accounting, tax, financial, legal or other matters.</p> <p>The policies implemented for the hiring of consultants (committees).</p>	<p>The Company contemplates that the Board of Directors or the Directors' Committee may request the hiring of external advisors, whether domestic or foreign, in accounting, financial, legal, tax, environmental, human resources or other matters that they deem appropriate.</p> <p>The foregoing, for the proper fulfillment of its responsibilities.</p> <p>Such contracting must be made on the basis of an economic proposal in accordance with market prices, and the advisor must have recognized prestige in the national or international market and proven experience in the subject matter of the advisory services, in addition to complying with the highest standards of service quality. The Board of Directors or the Directors' Committee shall adopt a resolution in this respect, noting the observance of these requirements.</p>	
<p>If the Board of Directors as a whole or any of its members has made field visits during the year to the different facilities and installations of the entity, in order to learn about aspects such as:</p> <ul style="list-style-type: none"> • The condition and operation of these facilities and installations. • The main functions and concerns of those who work in them. • The recommendations and improvements that, in the opinion of those responsible for these units and facilities, should be made to improve their operation. • In addition, it should disclose whether the general manager or other senior executives are involved in such activities. 	<p>The company's policy is that the Board of Directors should make at least two visits each year to different company premises or facilities, provided that there are no extraordinary circumstances that prevent it from doing so. This, in order to know:</p> <ul style="list-style-type: none"> • The condition and operation of these facilities and installations. • The main functions and concerns of those who work in them. • Recommendations for improvements that, in the opinion of those responsible for the facilities, should be made. <p>Likewise, the company admits the possibility that the general manager and other executives may participate in the visits, as well as to carry out such practice through electronic means in the event that extraordinary circumstances arise that make it difficult to carry them out physically.</p> <p>The Board of Directors carries out the biannual visits according to the recommendation and proposal made by the general manager, considering the most relevant works and facilities. The latter is responsible for coordinating them, proposing the dates defined for such purposes in the calendar of activities of the Board of Directors.</p> <p>In addition to inspecting the works themselves (to ascertain their condition and operation), the visits should include meetings with the people who work in those facilities or tasks, in order to facilitate direct contact between them and the members of the Board of Directors and, consequently, to learn about their perspectives, opinions and concerns.</p>	<p>Compendium of Corporate Governance Policies and Procedures of Aguas Andinas S.A.</p>

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461 Indicator	Description of Aguas Andinas S.A.	Source
The detection of those areas in which its members can train, strengthen and continue to improve themselves, pointing out the subjects that are considered most relevant for the purpose of continually updating their knowledge.	The company has a formal procedure for continuous improvement to detect and implement eventual improvements or measures to strengthen its organization and operation, considering the advice of an expert. In this sense, the Board of Directors decided to maintain the biennial evaluation process, also considering its committees, in order to Warranty and evaluate the good functioning of its corporate governance and to detect aspects in which its members can be strengthened and continue to improve.	Compendium of Corporate Governance Policies and Procedures Aguas Andinas S.A.
The detection and reduction of organizational, social or cultural barriers that may be inhibiting the natural diversity of capabilities, visions, characteristics and conditions that would have been present in its composition in the absence of these barriers.	The aforementioned evaluation process, together with the Board Nomination Policy, makes it possible to detect and reduce organizational, social or cultural barriers and to identify and reduce obstacles that impede the natural diversity of capabilities, visions, characteristics and conditions of the members of the Board of Directors.	Compendium of Corporate Governance Policies and Procedures Aguas Andinas S.A.
Minimum number of regular meetings, the minimum average time spent in person and remotely at the meetings, the minimum number of meetings and the minimum time spent in person and remotely at the meetings	The Board of Directors has agreed to establish as a minimum the attendance to nine Board meetings per year, seven of which must be in person, unless security, health or any other circumstances prevent such attendance. This is equivalent to 75% of the total number of meetings and is intended to recognize the diversity of experience and knowledge existing in the Board of Directors, according to the complexity of the matters to be discussed.	Compendium of Corporate Governance Policies and Procedures Aguas Andinas S.A.
The advance notice with which the summons must be sent and the necessary background information for the proper performance of these, recognizing the particular characteristics of the entity, as well as the diversity of experience, conditions and The Board of Directors' existing knowledge, according to the complexity of the matters to be dealt with.	The company considers it a practice to have an information system that allows each director to have secure, remote, permanent and timely access to the minutes or documents that summarize the matters to be discussed at each meeting and the other background information to be presented, in order to be prepared. This system will allow each director to review the final text of the minutes of the meeting.	Compendium of Corporate Governance Policies and Procedures Aguas Andinas S.A.
If it expressly contemplates the change, if appropriate, of its internal organization and operation in case of contingency or crisis situations, having an operational continuity plan.	The Board of Directors has a procedure that contemplates the change of the form of organization and operation in contingency and crisis situations defined by its Chairman, who must call the meeting by the means of communication available to him, such as email, telephone, WhatsApp, text message, etc., indicating the place where the meeting will be held and the matters to be discussed to address the crisis. They may also meet remotely through technological means, and one of the attending directors may act as secretary.	Compendium of Corporate Governance Policies and Procedures Aguas Andinas S.A.

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461 Indicator	Description of Aguas Andinas S.A.	Source
<p>If you have an information system that allows each member to access, securely, remotely and permanently, to:</p> <ul style="list-style-type: none"> • The minutes and documents held for each meeting of the Board of Directors or equivalent, indicating the time extent of the historical record of such minutes and documents. • The minutes or document that summarizes all the matters to be discussed at each meeting and the other background information to be presented at the meeting or additional information necessary for its preparation, all of the foregoing without prejudice to the legal obligations regarding the deadline for sending the contents of the summons. • To the final text of the minutes of each meeting, indicating the period after the respective meeting in which such minutes are available for consultation. 	<p>a. In connection with the background of the analysis in the Board of Directors. The Board of Directors has an information storage system called "Virtual Folder", which contains all the background information available at each meeting, which is incorporated on a monthly basis, allowing each director to securely access such information and facilitating the review of minutes of meetings of the last three years. This information is added to the Virtual Folder at least five days before the respective Board meeting, so that it is available to each of the directors and they can prepare for it. It is the responsibility of the Chief Executive Officer to collect and make the aforementioned information available to the Chairman in due time to enable him to make it available to the directors in the terms indicated.</p> <p>b. In connection with the minutes of the Board of Directors' meeting. Once the corresponding Board meeting has concluded and at least three days prior to the following meeting, the Secretary of the Board of Directors makes available to the directors a draft of the minutes of the respective meeting for comments by sending them by e-mail, and the directors must send their comments to the Secretary of the Board of Directors by the same means. Likewise, the final text of the minutes of each Board meeting is made available to the directors when included in the Virtual Folder.</p>	<p>Compendium of Policies and Procedures on Corporate Governance Aguas Andinas S. Andinas S.</p>
<p>In the case of the Directors' Committee under Article 50 bis of Law No. 18,046, or a committee that performs equivalent or risk management functions, the frequency with which the committee meets with the risk management, internal audit and social responsibility units, or with the persons responsible for the equivalent functions, and with the external audit firm in charge of the audit of the financial statements, stating the main topics that are addressed at such meetings and indicating whether the general manager or other senior executives participate in them.</p>	<p>The company's policy is that the Board of Directors, together with the risk management unit, discusses the following matters on a quarterly basis:</p> <p>a. The proper functioning of the risk management process. b. The risk matrix used by the unit, as well as the main sources of risks and methodologies for detecting new risks and the probability and impact of the occurrence of the most relevant risks. c. The recommendations and improvements that, in the unit's opinion, should be made to better manage the entity's risks. d. Contingency plans designed to react to the materialization of critical events, including the continuity of the Board of Directors in crisis situations.</p> <p>These meetings may be attended by the general manager and other executives of the company. In addition, the risk unit must have at least one meeting a year with the Directors' Committee.</p>	<p>Compendium of Corporate Governance Policies and Procedures Aguas Andinas S.A.</p>
<p>Whether it has a procedure for shareholders to be informed, in advance of the shareholders' meeting at which directors are to be elected, of the diversity of skills, conditions, experiences and visions that will be represented in the Board of Directors. The Board of Directors' opinion is advisable to have those who form part of this body, so that it is in a better position to watch over the corporate interest, as well as the experience, profession or trade of those who are candidates to the Board of Directors.</p>	<p>For the election of the members of the Board of Directors, the shareholders may propose in advance candidates for the position of director, which will be submitted to the vote of the Shareholders' Meeting.</p> <p>The Chief Executive Officer must inform the shareholders, by the means he deems appropriate and on his website, of the list of candidates for director who, if applicable, have accepted their nomination and declared that they are not disqualified from holding office, at least two days prior to the meeting. If it is not possible to inform the shareholders of this list in advance, it will be sufficient if it is made available to the shareholders at the beginning of the Shareholders' Meeting.</p> <p>Candidates may be added to the list, even at the same meeting, if the nominator presents a document in which the candidates accept their nomination and declare that they are not disqualified from holding office.</p>	<p>Web Site-Investor Relations-Directorate</p>

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Regarding the procedures for the Board of Directors to review the salary structures of its main executives, the advice of a third party external to the entity is contemplated.	The Board of Directors does not have the support of third parties for these purposes, although the Human Resources area has procedures based on studies.	
Whether it has procedures for submitting salary structures and compensation and indemnification policies for the general managers and other senior executives for shareholder approval, in addition to the approval of the Board of Directors or one of its committees. In addition, whether disclosure of these structures and policies to the general public is considered.	For the time being, the company does not have such a procedure.	
<p>It should be made explicit whether the entity adopts or adheres to codes of good corporate governance issued by national or foreign public or private organizations, specifying which ones and indicating which principles or practices of those codes are not adopted and the reasons why the entity made that decision.</p> <p>If applicable, indicate the URL where the report prepared by the entity that reports on the adoption of the code of good corporate governance is available.</p>	<p>In accordance with the provisions of NCG-CMF No. 461, in its Annual Report the company reports on the adoption or adherence to national or international codes of good corporate governance. Thus, at the Board meeting of July 20, 2022, it was agreed to formally adhere to the principles of corporate governance of the OECD - G20 for the following reasons:</p> <ul style="list-style-type: none"> • They are the basis for a majority percentage of the existing codes. • It generates recommendations that, without being binding, help to have a roadmap applicable to different markets. • They are a basic precedent used by the CMF in its historical regulation (NCG 341-385461). <p>Notwithstanding the foregoing, it should be noted that, considering the corporate governance practices that Aguas Andinas already had in place, there was a high level of compliance with the OECD-G20 corporate governance principles prior to the aforementioned agreement.</p> <p>(Link:https://www.oecd.org/daf/ca/corporategovernanceprinciples/37191543.pdf)</p>	Compendium of Corporate Governance Policies and Procedures Aguas Andinas S.A
<p>Whether it has procedures in place to establish a succession plan that incorporates the identification among the entity's employees or other external parties of potential replacements for the general manager and other senior executives.</p> <p>It should indicate whether this plan allows for the timely replacement of the general manager and other key executives, and the transfer of their functions and relevant information in the event of their unforeseen absence, minimizing the impact that this would have on the organization.</p>	<p>The company has a procedure to facilitate the proper functioning of the company in the event of replacement or loss of the general manager or senior executives. Thus, in the event of the general manager's permanent absence, the Board of Directors may hire the services of a head hunter company or another company that provides similar services, or opt for the direct hiring of the replacement, taking into special consideration the technical suitability, educational level, experience and any other relevant factor regarding the person who will fill the vacancy.</p> <p>In the event of the definitive absence of a senior executive, the general manager shall endeavor to promptly hire a replacement, following the aforementioned criteria.</p> <p>To the extent possible, every manager or senior executive leaving office will be required to submit a report of all pending matters under his or her care, indicating the status of each, the associated risks, the persons working on the matter, and recommended future steps. In the case of the general manager, he/she will deliver it to the chairman of the Board of Directors, and in the case of the senior executives, to the general manager.</p>	Compendium of Corporate Governance Policies and Procedures Aguas Andinas S.A

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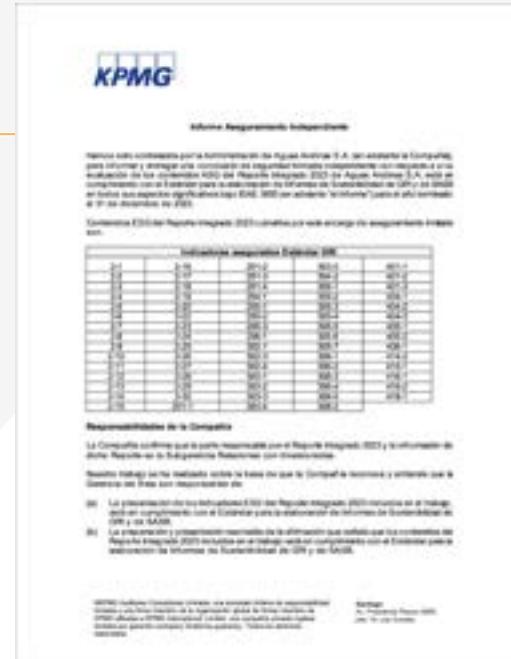


Independent verification letter (1)

Aguas Andinas has undergone an exhaustive evaluation of its ESG (Environmental, Social and Corporate Governance) content within the framework of its Integrated Report 2023 by KPMG. With the objective of determining whether this evaluation complies with the GRI and SASB Sustainability Reporting Standard in all significant aspects under ISAE 3000 for the year ending December 31, 2023.

The focus was on ensuring the reliability of the data, the relevance of the information presented and the absence of material deviations and omissions. After a thorough analysis, we are pleased to report that no aspect was identified that suggests that the ESG contents of the 2023 Integrated Report are not properly prepared and presented in accordance with the rigorous standards established. The conclusion is based on the evidence obtained, which is considered sufficient and adequate to support the assertions.

To see the official verification letter, click here.



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Independent verification letter (2)

Aguas Andinas has undergone a rigorous evaluation process of its corporate Carbon Footprint for the year ending December 31, 2023 by KPMG. In order to verify compliance with the standards established by the Corporate Accounting and Reporting Standard - Revised Edition of the GHG Protocol, the IPCC Guidelines for National Greenhouse Gas Inventories (2006) and the ISO 14064 Greenhouse Gas Standard, in all its significant aspects, under ISAE 3410.

The work focused on assessing the adequacy of the information presented, the reliability of the data and the absence of significant deviations and omissions. After a thorough analysis, we are pleased to report that no aspect was found that would indicate that the Carbon Footprint Calculation is not adequately prepared and presented, complying with the rigorous standards established. The conclusion is based on a careful review of the evidence obtained, which is considered sufficient and appropriate to substantiate the assertion.

To see the official verification letter, click here.



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Statement of responsibility

The directors of Aguas Andinas S.A. and the Chief Executive Officer signing this declaration are responsible, under oath, for the truthfulness of the information provided in this Integrated Report, a document that considers the contents of the Annual Report, in accordance with the provisions of General Rule No. 30 of the Financial Market Commission.

Felipe Larraín Aspillaga
Chairman
RUT 6.922.002-9

Gustavo Migues
Director
RUT 27.844.865-7

Fernando Samaniego Sangroniz
Director
RUT 6.374.438-7

María Florencia Esquerre Riquelme
Director
RUT 16.239.812-1

Giorgianna Cúneo Queirolo
Director
RUT 9.667.948-3

Rodrigo Manubens Moltedo
Independent Director
RUT 6.575.050-3

Jaime Arellano Quintana
Director
RUT 6.941.061-8

Daniel Tugues Andrés
Chief Executive Officer
RUT 23.872.190-3

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- 272 Análisis Ambientales S.A.
- 284 Ecoriles S.A.
- 295 Hidroqística S.A.



Aguas Andinas S.A. and Subsidiaries

General Background

Name	: Aguas Andinas S.A.
Type of entity	: Open joint stock company
Legal address	: Avenida Presidente Balmaceda N° 1398, Santiago Chile
Phone	: (56-2) 569 2500
Fax	: (56-2) 569 2777
Unique Taxpayer Identification Number (RUT)	: 61.808.000-5
P.O. Box	: 1537 Santiago
Line of business	: Uptake, purification, distribution of potable water and sewage disposal.
Subscribed and paid-in capital	: M\$ 155,567,354
External Auditors	: Ernst & Young
Unique taxpayer identification number (RUT)	: 61.808.000-5

Legal incorporation of the Company

Aguas Andinas S.A. was incorporated as a corporation by public deed on May 31, 1989 in Santiago, before the Notary Public Mr. Raúl Undurraga Laso. An extract of the bylaws was published in the Official Gazette of June 10, 1989, and was registered in the Commercial Registry on page 13,891, No. 7,040 of 1989 of the Santiago Real Estate Registry (Conservador de Bienes Raíces de Santiago).

Legal aspects.

The Company is registered in the Securities Registry of the Superintendency of Securities and Insurance (hereinafter "Financial Market Commission") under No. 0346, pursuant to Law No. 18,777. As a sanitation sector company, it is supervised by the Superintendency of sanitation Services, in accordance with Law No. 18,902 and Decree Law No. 382 and Decree Law No. 70, both of 1988.

Corporate purpose.

The Company's corporate purpose is the provision of sanitation services, which includes the construction and operation of public utilities to produce and distribute potable water and collect and dispose of sewage, within the concession area distributed in Greater Santiago, outlying towns and in the Los Rios and Lakes Region, except for the city of Valdivia.

In order to provide a comprehensive service to customers, the Company has non-sanitation subsidiaries providing diversified services such as industrial waste treatment, materials marketing and technical analysis.

Directory

Chairman	: Felipe Larrain Aspillaga
Principal Officers	: Fernando Samaniego Sangroniz Gustavo Miques Tabernaberry Maria Florencia Esquerre Riquelme Giorgianna Cúneo Queirolo Rodrigo Manubens Moltedo Jaime Arellano Quintana
General Manager	: Daniel Tugues Andres

Percentage of parent company:

50.10234% direct

Share that represents the investment in assets of the parent company.

The investment in the company represents the share of 52.31%.

Business relationship with parent company and subsidiaries of the parent company

During the fiscal year ended December 31, 2022, the Company maintained interconnection contracts for potable water and sewage, leases, purchase and sales of materials with its parent company, which are paid within a maximum term of 30 days. Similar commercial relationships are expected to be maintained in the future.

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Note 1. General information

Aguas Andinas S.A. (hereinafter the "Company") and its Subsidiaries make up the Aguas Andinas Group (hereinafter the "Group"). Its legal domicile is Avenida Presidente Balmaceda N° 1398, Santiago, Chile and its Taxpayer Identification Number is 61.808.000-5.

Aguas Andinas S.A. was incorporated as a corporation opened by public deed on May 31, 1989 in Santiago, before the Notary Public Mr. Raúl Undurraga Laso. An extract of the bylaws was published in the Official Gazette of June 10, 1989, and was registered in the Commercial Registry on page 13,981, No. 7,040 of 1989 of the Santiago Real Estate Registry.

The Company's corporate purpose, according to the second article of its bylaws, is to provide sanitation services, which includes the construction and operation of public utilities to produce and distribute potable water and collect and dispose of sewage. Its current concession area is distributed in Greater Santiago and outlying areas.

The Company is the parent company of two sanitation companies in Greater Santiago (Aguas Cordillera S.A. and Aguas Manquehue S.A.). In order to provide an integral service within its line of business, the Company has subsidiaries providing environmental services such as the treatment of liquid industrial waste (EcoRiles S.A.), laboratory analysis (Análisis Ambientales S.A.), logistics operator, marketing of materials and other services related to the sanitation sector (Hidrogística S.A.) and activities associated with water use rights and energy projects derived from facilities and assets of sanitation companies (Aguas del Maipo S.A.).

The Company is registered in the Securities Register of the Financial Market Commission under No. 346. The subsidiaries Aguas Cordillera S.A. and Aguas Manquehue S.A. are registered in the Special Registry of Reporting Entities of the Financial Market Commission under No. 170 and No. 2, respectively. As sanitation sector companies, they are regulated by the Superintendency of Sanitation Services, in accordance with Law No. 18,902 of 1989 and Decrees with Force of Law No. 382 and No. 70, both of 1988.

For the purpose of preparing the consolidated financial statements, a group is understood to exist when the parent company has one or more subsidiaries over which the parent company has direct or indirect control. The accounting policies applied in the preparation of the Group's consolidated financial statements are detailed in Note 2.2.

The direct controlling entity is Inversiones Aguas Metropolitanas S.A. ("IAM") with a 50.10234% ownership, a corporation that is controlled by Veolia Inversiones Aguas del Gran Santiago Ltda. ("IAGSA") which is controlled by Veolia Inversiones Andina S.A., its parent company is Agbar S.L.U., an entity based in Spain and one of the largest sanitation services operators in the world, which in turn is controlled by Veolia Environnement S.A. (France).

Note 2. Basis of preparation and accounting policies

2.1 Basis of preparation

These consolidated financial statements correspond to the consolidated statements of financial position as of December 31, 2023 and 2022 and the consolidated statements of comprehensive income, changes in shareholders' equity and cash flows for the periods ended December 31, 2023 and 2022, which have been prepared in accordance with International Financial Reporting Standards (IFRS), issued by the International Accounting Standards Board (hereinafter "IASB"), and represent the full, explicit and unreserved adoption of the aforementioned IFRS.

The Group complies with the legal conditions of the environment in which it develops its operations, particularly the sanitation subsidiaries regarding the regulations of the Sanitation Industry. The Group's companies present normal operating conditions in each area in which they develop their activities, their projections show a profitable operation and they have the capacity to access the financial system to finance their operations, which in the opinion of management determines their capacity to continue as a going concern, as established by the accounting standards under which these consolidated financial statements are issued.

Functional and presentation currency

The financial statements of each of the companies comprising the Group are presented in the currency of the primary economic environment in which such companies operate (functional currency). For purposes of the consolidated financial statements, the results and financial position of each Group Company are expressed in Chilean pesos (rounded in thousands of pesos), which is the functional currency of the Company and its Subsidiaries, and the presentation currency for the consolidated financial statements.

New accounting pronouncements

The standards and interpretations, as well as improvements and amendments to IFRS that have been issued, effective as of the date of these financial statements, are detailed below. The Company has applied these standards and concluded that they did not significantly affect the financial statements.

	Standards and Amendments	Date of mandatory application
IFRS 17	Insurance Contracts	January 1, 2023
IAS 8	Definition of the accounting estimate	January 1, 2023
IAS 1	Disclosure of accounting policies	January 1, 2023
IAS 12	Deferred income tax related to assets and liabilities arising from a single transaction	January 1, 2023
IAS 12	International Tax Reform - Second Pillar Model Rules	January 1, 2023

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The standards and interpretations, as well as improvements and amendments to IFRS, that have been issued but are not yet effective as of the date of these financial statements are detailed below. The Company has not applied these standards early.

	Amendments	Date of mandatory application
IAS 1	Classification of liabilities as current or non-current	January 1, 2024
IFRS 16	Lease liabilities related to sale-leaseback sales	January 1, 2024
IAS 7 and IFRS 7	Disclosures about vendor financing arrangements	January 1, 2024
IAS 21	Lack of interchangeability	January 1, 2025
IFRS 10 and IAS 28	Consolidated Financial Statements - sale or contribution of assets between an investor and its associate or joint venture	To be determined

The Standards, Amendments and Interpretations described above, which may apply to Aguas Andinas S.A. and Subsidiaries, are in the process of evaluation by the Company's Management and it is estimated that to date they would not have a significant impact on the consolidated financial statements of the Group in the period of their first application. Management is periodically evaluating these implications.

Responsibility for the information and estimates made

The information contained in these consolidated financial statements is the responsibility of the Company's Board of Directors, which declares that all the principles and criteria included in the International Financial Reporting Standards (IFRS) have been applied. The Board of Directors, at its meeting held on March 13, 2024, approved these consolidated financial statements.

The consolidated financial statements of Aguas Andinas S.A. and Subsidiaries for the year 2022 were approved by its Board of Directors at its meeting held on March 22, 2023.

Estimates have been used in the preparation of the consolidated financial statements:

- Land revaluation
- Useful life of property, plant and equipment and intangible assets
- Valuation of assets and goodwill purchased (goodwill or goodwill on investments)
- Impairment losses
- Assumptions used in the actuarial calculation of employee termination benefits
- Assumptions used to calculate the fair value of financial instruments
- Revenue from supplies pending invoicing
- Provisions for commitments acquired with third parties
- Risks arising from current litigation

Although these estimates and judgments were made on the basis of the best information available at the date of issuance of these consolidated financial statements, it is possible that events that may occur in the future may make it necessary to modify them (upward or downward) in future periods, which would be recorded prospectively at the time the change becomes known, recognizing the effects of such changes in the corresponding future consolidated financial statements.

2.2 Accounting policies

The principal accounting policies adopted in the preparation of these consolidated financial statements are described below.

A. Basis of consolidation

The consolidated financial statements include the financial statements of the Company and the entities controlled by the Company (its Subsidiaries). Subsidiaries are those entities over which the Group has the power to direct the relevant activities, is entitled to variable returns from its involvement and has the ability to use that power to influence the amounts of the investor's returns. Subsidiaries are consolidated from the date on which control is transferred to the Group and are excluded from consolidation on the date on which control ceases.

In the consolidation process all transactions, balances, gains and losses between Group entities are eliminated. The Company and its subsidiaries present uniformity in the policies used by the Group.

The subsidiaries included in the consolidated financial statements of Aguas Andinas S.A. are as follows:

R.U.T.	Name Company	Direct	Indirect	Total 2022	Direct	Indirect	Total 2023
		%	%	%	%	%	%
96.809.310-K	Aguas Cordillera S.A.	99.99003	-	99.99003	99.99003	-	99.99003
89.221.000-4	Aguas Manquehue S.A.	0.00043	99.99957	100	0.00043	99.99957	100
96.945.210-3	EcoRiles S.A.	99.03846	0.96154	100	99.03846	0.96154	100
96.828.120-8	Hidrogística S.A.	97.84783	2.15217	100	97.84783	2.15217	100
96.967.550-1	Análisis Ambientales S.A.	99.0	1.0	100.0	99.0	1.0	100.0
76.190.084-6	Aguas del Maipo S.A.	82.64996	17.35004	100	82.64996	17.35004	100

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B. Operating segments

IFRS 8 establishes standards for reporting on operating segments and disclosures related to products and services. Operating segments are defined as components of an entity for which there is separate financial information, which is regularly reviewed by management to make decisions about resources to be allocated to the segments and to evaluate their performance.

The Group manages and measures the performance of its operations by business segment. The internally reported operating segments are as follows:

- Operations related to the sanitation (water) business.
- Operations not related to the sanitation business (No Water).

C. Intangible assets other than goodwill

The Group recognizes an identifiable intangible asset when it can demonstrate that it is probable that the future economic benefits attributed to the asset will flow to the entity and the cost can be measured reliably.

i. Intangible assets acquired separately:

Intangible assets acquired separately are stated at cost less accumulated amortization and accumulated impairment losses. Amortization is calculated on a straight-line basis using estimated useful lives. The estimated useful lives and amortization method are reviewed at the end of each reporting period and the effect of any change in estimate is accounted for prospectively.

ii. Amortization method for intangible assets:

Intangible assets with definite useful life

The amortization method applied by the Group reflects the pattern in which the future economic benefits of the asset are expected to be used by the entity. For this purpose, the Group uses the straight-line method of amortization.

Computer software

The estimated useful life for software is 4 years. For other assets with a defined useful life, the useful life over which they are amortized corresponds to the periods defined in the contracts or rights that originate them.

Intangible assets of indefinite useful life

Intangible assets with indefinite useful lives correspond mainly to water rights and easements, which were obtained on an indefinite basis, as established in the acquisition contracts and rights obtained from the Dirección General de Aguas (General Water Directorate), which is part of the Ministry of Public Works.

Determination of useful life

Factors to be considered in estimating useful life include, but are not limited to, the following:

- Legal, regulatory or contractual limitations.
- Predictable life of the business or industry.
- Economic factors (product obsolescence, changes in demand).
- Expected reactions from current or potential competitors.
- Natural and climatic factors and technological changes that affect the capacity to generate profits.

The useful life may require modifications over time due to changes in estimates as a result of changes in assumptions about the aforementioned factors.

D. Capital gains

Goodwill generated in the business combination represents the excess of the cost of acquisition over the Group's interest in the fair value of the assets and liabilities, including the identifiable contingent liabilities of a Subsidiary Company at the acquisition date.

The valuation of the assets and liabilities acquired is made provisionally on the date on which control of the Company is acquired, and is reviewed within a maximum period of one year from the date of acquisition. Until the fair value of the assets and liabilities is definitively determined, the excess between the acquisition price and the book value of the Company acquired is provisionally recorded as goodwill.

In the event that the final determination of goodwill is made in the financial statements of the year following the year in which the interest was acquired, the prior year's items presented for comparative purposes are modified to incorporate the value of the assets and liabilities acquired and of the final goodwill from the date of acquisition of the interest.

Goodwill generated prior to the date of our transition to IFRS, i.e. January 1, 2008, is maintained at the net value recorded at that date, while goodwill originated after that date remains recorded according to the acquisition method.

Goodwill is not amortized; instead, at the end of each accounting period, an impairment test is performed to determine whether the recoverable amount of goodwill has been reduced to an amount lower than the net carrying amount, and if so, the appropriate impairment adjustment is made, as required by IAS 36.

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E. Property, plant and equipment

The Group uses the cost method for the valuation of Property, Plant and Equipment, except for land, which is valued using the revaluation method. The historical cost includes expenses that are directly attributable to the acquisition of the asset.

Land revaluations are performed with sufficient regularity to ensure that the carrying value of the revalued asset does not differ significantly from fair value.

The revaluation surplus, net of the corresponding deferred taxes, is recognized in other comprehensive income within equity. However, in the event that a revaluation deficit of the same asset previously recognized as a loss is reversed, such increase is recognized in the statement of income. A decrease in value is recorded in the statement of income, except in the event that such decrease reverses the existing surplus on the same asset that would have been recognized in adjustments for changes in value.

Subsequent costs are included in the value of the initial asset or recognized as a separate asset only when it is probable that future economic benefits associated with the fixed asset items will flow to the Group and the cost of the item can be reliably determined. The value of the replaced component is derecognized for accounting purposes. All other repairs and maintenance are charged to income for the year in which they are incurred.

Depreciation method and estimated useful life for property, plant and equipment:

The depreciation method applied by the Group reflects the pattern in which the assets are expected to be used by the entity during the period in which they generate economic benefits. For this purpose, the Group uses the straight-line depreciation method over their technical useful lives, which is based on studies prepared by independent experts (external specialist companies). The residual value and useful life of the assets are reviewed, and adjusted if necessary, at each closing of the Statement of Financial Position.

When the value of an asset exceeds its estimated recoverable amount, its value is written down immediately to its recoverable amount.

Useful lives

The useful lives considered for purposes of calculating depreciation are based on technical studies prepared by specialized external companies, which are reviewed as new information arises that allows considering that the useful life of an asset has been modified.

The allocation of total useful life for assets is made on the basis of several factors, including the nature of the equipment. Such factors generally include:

1. Nature of the component materials of the equipment or constructions.
2. Means of operation of the equipment
3. Intensity of use
4. Legal, regulatory or contractual limitations.

Useful life range (in years) by type of assets is as follows:

Item	Minimum useful life (years)	Maximum useful life (years)
Buildings	25	80
Plant and equipment	5	50
Information technology equipment	4	4
Fixed installations and accessories	5	80
Motor vehicles	7	10
Leasehold improvements	5	10
Other property, plant and equipment	5	80

Policy for estimating costs for dismantling, removal or rehabilitation of property, plant and equipment:

Due to the nature of the assets being constructed in the Company and given that there are no contractual obligations or other constructive requirements such as those mentioned in IFRS and in the regulatory framework, the concept of decommissioning costs is not applicable at the date of these consolidated financial statements.

Property, plant and equipment sales policy

The gain or loss on the sale of property, plant and equipment is calculated by comparing the proceeds obtained with the carrying value and is recorded in the Consolidated Statement of Comprehensive Income.

F. Impairment of tangible and intangible assets except for goodwill

At each consolidated statement of financial position date, the Group reviews the carrying amounts of its tangible and intangible assets with definite useful lives to determine whether there are indicators that such assets have suffered an impairment loss. If such indicators exist, the recoverable amount of the assets is estimated to determine the amount of the impairment loss (if any). When it is not possible to estimate the recoverable amount of a particular asset, the Group estimates the recoverable amount of the Cash Generating Unit to which the asset belongs.

Intangible assets with indefinite useful lives are tested annually for impairment and when there are indicators that the asset may be impaired before the end of that period.

The recoverable amount is the higher of fair value less costs to sell and value in use. In estimating value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects both the current market conditions of the time value of money and the specific risks associated with the asset.

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When the recoverable amount of an asset (or cash-generating unit) is estimated to be less than its carrying amount, the carrying amount of that asset (or cash-generating unit) is adjusted to its recoverable amount by immediately recognizing an impairment loss in profit or loss. When an impairment loss is reversed, the carrying amount of the asset (or cash-generating unit) is adjusted to the revised estimate of its recoverable amount, provided that the adjusted carrying amount does not exceed the carrying amount that would have been determined had no impairment loss been recognized for the asset (or cash-generating unit) in prior years.

G. Leases

The Group evaluates its lease contracts in accordance with IFRS 16, i.e. whether the right to control the use of an identified asset is transferred for a period of time in exchange for consideration. Control is deemed to exist if the customer has i) the right to obtain substantially all the economic benefits from the use of an identified asset; and ii) the right to direct the use of the asset.

When the Group acts as lessee, at the inception of the lease (i.e. on the date the underlying asset is available for use) it records a right-of-use asset and a lease liability in the statement of financial position.

The Group initially recognizes the right-of-use asset at cost, adjusted for any remeasurement of the lease liability, less accumulated depreciation and accumulated impairment losses. The right-of-use asset is depreciated over the lease term. To determine whether the right-of-use asset is impaired, the same criteria detailed in Note 2.2.F are applied.

Lease liabilities are initially measured at the present value of the lease payments, discounted at the company's incremental borrowing rate, if the interest rate implicit in the lease cannot be readily determined.

After the commencement date, the lease liability is increased to reflect the accrual of interest and reduced by lease payments made. In addition, the carrying amount of the liability is remeasured if there is a change in the terms of the lease (changes in the term, in the amount of payments or in the evaluation of an option to purchase or change in the amounts payable). Interest expense is recognized as a finance cost in profit or loss.

Short-term leases, equal to or less than one year, or leases of low-value assets are exempt from the application of the recognition criteria described above, recording the payments associated with the lease as an expense on a straight-line basis over the term of the lease.

When the Group acts as lessor, it classifies at the inception of the agreement whether the lease is an operating or finance lease, based on the substance of the transaction. Leases in which substantially all the risks and rewards incidental to ownership of the underlying asset are transferred are classified as finance leases. All other leases are classified as operating leases.

H. Financial assets

Acquisitions and disposals of financial instruments are recognized on the trade date, i.e. the date on which the Group undertakes to acquire or sell the asset. Investments are derecognized when the rights to receive cash flows from them have been transferred and the Group has transferred substantially all the risks and rewards of ownership.

Financial assets are classified in the following categories:

- Financial assets at fair value through profit or loss
- Financial assets at fair value through profit or loss
- Financial assets at amortized cost

The classification depends on the nature and purpose of the financial assets and is determined at initial recognition.

Aguas Andinas S.A. and its subsidiaries invest in low-risk instruments that meet the classification standards established in their investment policies. Thus, mutual investment funds must have an AAfm / M1 rating (Quotas with very high protection against loss, associated with credit risks / quotas with the lowest sensitivity to changes in economic conditions). Time deposits and covenants, contracted are N-1 rated instruments (Instruments with the highest capacity to pay principal and interest on the agreed terms and maturities).

The issuing institutions of these instruments correspond to banking companies or subsidiaries of banks, with a risk rating of N-1 and their instruments have a risk rating of at least AA (with a very high capacity to pay principal and interest on the agreed terms and maturities, which would not be significantly affected by possible changes in the issuer, the industry to which it belongs or in the economy).

i. Effective interest rate method

The effective interest rate method corresponds to the method of calculating the amortized cost of a financial asset or liability and the allocation of interest income or expense over the entire period. The effective interest rate corresponds to the rate that exactly discounts the estimated future cash flows receivable over the expected life of the financial asset, and makes the Net Present Value (NPV) equal to its nominal amount.

ii. Fair value through other comprehensive income

For the classification of an asset at fair value through other comprehensive income, the sale of financial assets for which the principal amount plus interest, if any, is expected to be recovered within a specified period of time must be complied with as a principle.

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iii. Financial assets at fair value through profit or loss

Financial assets are presented at fair value through profit or loss when the financial asset is held for trading or is designated as at fair value through profit or loss.

Financial assets at fair value through profit or loss are measured at fair value and any resulting gain or loss is recognized in profit or loss. The net gain or loss recognized in profit or loss includes any dividend or interest received on the financial asset.

The Company and its subsidiaries hold shares of Sociedad Eléctrica Puntilla S.A., which have been valued at fair value at the date of acquisition, as established in IFRS 9. They are subsequently measured at cost since there is no active market, according to the same standard.

iv. Financial assets at amortized cost

Loans and accounts receivable

Trade, loans and other receivables are non-derivative financial assets which have fixed or determinable payments and are not quoted in an active market and are classified as loans and receivables. Loans and receivables are measured at amortized cost using the effective interest rate method, less any impairment losses, except for short-term receivables where the recognition of interest would be immaterial.

Trade and other receivables

Trade debtors correspond to amounts billed for consumption of potable water, sewerage services, sewage treatment and other services and to income accrued for consumption between the date of the last reading (according to the established monthly calendar) and the closing date of the Financial Statement. These are recorded at the net value of the allowance for doubtful accounts or those with a low probability of collection.

The trade debtors policy is subject to the credit policy, which establishes the payment conditions, as well as the different scenarios to be agreed upon for delinquent customers.

Impairment policy for trade and other receivables

The Group periodically evaluates impairment losses affecting its financial assets. The amount is recorded in the allowance account. The carrying amount of the asset is reduced as the allowance account is used and the loss is recognized in the consolidated statement of comprehensive income within "other expenses". When a receivable is uncollectible, it is recorded against the allowance account for accounts receivable based on the expected credit loss model as established in IFRS 9.

The estimates are based on recovery statistics, which indicate that after the eighth month of unpaid invoices, the possibility of collection is marginal, in other words, the probability of recovering an invoiced amount is minimal.

In Aguas Andinas S.A. and its subsidiaries Aguas Cordillera S.A. and Aguas Manquehue S.A., the debt of customers with more than 8 monthly defaults are provisioned at 100%.

In addition, the debts for consumption transformed into payment agreements are provisioned at 100% of the agreed balance.

Notes receivable with overdue debt are provided for at 100%.

I. Inventories

Materials, spare parts and supplies are stated at acquisition cost, which does not exceed net realizable value. The costing method corresponds to the weighted average cost. Annually, an impairment estimate is made for those materials that are damaged, partially or totally obsolete, or have not been in rotation for the last twelve months and their market price has fallen by more than 20%.

J. Dividend payments

The Group's dividend policy, as established in Article 79 of Law 18,046 governing corporations, is to distribute at least 30% of the net income of each year. In the event that these dividends do not exist or are less than the minimum established by law, the respective provision will be made.

K. Transactions in foreign currencies

Assets and liabilities in foreign currencies are presented at the respective exchange rates in effect at the end of each year, according to the following parities:

Currency	31-12-202	31-12-2022
	\$	\$
U.S. dollar	877.12	855.86
Euro	970.05	915.95
JPY	6.23	6.52
AUD	599.21	583.01

Foreign currency transactions are translated into the functional currency using the exchange rates prevailing at the dates of the transactions. Foreign currency gains and losses resulting from the settlement of these transactions and from the translation at closing exchange rates of monetary assets and liabilities denominated in foreign currencies are recognized in the consolidated statement of comprehensive income. Exceptions to the above are assets and liabilities arising from financial derivative contracts. Differences in the fair value of these hedging contracts are charged to equity.

Exchange differences are recorded in the results of the period in which they accrue.

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L. Financial liabilities

Loans, bonds with the public and similar obligations are initially recorded at fair value, net of transaction costs incurred. Subsequently, they are valued at amortized cost, using the effective interest rate, except for those transactions for which hedging contracts have been entered into, which are valued in accordance with the following paragraph.

M. Derivative financial instruments and hedge accounting

The use of derivative financial instruments by Aguas Andinas S.A. and Subsidiaries is based on the Group's financial risk management policies, which establish the guidelines for their use.

Derivatives are recorded at fair value at the date of the statement of financial position. In the case of financial derivatives, if their value is positive, they are recorded under the caption "Other Financial Assets" and if it is negative under the caption "Other Financial Liabilities".

Changes in fair value are recorded directly in income, unless a derivative has been designated for accounting purposes as a hedging instrument and all the conditions established by IFRS for applying hedge accounting are met.

The treatment of hedging transactions with derivative instruments is as follows:

Fair value hedges. Changes in the market value of derivative financial instruments designated as hedging instruments, as well as the hedged items, are recorded with a charge or credit to the financial results of the respective income statement accounts.

Cash flow hedges and hedges of net investment in foreign currency. Changes in the fair value of these derivative financial instruments are recorded for the effective portion directly in an equity reserve called "cash flow hedge", while the ineffective portion is recorded in income. The amount recognized in equity is not transferred to the income statement until the results of the hedged transactions are recorded in the income statement, or until the maturity date of such transactions.

In the event of discontinuation of the hedge, the accumulated loss or gain at that date in equity is maintained until the underlying hedged transaction is realized. At that time, the accumulated gain or loss in equity will be reversed in the income statement affecting that transaction.

At the end of each year, financial instruments are stated at fair value. In the case of derivatives not traded in formal markets, the Group uses assumptions for their valuation based on market conditions at that date.

Effectiveness. A hedge is considered highly effective when changes in the fair value or cash flows of the underlying directly attributable to the hedged risk are offset by changes in the fair value or cash flows of the hedging instrument with an effectiveness ranging from 80% to 125%.

Embedded derivatives. The Group also evaluates the existence of embedded derivatives in contracts and financial instruments to determine whether their characteristics and risks are closely related to the main contract, provided that the set is not being accounted for at fair value. If they are not closely related, they are recorded separately, with changes in value being recognized directly in the consolidated statement of income.

N. Provisions and contingent liabilities

Provisions are recognized when the Group has a present obligation as a result of past events, for which it is probable that the Group will use resources to settle the obligation and for which it can make a reasonable estimate of the amount of the obligation.

Provisions are quantified on the basis of the best information available on the event and its consequences, and are re-estimated at each accounting close. The provisions recorded are used to face the specific risks for which they were originally recognized, and are reviewed, in whole or in part, when such risks disappear or decrease.

Contingent liabilities are all those possible obligations arising as a result of past events, whose future materialization and associated financial loss is estimated to be of low probability. In accordance with IFRS, the Group does not recognize any provision for these items, although, as required by the same standard, they are detailed in Note 18.

O. Employee benefits

The obligations for severance indemnities estimated to accrue to employees retiring from Aguas Andinas S.A., Aguas Cordillera S.A. and Aguas Manquehue S.A. are recorded at actuarial value, determined using the projected unit credit method. Actuarial gains and losses on severance indemnities arising from changes in estimates of turnover rates, mortality, salary increases or discount rates are determined in accordance with IAS 19 in other comprehensive income, directly affecting equity, which is subsequently reclassified to retained earnings.

Aguas Andinas S.A.

The severance payment for years of service at Aguas Andinas S.A. is governed by the provisions of the Labor Code, except for the amount of the severance payment accrued at July 31, 2002, which is adjusted quarterly according to the variation of the consumer price index. For those employees who are part of the collective bargaining agreements in force, the payment factor for dismissal is 1.45 salaries, excluding voluntary resignation, without limits on the amount and years, this also applies to those employees who, in their individual employment contract, were granted the same benefit. Also, the aforementioned collective bargaining agreement establishes that employees who retire from Aguas Andinas S.A., and make their retirement effective within 120 days from the date on which they reach the legal retirement age, may access the benefit detailed in the collective bargaining agreement, and continue to accrue this benefit after July 2002.

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Aguas Cordillera S.A. and Aguas Manquehue S.A.

The severance payment for years of service in Aguas Cordillera S.A. and Aguas Manquehue S.A. is governed by the provisions of the Labor Code, except for the amount of severance payment accrued as of December 31, 2002, which is adjusted quarterly according to the variation of the consumer price index. For those employees who are part of the collective bargaining agreements in force, the payment factor for dismissal is 1 salary, excluding voluntary resignation, without limits on the amount and years, this also applies to those employees who, in their individual employment contract, were granted the same benefit. Also, the aforementioned collective bargaining agreements establish that employees retiring from Aguas Cordillera S.A. and Aguas Manquehue S.A. continue to receive this benefit after December 2002.

There are no benefits of this nature for the other subsidiaries.

P. Income tax and deferred taxes

The income tax expense corresponds to the sum of income tax payable and the change in deferred tax assets and liabilities.

Income tax payable is determined based on the taxable income for the period. The Group's income tax payable is calculated using the tax rates that have been approved, or are in the last approval process, at the closing date of the statement of financial position.

Deferred taxes are recognized on the basis of the differences between the carrying amounts of assets and liabilities in the financial statements and the corresponding tax bases used in the calculation of taxable income and are accounted for using the balance sheet liability method. Deferred tax liabilities are recognized for all taxable temporary differences, and deferred tax assets are recognized for all deductible temporary differences to the extent that it is probable that future taxable profits will be available against which such differences can be utilized. Deferred tax assets or liabilities are not recognized if the temporary differences arise from the initial recognition (except in a business combination of other assets and liabilities in a transaction that does not affect taxable profit or financial results).

The carrying amount of deferred tax assets is reviewed at each statement of financial position date and reduced to the extent that it is no longer probable that sufficient taxable profit will be available to allow the recovery of all or part of the asset.

Deferred tax assets and liabilities are measured at the tax rates that are expected to be in effect for the period in which the liability is settled or the asset realized, based on tax rates that have been enacted or substantively enacted by the end of the statement of financial position period. The measurement of deferred tax assets and liabilities reflects the tax consequences that would result from the manner in which the Group expects, at the reporting date, to recover or settle the carrying amounts of its assets and liabilities.

Deferred tax assets and liabilities are offset if there is a legally enforceable right to offset tax assets against tax liabilities and they relate to the same entity and tax authority.

Q. Ordinary income

Revenue recognition policy

The Group determined its recognition and measurement of revenue from ordinary activities based on the principle that revenue is recognized at an amount that reflects the consideration to which the Group expects to be entitled in exchange for transferring goods or services to a customer. This fundamental principle should be applied based on a five-step model:

1. identification of the contract with the customer;
2. identification of the performance obligations of the contract;
3. determination of the transaction price;
4. allocation of the transaction price to performance obligations; and
5. revenue recognition when (or as) performance obligations are satisfied.

Revenue recognition policy for sales of goods

Revenue from the sale of goods is recognized when the significant risk and rewards of ownership of the goods have been transferred, the Group retains no relationship with the goods sold, the amount of revenue can be measured reliably, it is probable that the economic benefits associated with the sale will flow to the company and the costs incurred in the transaction are also measured reliably.

Revenue recognition policy for sales of services

Revenues from the sale of services are measured at fair value. Billings are made on the basis of actual consumption or work performed of the consideration receivable, net of returns, trade discounts and rebates, so that revenue is recognized when it is transferred to the customer and recovery is considered probable, the associated costs and possible discounts for erroneous collections can be estimated reliably.

The service area of the sanitation companies is divided into billing groups, which determines dates for readings and subsequent billing. This process is developed based on a monthly calendar, which generates that at the end of each month there are consumptions not read and, therefore, not billed.

For billing groups that have information on the basis of consumption actually read, the corresponding tariff will be applied.

In those cases in which the Group does not have all the consumption read, it will proceed to make the best estimate of those revenues pending billing, that is, based on the physical data of the previous month valued at the current rate, considering in both cases (billing or estimate) the normal rate or overconsumption, as appropriate.

The transfer of risks and benefits varies according to the company's line of business. For the sanitation services companies, the rendering of services and all associated charges are made according to actual consumption and a monthly provision is made for consumption made and not billed based on previous invoicing. For the subsidiaries Análisis Ambientales S.A., EcoRiles S.A., Hidrogística S.A. and Aguas del Maipo S.A., billing and any provision is made on the basis of work performed.

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Method for determining service termination status

The provision of sanitation services is verified through the measurement of consumption, in accordance with the provisions of the related legal regulations, while for the non-sanitation subsidiaries, once the services have been concluded and/or the respective reports have been issued.

Revenues from agreements with developers are recorded as ordinary revenues to the extent that certain conditions stipulated in each contract are met, which ensure that the associated economic benefit will flow to the Group.

R. Earnings per share

Basic earnings per share is calculated by dividing the profit (loss) attributable to equity holders of the Parent Company by the weighted average number of common shares outstanding.

The Group has not carried out any transactions with a potential dilutive effect that would result in earnings per diluted share other than basic earnings per share.

S. Environmental information

Environmental assets are considered to be those that are used on a lasting basis in the activity of the Company and Subsidiaries, whose main purpose is the minimization of adverse environmental impacts and the protection and improvement of the environment, including the reduction or elimination of future pollution from the operations of Aguas Andinas S.A. and Subsidiaries.

These assets are valued at acquisition cost. The Company and Subsidiaries amortize these items on a straight-line basis over the estimated remaining useful lives of the various items.

T. Consolidated statements of cash flows

The statement of cash flows shows the cash movements during the period, which include the value added tax (VAT), determined by the direct method and with the following criteria:

Cash and cash equivalents: represent inflows and outflows of cash and cash equivalents, which are short-term, highly liquid investments with low risk of changes in value (term of less than 3 months from the date of contract and without restrictions).

Operating activities: represent activities typical of the normal operation of the business of the Company and its Subsidiaries, as well as other activities not classified as investing or financing activities.

Investing activities: represent the acquisition, sale or disposal by other means of long-term assets and other investments not included in cash and cash equivalents.

Financing activities: represent activities that produce changes in the amount and composition of shareholders' equity and liabilities that are not part of ordinary activities.

V. Capitalized financing costs

Interest-bearing loan policy:

Borrowing costs that are directly attributable to the acquisition, construction or production of assets that meet the conditions for qualification are capitalized, forming part of the cost of such assets.

Interest cost capitalization policy:

Interest paid or accrued on debt that finances qualifying assets is capitalized, as stipulated in IAS 23. The aforementioned IAS 23 establishes that when the Group acquires debt to finance investments, the interest on such debt must be deducted from the financial expense and incorporated to the financed construction work, up to the total amount of such interest, applying the respective rate to the disbursements made at the date of presentation of the financial statements.

W. Non-current assets held for sale or to be distributed to owners

The Group classifies as non-current assets (or group of assets for disposal) held for sale, property, plant and equipment, intangible assets, investments in associates, joint ventures and disposal groups (group of assets to be disposed of together with their directly associated liabilities), for which at the closing date of the statement of financial position active efforts have been initiated for their sale, and it is estimated that it is highly probable that the transaction will be completed during the twelve-month period following such date.

Assets or groups subject to divestiture classified as held for sale are valued at the lower of their carrying amount or fair value less costs to sell, and cease to be amortized from the moment they acquire this classification.

Non-current assets held for sale and components of disposal groups classified as held for sale or held for distribution to owners are presented in the consolidated financial statements as follows:

Assets in a single line item called "Non-current assets or groups of assets for disposal classified as held for sale". Liabilities forming part of a group of assets for disposal classified as held for sale shall be presented in the statement of financial position separately from other liabilities, i.e. in the line item "Liabilities included in groups of assets for disposal classified as held for sale". These assets and liabilities will not be offset, nor will they be presented as a single amount.

In the statement of comprehensive income, a single amount comprising the total after-tax result of discontinued operations and the after-tax gain or loss recognized on measurement at fair value less costs to sell, or on disposal of the assets or disposal groups constituting the discontinued operation, is presented under the caption "Gain (loss) from discontinued operations".

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X. Reclassifications

For the year ended December 31, 2023, certain reclassifications have been made to facilitate comparison as of December 31, 2022, as follows:

Reclassifications	31-12-2023 M\$
Statement of comprehensive income by nature:	
Income from ordinary activities	5,002,609
Financial income	(5,002,609)
Statements of changes in equity:	
Retained earnings (loss)	5,407,660
Cash flow hedge reserve	(5,407,660)

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Note 3. Trade and other receivables and rights receivable

The composition of trade receivables (current and non-current) as of December 31, 2023 and 2022 is as follows:

Credit risk	31-12-2023 M\$	31-12-2022 M\$
Gross trade accounts receivable exposure	168,409,768	161,859,008
Gross exposure notes receivable	1,509,402	1,136,765
Gross exposure other accounts receivable	7,587,548	4,858,930
Trade and other current accounts receivable, gross	177,506,718	167,854,703
Allowances for accounts receivable	(45,499,250)	(45,077,376)
Trade and other current accounts receivable, net	132,007,468	122,777,327
Gross exposure other accounts receivable	4,241,254	3,138,563
Non-current receivables	4,241,254	3,138,563
Allowances for accounts receivable	(462,530)	(322,275)
Non-current receivables, net	3,778,724	2,816,288
Net exposure, risk concentrations	135,786,192	125,593,615

In accordance with the Group's policy, consumption debts transformed into payment agreements are provided for in full (see Note 2.2. letter H paragraph iv. "Impairment policy for trade and other accounts receivable").

The main variation as of December 31, 2023 is in trade accounts receivable (an increase of M\$6,550,760 compared to December 31, 2022).

During the period 2023, there is a decrease in commercial debts regarding December 2022, in the Commercial Debt not overdue less than or equal to 8 months for an amount of M\$ 2,700,456, this is explained as a result of the improvement in the collection management and the seasonality of the sales cycle.

There are no customers with sales representing 10% or more of its consolidated revenues, as well as no significant restrictions on accounts receivable requiring disclosure for the periods ended December 31, 2023 and 2022.

Movement in the allowance for doubtful accounts is as follows:

Movement in credit risk accounts receivable	31-12-2023 M\$	31-12-2022 M\$
Beginning balance	(45,399,651)	(38,982,547)
Increase in existing provisions	(12,316,346)	(13,830,357)
Others	11,754,217	7,413,253
Total changes	(562,129)	(6,417,104)
Ending balance	(45,961,780)	(45,399,651)

The age composition of gross debt is presented below:

Aging of gross debt	31-12-2023 M\$	31-12-2022 M\$
less than three months	127,401,377	116,222,951
between three and six months	6,102,479	5,658,916
six to eight months	3,763,339	3,149,878
more than eight months	44,481,352	45,961,521
Totals	181,748,547	170,993,266

In accordance with IFRS 7 Financial Instruments, a detail of gross overdue debt by age is presented:

Gross overdue debt	31-12-2023 M\$	31-12-2022 M\$
less than three months	17,552,846	18,017,601
between three and six months	3,612,852	3,417,121
six to eight months	2,038,983	1,581,266
Totals	23,204,681	23,015,988

Past-due debt consists of all amounts for which the counterparty failed to make a payment when contractually due. In accordance with the Group's policy, customers with balances less than 8 months old are not provisioned.

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As of December 31, 2023 and 2022, the analysis of the gross exposure of current trade debtors and current and non-current notes receivable for the repackaged and non-repackaged portfolio is as follows:

December 31, 2023						
Accounts Receivable Tranche Commercials	Portfolio not repaid		Portfolio repurchased		Total gross portfolio	
	N° of customers	Gross amount M\$	N° of customers	Gross amount M\$	N° of customers	Gross amount M\$
Up to date	29,336	9,813,344	-	-	29,336	9,813,344
Between 1 and 30 days	1,043,952	91,312,255	6,626	181,884	1,050,578	91,494,139
Between 31 and 60 days	231,829	12,943,141	13,124	620,807	244,953	13,563,948
Between 61 and 90 days	66,069	4,027,008	16,711	914,814	82,780	4,941,822
Between 91 and 120 days	31,251	1,888,170	7,871	534,664	39,122	2,422,834
Between 121 and 150 days	19,522	1,311,242	6,746	579,341	26,268	1,890,583
Between 151 and 180 days	12,175	1,166,741	6,097	622,322	18,272	1,789,063
Between 181 and 210 days	12,964	1,340,686	5,313	606,960	18,277	1,947,646
Between 211 and 250 days	7,715	967,389	5,612	848,304	13,327	1,815,693
More than 251 days	60,302	3,339,106	95,174	36,900,992	155,476	40,240,098
Totals	1,515,115	128,109,082	163,274	41,810,088	1,678,389	169,919,170

Portfolio stratification as of December 31, 2022 is as follows:

December 31, 2022						
Accounts Receivable Tranche Commercials	Portfolio not repaid		Portfolio repurchased		Total gross portfolio	
	N° of customers	Gross amount M\$	N° of customers	Gross amount M\$	N° of customers	Gross amount M\$
Up to date	28,590	8,598,199	-	-	28,590	8,598,199
Between 1 and 30 days	1,161,996	84,212,013	36,163	131,184	1,198,159	84,343,197
Between 31 and 60 days	235,812	12,609,353	10,770	393,752	246,582	13,003,105
Between 61 and 90 days	89,587	6,477,997	15,312	857,461	104,899	7,335,458
Between 91 and 120 days	28,180	1,838,119	6,991	483,559	35,171	2,321,678
Between 121 and 150 days	17,777	1,342,967	5,795	424,188	23,572	1,767,155
Between 151 and 180 days	11,848	1,056,877	5,273	513,205	17,121	1,570,082
Between 181 and 210 days	8,901	954,134	4,791	565,785	13,692	1,519,919
Between 211 and 250 days	6,365	828,738	5,338	801,219	11,703	1,629,957
More than 251 days	65,106	5,161,674	76,171	35,745,349	141,277	40,907,023
Totals	1,654,162	123,080,071	166,604	39,915,702	1,820,766	162,995,773

As of December 31, 2023 and 2022, the analysis of delinquent notes receivable and notes receivable in court collection, of the non-securitized portfolio, is as follows:

Delinquent portfolio and receivables in Court collection	NON-SECURITIZED PORTFOLIO			
	Portfolio not repaid 12/31/2023		Portfolio not repaid 31-12-2022	
	No. of Customers	Portfolio amount M\$	No. of Customers	Portfolio amount M\$
Delinquent notes receivable	785	361,840	469	339,772
Documents receivable in court collection	5	435,546	5	365,399
Totals	790	797,386	474	705,171

As of December 31, 2023 and 2022, the credit risk analysis is as follows:

December 31, 2023			
Provision			Write-off for the year M\$
Portfolio not repaid M\$	Repaid portfolio M\$	Total Provision M\$	
(4,151,693)	(41,810,087)	(45,961,780)	11,754,217

December 31, 2022			
Provision			Write-off for the year M\$
Portfolio not repaid M\$	Repaid portfolio M\$	Total Provision M\$	
(5,483,948)	(39,915,703)	(45,399,651)	7,413,380

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Note 4. Related party disclosures

Balances and transactions with related entities

Transactions between the Company and its Subsidiaries are on an arm's length basis. These transactions have been eliminated in the consolidation process and are not disclosed in this note.

Accounts receivable from related entities

Accounts receivable from related entities are originated in Chile, the currency of the transactions is in pesos, the maturities are 30 days and they are not collateralized.

The composition of this caption as of December 31, 2023 and 2022 is as follows:

ID number	Name of related party	Nature of relationship	Nature of related party transactions	Deadlines	Warranties	31-12-2023 M\$	31-12-2022 M\$
77.441.870-9	Veolia Soluciones Ambientales Chile S.A.	Controller Related	Laboratory Analysis and Sampling Services	30 days	No Warranties	6,552	142
65.113.732-2	Corporación Chilena de Investigación del Agua SpA.	Controller Related	Lease	30 days	No Warranties	3,707	6,999
65.113.732-2	Corporación Chilena de Investigación del Agua SpA.	Controller Related	Expense reimbursement	30 days	No Warranties	575	-
87.803.800-2	Veolia SU Chile S.A.	Controller Related	Income from excess load, laboratory analysis and sampling services	30 days	No Warranties	3,547	15,891
Totals						14,381	23,032

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Accounts payable to related entities

Accounts payable to related entities are originated in Chile, the currency of the transactions is in Chilean pesos. The composition of the item as of December 31, 2023 and 2022 is as follows:

ID number	Name of related party	Nature of relationship	Nature of related party transactions	Deadlines	Warranties	31-12-2023 MS	31-12-2022 MS
No ID	Aquatec Proyectos para el Sector del Agua S.A.	Controller Related	Technical assistance.	30 days	No Warranties	302,272	10,249
No ID	Aquatec Proyectos para el Sector del Agua S.A.	Controller Related	Purchase of materials.	30 days	No Warranties	237,929	-
65.113.732-2	Corporación Chilena de Investigación del Agua SpA.	Controller Related	Studies and Consulting	30 days	No Warranties	267,072	59,609
77.441.870-9	Veolia Soluciones Ambientales Chile S.A.	Controller Related	CCO 2.0 Operational Control Center Upgrade Project, maintenance and support.	30 days	Contractual performance Warranty Amount UF 4,435	251,121	709,355
76.080.553-K	Veolia Solutions Chile Limitada.	Controller Related	Purchase of materials.	60 days	No Warranties	218,244	669,493
76.080.553-K	Veolia Solutions Chile Limitada.	Controller Related	Virtual platform.	30 days	No Warranties	163,810	95,059
76.080.553-K	Veolia Solutions Chile Limitada.	Controller Related	Specialized customer service.	30 days	No Warranties	125,224	114,902
70.009.410-3	Asociación Canalistas Sociedad del Canal del Maipo	Common Director	Purchase of water, electric power and interconnections.	30 days	No Warranties	12,881	24,283
76.746.454-1	Biofactoría Andina Spa.	Controller Related	Nitrogen removal and biofactory adaptation plan for the Mapocho-Trebal treatment plant.	30 days	Contractual performance Warranty Amount UF 70,478.58	-	2,474,572
76.078.231-9	Empresa Depuradora de Aguas Servidas Mapocho El Trebal Ltda.	Controller Related	Operation of La Farfana Biogas purification plant, control and monitoring of electricity costs.	30 days	No Warranties	-	196,748
96.817.230-1	EPSA Eléctrica Puntilla S.A.	Common Director	Purchase of water.	30 days	No Warranties	-	461,216
No ID	Logistium Servicios Logísticos S.A.	Controller Related	Operating Supplies.	30 days	No Warranties	-	186,617
Totals						1,578,553	5,002,103

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Transactions with related entities

Transactions with related entities are originated in Chile, the currency of the transactions is in Chilean pesos.

ID number	Name of Related Party	Nature of Relationship	Country of Origin	Nature of Related Party Transactions	Currency Type	M\$ 31-12-2023		M\$ 31-12-2022	
						Amount	Effect on Income (Charge)/Credit	Amount	Effect on Income (Charge)/Credit
70,009,410-3	Asociación Canalistas Sociedad del Canal del Maipo	Common Director	CL	Purchase of water, electric power and canal administration.	CLP	5,688,582	(4,780,321)	6,868,550	(5,771,891)
No ID	Logistium Servicios Logísticos S.A.	Controller	CL	Operating Supplies	CLP	601,155	(601,155)	1,343,176	-
77,441,870-9	Veolia Soluciones Ambientales Chile S.A.	Controller Related	CL	CCO 2.0 Operational Control Center Upgrade and Leak Detection with Tracer Gas Project	CLP	2,061,211	(1,732,111)	4,056,303	(3,408,657)
77,441,870-9	Veolia Soluciones Ambientales Chile S.A.	Controller Related	CL	Veolia Telecontrol Service	CLP	652,475	(548,298)	-	-
77,441,870-9	Veolia Soluciones Ambientales Chile S.A.	Controller Related	CL	Extension of maintenance and support service	CLP	586,449	(499,374)	-	-
77,441,870-9	Veolia Soluciones Ambientales Chile S.A.	Controller Related	CL	Treatment services	CLP	130,541	(110,564)	-	-
No ID	Aquatec Proyectos para el Sector del Agua S.A.	Controller Related	CL	Purchase of materials and technical assistance.	CLP	1,655,781	(1,572,728)	-	-
No ID	Aquatec Proyectos para el Sector del Agua S.A.	Controller Related	CL	Control and monitoring of the operation of the water supply dams in Santiago Embalse el Yeso, technical assistance and training.	CLP	-	-	138,135	(138,135)
76,080,553-K	Veolia Solutions Chile Limitada.	Controller Related		Purchase of materials	CLP	145,576	(122,333)	2,291,041	(1,925,245)
76,080,553-K	Veolia Solutions Chile Limitada.	Controller Related	CL	Maintenance of Siebel virtual platform, Aquacis, consulting, evolutionary maintenance and Aquacis licenses.	CLP	2,438,229	(2,045,038)	1,344,590	(868,048)
96,817,230-1	EPSA Eléctrica Puntilla S.A.	Common Director	CL	Purchase of water and electricity	CLP	3,081,902	(2,589,834)	4,627,713	(3,888,835)
76,078,231-9	Empresa Depuradora de Aguas Servidas Mapocho El Trebal Ltda.	Controller Related	CL	Biogas plant operation and maintenance services	CLP	-	-	102,337	(234,966)
76,746,454-1	Biofactoría Andina Spa.	Controller Related	CL	Nitrogen removal and biofactory adaptation plan for the Mapocho-Trebal treatment plant.	CLP	3,005,964	(2,526,020)	-	-
76,746,454-1	Biofactoría Andina Spa.	Controller Related	CL	Operation, maintenance and adaptation of the biofactory treatment plant.	CLP	-	-	11,520,412	(7,731,920)
76,746,454-1	Biofactoría Andina Spa.	Controller Related	CL	Termination of contract and other Nitrogen projects (*)	CLP	-	-	11,483,240	-
65,113,732-2	Corporación Chilena de Investigación del Agua	Controller Related	CL	Research and development consultancy and Contract laboratory analysis and sampling	CLP	365,192	(363,013)	-	-
65,113,732-2	Corporación Chilena de Investigación del Agua	Controller Related	CL	Leasing service	CLP	19,997	16,804	-	-
65,113,732-2	Corporación Chilena de Investigación del Agua	Controller Related	CL	Study on management models for resilient urban water infrastructure in relation to hydrological and geological risks, sludge valorization, etc.	CLP	-	-	337,394	(337,394)
77,274,820-5	Inversiones Aguas Metropolitanas S.A.	Controller	CL	Dividends paid	CLP	45,216,696	-	39,079,873	-

(*) On March 31, 2022, the Contract for the Development of the Plan for the Adaptation to Biofactories of the Wastewater Treatment Plants of Greater Santiago and Management of Generated Resources, signed between the Company and Suez Biofactoría Andina SPA, was terminated in advance, which resulted in the acquisition of inventories, fixed assets and the internalization of the personnel of the latter. The materiality criterion for reporting transactions between related companies is amounts greater than M\$100,000 accumulated.

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Remuneration of Directors and Directors' Committee

Remuneration paid to directors of Aguas Andinas S.A. and Subsidiaries and Directors' Committee

Remuneration paid	31-12-2023 S	31-12-2022 S
Board of Directors	460,525	388,942
Directors' Committee	80,004	69,677
Totals	540,529	458,619

Correspond only to fees associated with their functions as defined and agreed at the Ordinary Shareholders' Meeting.

Detail of related entities and transactions with related entities between Directors and Executives

The Company's management is not aware of the existence of transactions between related parties and directors and/or executives, other than their per diems and remuneration.

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Statements of financial position	2023	2022
ASSETS		
Current assets	275,004,410	324,838,124
Non-current assets	2,148,343,319	2,054,511,436
Total Assets	2,423,347,729	2,379,349,560
LIABILITIES		
Current liabilities	361,668,126	265,797,147
Non-current liabilities	1,175,540,305	1,274,661,314
Equity	886,107,830	838,861,526
Minority interests	31,468	29,573
Total Liabilities and Shareholders' Equity	2,423,347,729	2,379,349,560
STATEMENT OF COMPREHENSIVE INCOME		
Ordinary income	640,855,854	580,468,054
Operating cost	(387,940,915)	(345,685,272)
Financial result	(76,633,585)	(136,758,101)
Other than the operation	(8,979,801)	(15,352,190)
Income tax	(33,909,237)	2,578,383
Minority interest	1,895	2,140
Profit attributable to owners of controlling company	133,390,421	85,248,734

CASH FLOW STATEMENT

Cash flows provided by (used in) from operating activities	229,397,451	242,903,240
Cash flows provided by (used in) investing activities	(150,000,484)	(165,900,708)
Cash flows from (used in) financing activities	(149,575,627)	(61,180,505)
Net increase (decrease) in cash and cash equivalents	(70,178,660)	15,822,027
Cash and cash equivalents at beginning of period	179,335,341	163,513,314
Cash and cash equivalents at end of period	109,156,681	179,335,341

Statement of changes in equity	2022	2021
Issued capital	155,567,354	155,567,354
Retained earnings (loss)	411,044,222	368,056,492
Issue premiums	164,064,038	164,064,038
Other equity interests	(5,965,550)	(5,965,550)
Other reserves	161,397,766	157,139,192
Non-controlling interests	31,468	29,573
Total equity	886,139,298	838,891,099

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Aguas Cordillera S.A. and Subsidiaries

General Background

Name	: Aguas Cordillera S.A
Type of entity	: Open joint stock company
Legal address	: Avenida Presidente Balmaceda Nº 1398, Santiago Chile
Phone	: (56-2) 569 2500
Fax	: (56-2) 569 2777
Unique Taxpayer Identification Number (RUT)	: 96.809.310-K
P.O. Box	: 1818 Santiago - downtown
Line of business	: Uptake, purification, distribution of potable water and sewage disposal.
Subscribed and paid-in capital	: M\$ 153,608,183
External auditors	: Ernst & Young
Unique taxpayer identification number (RUT)	: 77.802.430-6

Legal incorporation of the Company

The company was incorporated on April 22, 1996, by means of a public deed granted at the Santiago Notary Office of Mr. René Benavente Cash, an extract of the bylaws was registered in the Commercial Registry of the Santiago Real Estate Registry of that year, on page 14,143, No. 8,258 and ratified on page 11,059, No. 8,996, both of 1996, published in the Official Gazette on May 4, 1996, ratified on May 9, 1996.

Legal aspects

The Company is registered in the Special Registry of reporting entities of the Superintendency of Securities and Insurance under No. 170. As a sanitation sector company, it is supervised by the Superintendency of Sanitation Services, in accordance with Law No. 18,902 and DFL No. 382 and No. 70, both of 1988.

Corporate purpose

The corporate purpose of the Company and its subsidiary Aguas Manquehue S. A., as established in article two of its bylaws, is the provision of sanitation services, which includes the construction and operation of public utilities to produce and distribute potable water and collect and dispose of sewage. Its current concession area is distributed in the districts of Vitacura, Las Condes, Lo Barnechea, Colina and Lampa.

Board of Directors

Chairman	: Xavier Iraegui Navarro
Principal Officers	: Eugenio Rodríguez Mingo Iván Yarur Sairafi Camilo Larraín Sánchez Cristian Shwerter Loyola
General Manager	: Francisca Blanc Mendiberri

Percentage of parent company shareholding:

99.99003% direct

Share that represents the investment in the parent company's assets.

The investment in the company represents the proportion of 16.15%.

Business relationship with parent company and subsidiaries of the parent company

During the fiscal year ended December 31, 2023, the Company maintained interconnection contracts for potable water and sewage, leases, purchase and sales of materials with its parent company, which are paid within a maximum term of 30 days. Similar commercial relationships are expected to be maintained in the future.

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Note 1. General information

Aguas Cordillera S.A. (hereinafter the "Company") and its subsidiary are part of the Aguas Andinas Group (hereinafter the "Group"). Its legal domicile is Avenida Presidente Balmaceda N°1398, Santiago, Chile and its taxpayer identification number is 96.809.310-K.

Aguas Cordillera S.A. was incorporated as a corporation opened by public deed on April 22, 1996 in Santiago, before the Notary Public Mr. Rene Benavente Cash. An extract of the bylaws was published in the Official Gazette on May 4, 1996 and ratified on May 9 of the same year, being registered in the Commercial Registry on page 14,143, No. 8,258 and ratified on page 11,059, No. 8,996, both of 1996, of the Santiago Real Estate Registry.

The Company and its subsidiary Aguas Manquehue S.A.'s corporate purpose, as established in article two of its bylaws, is the provision of sanitation services, which includes the construction and operation of public utilities to produce and distribute potable water and collect and dispose of sewage. Its current concession area is distributed in the districts of Vitacura, Las Condes, Lo Barnechea, Colina and Lampa.

Aguas Cordillera S.A. and its subsidiary Aguas Manquehue S.A. are registered in the Special Registry of Reporting Entities of the Financial Market Commission under No. 170 and No. 2, respectively. As sanitation sector companies, they are supervised by the Superintendencia de Servicios Sanitarios, in accordance with Law No. 18,902 and Decrees with Force of Law No. 382 and No. 70, both of 1988.

For the purpose of preparing the consolidated financial statements, a group is understood to exist when the parent company has one or more subsidiaries over which the parent company has direct or indirect control. The accounting policies applied in the preparation of the Group's consolidated financial statements are detailed in Note 2.2.

The direct entity is Inversiones Aguas Metropolitanas S.A. ("IAM") with a 50.10234% ownership interest, a corporation that is controlled by Veolia Inversiones Aguas del Gran Santiago Ltda, its parent company is Agbar S.L.U., an entity based in Spain and one of the largest sanitation services operators in the world, which in turn is controlled by Veolia Environnement S.A. (France).

Note 2. Basis of preparation and accounting policies

2.1 Basis of preparation

These consolidated financial statements correspond to the statement of financial position as of December 31, 2023 and December 31, 2022 and the consolidated statements of comprehensive income, changes in equity and cash flows for the year then ended, which have been prepared in accordance with International Financial Reporting Standards (IFRS), issued by the International Accounting Standards Board (hereinafter "IASB"), and represent the full, explicit and unreserved adoption of the aforementioned IFRS.

The Group complies with the legal conditions of the environment in which it operates, particularly regarding the regulations of the sanitation sector. Aguas Cordillera and its subsidiary present normal operating conditions in each area in which they develop their activities, their projections show a profitable operation and they have the capacity to access the financial system to finance their operations, which in the opinion of management determines their ability to continue as a going concern, as established by the accounting standards under which these consolidated financial statements are issued.

Functional and presentation currency

The financial statements of the Company and its Subsidiary are presented in the currency of the primary economic environment in which these companies operate (functional currency). For purposes of the consolidated financial statements, the results and financial position of each Group Company are expressed in Chilean pesos (rounded in thousands of pesos), which is the functional currency of the Company and its Subsidiary, and the presentation currency for the consolidated financial statements.

New accounting pronouncements

The standards and interpretations, as well as improvements and amendments to IFRS that have been issued, effective as of the date of these financial statements, are detailed below. The Company has applied these standards and concluded that they did not significantly affect the financial statements.

	Standards and Amendments	Date of mandatory application
IFRS 17	Insurance Contracts	January 1, 2023
IAS 8	Definition of the accounting estimate	January 1, 2023
IAS 1	Disclosure of accounting policies	January 1, 2023
IAS 12	Deferred income tax related to assets and liabilities arising from a single transaction	January 1, 2023
IAS 12	International Tax Reform - Second Pillar Model Rules	January 1, 2023

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The standards and interpretations, as well as improvements and amendments to IFRS, that have been issued but are not yet effective as of the date of these financial statements are detailed below. The Company has not applied these standards early.

	Amendments	Date of mandatory application
IAS 1	Classification of liabilities as current or non-current	January 1, 2024
IFRS 16	Lease liabilities related to sale-leaseback sales	January 1, 2024
IAS 7 and IFRS 7	Disclosures about vendor financing arrangements	January 1, 2024
IAS 21	Lack of interchangeability	January 1, 2025
IFRS 10 and IAS 28	Consolidated Financial Statements - sale or contribution of assets between an investor and its associate or joint venture	To be determined

The Standards, Amendments and Interpretations described above, which may apply to Aguas Cordillera and Subsidiaries, are in the process of evaluation by the Company's Management and it is estimated that at this date they would not have a significant impact on the consolidated financial statements of the Group in the period of their first application. Management is periodically evaluating these implications.

Responsibility for the information and estimates made

The information contained in these consolidated financial statements is the responsibility of the Company's Board of Directors, which declares that all the principles and criteria included in the International Financial Reporting Standards (IFRS) have been applied. The Board of Directors, at its meeting held on March 11, 2024, approved these consolidated financial statements.

The consolidated financial statements of Aguas Cordillera S.A. and Subsidiary for the year 2022 were approved by its Board of Directors at a meeting held on March 20, 2023.

Estimates have been used in the preparation of the consolidated financial statements:

- Revaluation of land
- Useful life of property, plant and equipment and intangible assets
- Impairment losses
- Assumptions used in the actuarial computation of employee termination benefits
- Assumptions used to calculate the fair value of financial instruments
- Revenue from supplies pending invoicing
- Provisions for commitments acquired with third parties
- Risks arising from current litigation

Although these estimates and judgments were made on the basis of the best information available at the date of issuance of these consolidated financial statements, it is possible that events that may occur in the future may make it necessary to modify them (upward or downward) in future periods, which would be recorded prospectively, at the time the variation becomes known, recognizing the effects of such changes in the corresponding future consolidated financial statements.

2.2 Accounting policies

The principal accounting policies adopted in the preparation of these consolidated financial statements are described below.

A. Basis of consolidation

The consolidated financial statements include the financial statements of the Company and its subsidiaries. Subsidiaries are those entities over which the Group has the power to direct the relevant activities, is entitled to variable returns from its involvement and has the ability to use that power to influence the amounts of the investor's returns. Subsidiaries are consolidated from the date on which control is transferred to the Group and are excluded from consolidation on the date on which control ceases.

In the consolidation process all transactions, balances, gains and losses between Group entities are eliminated.

The Company and its Subsidiary present uniformity in the policies used.

The companies in which Aguas Cordillera S.A. has an interest are as follows:

R.U.T.	Name Company	Direct	Indirect	Total 2022	Direct	Indirect	Total 2021
		%	%	%	%	%	%
89,221,000-4	Aguas Manquehue S.A.	99.99957	0.00000	99.99957	99.99957	0.00000	99.99957
96,945,210-3	EcoRiles S.A.	0.96154	0.00000	0.96154	0.96154	0.00000	0.96154
96,828,120-8	Hidrogística S.A. *	2.15217	0.00000	2.15217	2.15217	0.00000	2.15217
96,967,550-1	Análisis Ambientales S.A.	1.00000	0.00000	1.00000	1.00000	0.00000	1.00000
76,190,084-6	Aguas del Maipo S.A.	8.37904	8.97100	17.35004	8.37904	8.97100	17.35004

*On May 3, 2022, the company Gestión y Servicios S.A. changed its name to Hidrogística S.A.

Aguas Cordillera S.A. consolidates only with Aguas Manquehue S.A., in the other companies it has direct and/or indirect non-controlling interest.

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B. Intangible assets other than goodwill

The Company recognizes an identifiable intangible asset when it can demonstrate that it is probable that the future economic benefits attributed to the asset will flow to the entity and the cost can be measured reliably.

i. Intangible assets acquired separately:

Intangible assets acquired separately are stated at cost less accumulated amortization and accumulated impairment losses. Amortization is calculated on a straight-line basis using estimated useful lives. The estimated useful lives and amortization method are reviewed at the end of each reporting period and the effect of any change in estimate is accounted for prospectively. .

ii. Amortization method for intangible assets:

Intangible assets with definite useful life

The amortization method applied by the Company reflects the pattern in which the future economic benefits of the asset are expected to be used by the entity. For this purpose, the Company uses the straight-line method of amortization.

Computer software

The estimated useful life for software is 4 years. For other assets with a defined useful life, the useful life over which they are amortized corresponds to the periods defined in the contracts or rights that originate them.

Intangible assets of indefinite useful life

Intangible assets with indefinite useful lives correspond mainly to water rights and easements, which were obtained on an indefinite basis, as established in the acquisition contracts and rights obtained from the Dirección General de Aguas (Water General Directorate), which is part of the Ministry of Public Works.

Determination of useful life

Factors to be considered in estimating useful life include, but are not limited to, the following: • Legal, regulatory or contractual limitations.

- Predictable life of the business or industry.
- Economic factors (product obsolescence, changes in demand).
- Reactions expected from current or potential competitors
- Natural and climatic factors and technological changes that affect the capacity to generate profits.

The useful life may require modifications over time due to changes in estimates as a result of changes in assumptions about the aforementioned factors.

C. Property, plant and equipment

The Company uses the cost method for the valuation of Property, Plant and Equipment, except for land, which is valued using the revaluation method. The historical cost includes expenses that are directly attributable to the acquisition of the asset. Land revaluations are performed with sufficient regularity to ensure that the carrying value of the revalued asset does not differ significantly from fair value.

The revaluation surplus, net of the corresponding deferred taxes, is recognized in other comprehensive income within equity. However, in the event that a revaluation deficit of the same asset previously recognized as a loss is reversed, such increase is recognized in the statement of income. A decrease in value is recorded in the statement of income, except in the event that such decrease reverses the existing surplus on the same asset that would have been recognized in adjustments for changes in value.

Subsequent costs are included in the value of the initial asset or recognized as a separate asset only when it is probable that future economic benefits associated with the fixed asset items will flow to the Group and the cost of the item can be reliably determined. The value of the replaced component is derecognized for accounting purposes. All other repairs and maintenance are charged to income for the year in which they are incurred.

Depreciation method and estimated useful life for property, plant and equipment:

The depreciation method applied by the Company reflects the pattern in which the assets are expected to be used by the entity during the period in which they generate economic benefits. For this purpose, the Company uses the straight-line depreciation method over their technical useful lives, which is based on studies prepared by independent experts (external specialist companies). The residual value and useful life of the assets are reviewed, and adjusted if necessary, at each closing of the Statement of Financial Position.

When the value of an asset exceeds its estimated recoverable amount, its value is written down immediately to its recoverable amount.

Useful lives

The useful lives considered for purposes of calculating depreciation are based on technical studies prepared by specialized external companies, which are reviewed as new information becomes available to consider that the useful life of an asset has been modified.

The allocation of total useful life for assets is made on the basis of several factors, including the nature of the equipment. Such factors generally include:

1. Nature of the component materials of the equipment or constructions.
2. Means of operation of the equipment
3. Intensity of use
4. Legal, regulatory or contractual limitations.

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The useful life range (in years) by type of assets is as follows:

Item	Minimum useful life (years)	Maximum useful life (years)
Buildings	25	80
Plant and equipment	5	50
Information technology equipment	4	4
Fixed installations and accessories	5	80
Motor vehicles	7	10
Leasehold improvements	5	5
Other property, plant and equipment	5	80

a. Policy for estimating costs for dismantling, removal or rehabilitation of property, plant and equipment:

Due to the nature of the assets that are built in the Company and given that there are no obligations contractual or other constructive requirement such as those mentioned by the IFRS and, in the regulatory framework, the concept of dismantling costs is not applicable at the date of these financial statements consolidated.

Property, plant and equipment sales policy

The results from the sale of property, plant and equipment are calculated by comparing the proceeds obtained with the book value and are recorded in the Consolidated Statement of Comprehensive Income.

D. Impairment of tangible and intangible assets except goodwill

At each balance sheet date, the Company and its subsidiary review the carrying amounts of its property, plant and equipment and intangible assets with finite useful lives to determine whether there are indicators that those assets have suffered an impairment loss. If such indicators exist, the recoverable amount of the assets is estimated to determine the amount of the impairment loss (if any). Where it is not possible to estimate the recoverable amount of a particular asset, the Company estimates the recoverable amount of the Cash Generating Unit to which the asset belongs.

Intangible assets with an indefinite useful life are tested for impairment annually and when there are indicators that the asset may have become impaired before the end of that period.

The recoverable amount is the higher of fair value less costs to sell and value in use. To estimate value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects both current market conditions for the time value of money and the specific risks associated with the asset.

When the recoverable amount of an asset (or cash-generating unit) is estimated to be less than its carrying amount, the carrying amount of that asset (or cash-generating unit) is adjusted to its recoverable amount by immediately recognizing an impairment loss in profit or loss. When an impairment loss is reversed, the carrying amount of the asset (or cash-generating unit) is adjusted to the revised estimate of its recoverable amount, provided that the adjusted carrying amount does not exceed the carrying amount that would have been determined had no impairment loss been recognized for the asset (or cash-generating unit) in prior years.

E. Leases

Aguas Cordillera and its Subsidiary evaluate their lease contracts in accordance with IFRS 16, that is, if the right to control the use of an identified asset is transferred for a period of time in exchange for consideration. Control is considered to exist if the customer has i) the right to obtain substantially all the economic benefits from the use of an identified asset; and ii) the right to direct the use of the asset.

When the Company and its Subsidiary act as lessee, at the inception of the lease (i.e. on the date the underlying asset is available for use) it records a right-of-use asset and a lease liability in the statement of financial position.

The Company and its Subsidiary initially recognize the right-of-use asset at cost, adjusted by any remeasurement of the lease liability, less accumulated depreciation and accumulated impairment losses. The right-of-use asset is depreciated over the lease term. To determine whether the right-of-use asset is impaired, the same criteria detailed in Note 2.

Lease liabilities are initially measured at the present value of the lease payments, discounted at the company's incremental borrowing rate, if the interest rate implicit in the lease cannot be readily determined.

After the commencement date, the lease liability is increased to reflect the accrual of interest and reduced by lease payments made. In addition, the carrying amount of the liability is remeasured if there is a change in the terms of the lease (changes in the term, in the amount of payments or in the evaluation of a purchase option or change in the amounts payable). Interest expense is recognized as a finance cost in profit or loss for the period.

Short-term leases, equal to or less than one year, or leases of low-value assets are exempt from the application of the recognition criteria described above, recording the payments associated with the lease as an expense on a straight-line basis over the term of the lease.

When the company acts as lessor, it classifies at the inception of the agreement whether the lease is an operating or finance lease, based on the substance of the transaction. Leases in which substantially all the risks and rewards incidental to ownership of the underlying asset are transferred are classified as finance leases. All other leases are classified as operating leases.

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F. Financial assets

Acquisitions and disposals of financial instruments are recognized on the trade date, i.e. the date on which the Company undertakes to acquire or sell the asset. Investments are derecognized when the rights to receive cash flows from them have been transferred and the Company has transferred substantially all the risks and rewards of ownership.

Financial assets are classified in the following categories:

- Financial assets at fair value through profit or loss
- Financial assets at fair value through profit or loss
- Financial assets at amortized cost

The classification depends on the nature and purpose of the financial assets and is determined at initial recognition.

Aguas Cordillera S.A. and Subsidiary invest in low-risk instruments that comply with the classification standards established in its investment policies. Thus, mutual investment funds must have an AAfm / M1 rating (Quotas with very high protection against loss, associated with credit risks / quotas with the lowest sensitivity to changes in economic conditions). Time deposits and covenants, contracted are N-1 rated instruments (Instruments with the highest capacity to pay principal and interest on the agreed terms and maturities).

The issuing institutions of these instruments correspond to banking companies or subsidiaries of banks, with a risk rating of N-1 and their instruments have a risk rating of at least AA (with a very high capacity to pay principal and interest on the agreed terms and maturities, which would not be significantly affected by possible changes in the issuer, the industry to which it belongs or in the economy).

i. Effective interest rate method

The effective interest rate method corresponds to the method of calculating the amortized cost of a financial asset or liability and the allocation of interest income or expense over the entire period. The effective interest rate corresponds to the rate that exactly discounts the estimated future cash flows receivable over the expected life of the financial asset, and makes the Net Present Value (NPV) equal to its nominal amount.

ii. Fair value through other comprehensive income

For the classification of an asset at fair value through other comprehensive income, the sale of financial assets for which the principal amount plus interest, if any, is expected to be recovered within a specified period of time must be complied with as a principle.

iii. Financial assets at fair value through profit or loss

Financial assets are presented at fair value through profit or loss when the financial asset is held for trading or is designated as at fair value through profit or loss.

Financial assets at fair value through profit or loss are measured at fair value and any resulting gain or loss is recognized in profit or loss. The net gain or loss recognized in profit or loss includes any dividend or interest received on the financial asset.

The subsidiary Aguas Manquehue S.A. holds shares of Sociedad Eléctrica Puntilla S.A., which have been valued at fair value at the date of acquisition, as established in IFRS 9. They are subsequently measured at cost since there is no active market, according to the same standard.

iv. Financial assets at amortized cost

Loans and accounts receivable

Trade, loans and other receivables are non-derivative financial assets which have fixed or determinable payments and are not quoted in an active market and are classified as loans and receivables. Loans and receivables are measured at amortized cost using the effective interest rate method, less any impairment losses, except for short-term receivables where the recognition of interest would be immaterial.

Trade and other receivables

Trade debtors correspond to amounts billed for consumption of potable water, sewerage services, sewage treatment and other services and to income accrued for consumption between the date of the last reading (according to the established monthly calendar) and the closing date of the Financial Statement. These are recorded at the net value of the allowance for doubtful accounts or those with a low probability of collection.

The trade debtors policy is subject to the credit policy, which establishes the payment conditions, as well as the different scenarios to be agreed upon for delinquent customers.

Impairment policy for trade and other receivables

The Company periodically evaluates impairment losses affecting its financial assets. The amount is recorded in the allowance account. The carrying amount of the asset is reduced as the allowance account is used and the loss is recognized in the consolidated statement of comprehensive income within "other expenses". When an account receivable is uncollectible, it is recorded against the allowance account for accounts receivable based on the expected credit loss model as established in IFRS 9.

The estimates are based on recovery statistics, which indicate that after the eighth month of unpaid invoices, the possibility of collection is marginal, in other words, the probability of recovering an invoiced amount is minimal.

In Aguas Cordillera S.A. and its subsidiary Aguas Manquehue S.A., the debt of customers with more than 8 balances are provisioned at 100%. Additionally, debts for consumption transformed into payment agreements are provisioned at 100% of the agreed balance.

Notes receivable with overdue debt are provided for at 100%.

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G. Inventories

Materials, spare parts and supplies are stated at acquisition cost, which does not exceed net realizable value. The costing method corresponds to the weighted average cost. Annually, an impairment estimate is made for those materials that are damaged, partially or totally obsolete, or have not been in rotation for the last twelve months and their market price has fallen by more than 20%.

H. Dividend payment policy

The Company's dividend policy, as ratified at the ordinary shareholders' meeting held on April 20, 2017, is to maintain as its dividend distribution policy the distribution of 50% of the net income for the corresponding fiscal year, that is, 30% as a mandatory dividend and the remaining 20% as an additional dividend.

In addition to this, and with the prior authorization of the Ordinary Shareholders' Meeting, the remaining 50% may be distributed as an additional dividend, provided that the current level of capitalization of the Company is maintained and that it is compatible with the investment policies.

I. Transactions in foreign currencies

Assets and liabilities denominated in foreign currencies are presented at the respective exchange rates in effect at the end of each year, according to the following parities:

Currency	31-12-2023 \$	31-12-2022 \$
U.S. dollar	877.12	855.86
Euro	970.05	915.95

Foreign currency transactions are translated into the functional currency using the exchange rates prevailing at the dates of the transactions. Foreign currency gains and losses resulting from the settlement of these transactions and from the translation at closing exchange rates of monetary assets and liabilities denominated in foreign currencies are recognized in the consolidated statement of comprehensive income.

Exchange differences are recorded in the results of the year in which they accrue.

J. Financial liabilities

Loans and similar items are initially recorded at fair value, net of transaction costs incurred. Subsequently, they are valued at amortized cost, using the effective interest rate, except for those transactions for which hedging contracts have been entered into, which are valued in accordance with the following paragraph.

K. Provisions and contingent liabilities

Provisions are recognized when Aguas Cordillera S.A. and Subsidiaries have a present obligation as a result of past events, for which it is probable that resources will be used to settle the obligation and for which a reasonable estimate of the amount of the obligation can be made.

Provisions are quantified on the basis of the best information available on the event and its consequences, and are re-estimated at each accounting close. The provisions recorded are used to face the specific risks for which they were originally recognized, and are reviewed, in whole or in part, when such risks disappear or decrease.

Contingent liabilities are all those possible obligations arising as a result of past events, whose future materialization and associated financial loss is estimated to be unlikely. In accordance with IFRS, Aguas Cordillera S.A. and Subsidiary do not recognize any provision for these items, although, as required by the same standard, they are detailed in Note 16.

L. Employee benefits

The obligation for severance indemnities estimated to accrue to employees retiring from Aguas Cordillera S.A. and Aguas Manquehue S.A. is recorded at actuarial value, determined using the projected unit credit method. Actuarial gains and losses on severance indemnities arising from changes in the estimates of turnover tariffs, mortality, salary increases or discount rate are determined in accordance with IAS 19 in other comprehensive income, directly affecting equity, which is subsequently reclassified to retained earnings.

The severance indemnity for years of service at Aguas Cordillera S.A. and Aguas Manquehue S.A. is governed by the provisions of the Labor Code, except for the amount of severance indemnity accrued at December 31, 2002 and the payment for dismissal of one salary without a cap on the amount or years, for employees who are part of the collective bargaining agreements in force and to whom, through their individual employment contract, the same benefit was extended. The amount accrued at that date is adjusted quarterly according to the variation of the consumer price index. Also, the aforementioned collective bargaining agreements establish that employees retiring from Aguas Cordillera S.A. and Aguas Manquehue S.A. continue to accrue this benefit after December 2002.

M. Income tax and deferred taxes

The income tax expense corresponds to the sum of income tax payable and the change in deferred tax assets and liabilities.

Income tax payable is determined based on the taxable income for the period. The income tax payable of Aguas Cordillera S.A. and Subsidiary is calculated using the tax rates that have been approved, or are in the last approval process, at the closing date of the statement of financial position.

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Deferred taxes are recognized on the basis of the differences between the carrying amounts of assets and liabilities in the financial statements and the corresponding tax bases used in the calculation of taxable income and are accounted for using the balance sheet liability method. Deferred tax liabilities are recognized for all taxable temporary differences, and deferred tax assets are recognized for all deductible temporary differences to the extent that it is probable that future taxable profits will be available against which such differences can be utilized. Deferred tax assets or liabilities are not recognized if the temporary differences arise from the initial recognition (except in a business combination) of other assets and liabilities in a transaction that does not affect taxable profit or financial results.

The carrying amount of deferred tax assets is reviewed at each statement of financial position date and reduced to the extent that it is no longer probable that sufficient taxable profit will be available to allow the recovery of all or part of the asset.

Deferred tax assets and liabilities are measured at the tax rates that are expected to be in effect in the period in which the liability is settled or the asset realized, based on the tax rates that have been approved, or the approval process is substantially completed, at the end of the statement of financial position period. The measurement of deferred tax assets and liabilities reflects the tax consequences that would result from the manner in which Aguas Cordillera S.A. and Subsidiaries expect, at the reporting date, to recover or settle the carrying amounts of their assets and liabilities.

Deferred tax assets and liabilities are offset if there is a legally enforceable right to offset tax assets against tax liabilities and they relate to the same entity and tax authority.

N. Ordinary income

Revenue recognition policy

The Company determined its recognition and measurement of revenue from ordinary activities based on the principle that revenue is recognized at an amount that reflects the consideration to which the entity expects to be entitled in exchange for transferring goods or services to a customer. This fundamental principle should be applied based on a five-step model:

1. identification of the contract with the customer;
2. identification of the performance obligations of the contract;
3. determination of the transaction price;
4. allocation of the transaction price to performance obligations; and
5. revenue recognition when (or as) performance obligations are satisfied.

Revenue recognition policy for sales of goods

Revenue from the sale of goods is recognized once the significant risk and rewards of ownership of the goods have been transferred, the Company retains no relationship with the goods sold, the amount of revenue can be measured reliably, it is probable that the economic benefits associated with the sale will flow to the Company and the costs incurred in the transaction are also measured reliably.

Revenue recognition policy for sales of services

Revenue from the sale of services is measured at fair value. Billings are made on the basis of actual consumption or work performed of the consideration receivable, net of returns, trade discounts and rebates, so that revenue is recognized when it is transferred to the customer and recovery is considered probable, the associated costs and possible discounts for erroneous collections can be estimated reliably.

The service area of the sanitation companies is divided into billing groups, which determines dates for readings and subsequent billing. This process is developed based on a monthly calendar, which generates that at the end of each month there are consumptions not read and, therefore, not billed.

For billing groups that have information on the basis of consumption actually read, the corresponding tariff will be applied.

In those cases in which the Company and its Subsidiary do not have all the consumption read, the best estimate of those revenues pending billing will be made, that is, based on the physical data of the previous month valued at the current rate, considering in both cases (billing or estimate) the normal rate or overconsumption, as appropriate.

The transfer of risks and benefits varies according to the company's line of business. For sanitation services companies, the provision of services and all associated charges are made according to actual consumption and a monthly provision is made for consumption made and not billed based on previous billing.

Method for determining service termination status

The provision of sanitation services is verified through the measurement of consumption, in accordance with the provisions of the associated legal regulations.

Revenues from agreements with developers are recorded as ordinary income to the extent that certain conditions stipulated in each contract are met, which ensure that the associated economic benefit will flow to the Company.

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O. Environmental information

Assets of an environmental nature are those that are used on a lasting basis in the activity of the Company and Subsidiary, whose main purpose is the minimization of adverse environmental impacts and the protection and improvement of the environment, including the reduction or elimination of future pollution from the operations of Aguas Cordillera S.A. and its Subsidiary.

These assets are valued, as any other asset, at acquisition cost. The Company and Subsidiaries depreciate these items on a straight-line basis over the estimated remaining useful lives of the various items.

P. Consolidated statements of cash flows

The statement of cash flows shows the cash movements during the period, which include the value added tax (VAT), determined by the direct method and with the following criteria:

Cash and cash equivalents: represent inflows and outflows of cash and cash equivalents, which are short-term, highly liquid investments with low risk of changes in value (term of less than 3 months from the date of contract and without restrictions).

Operating activities: represent activities typical of the normal operation of the business of the Company and its Subsidiary, as well as other activities not classified as investing or financing activities.

Investing activities: represent the acquisition, sale or disposal by other means of long-term assets and other investments not included in cash and cash equivalents.

Financing activities: represent activities that produce changes in the amount and composition of shareholders' equity and liabilities that are not part of ordinary activities.

Q. Construction contracts

For construction contracts, the Company and its Subsidiary use the "Percentage of completion method" for the recognition of revenues and expenses related to a contract in progress. Under this method, revenues derived from the contract are compared to the contract costs incurred at the stage of completion, thereby disclosing the amount of revenues, expenses and profits that can be attributed to the executed portion of the contract.

Contract costs are recognized when incurred. When the outcome of a construction contract can be reliably estimated and it is probable that the contract will be profitable, contract revenue is recognized over the contract period. When it is probable that total contract costs will exceed total contract revenues, the estimated loss is recognized immediately as an expense for the year. When the outcome of a construction contract cannot be estimated with sufficient reliability, contract revenue is recognized only to the extent of contract costs incurred that it is probable will be recovered.

Aguas Cordillera S.A. and Subsidiary present as an asset the gross amount owed by customers for work on all contracts in progress for which the costs incurred plus recognized profits (less recognized losses) exceed the partial billing. Partial billings not paid by customers and retentions are included in "Trade and other receivables".

Aguas Cordillera S.A. and Subsidiary present as a liability the gross amount due to customers for work on all contracts in progress for which partial billings exceed costs incurred plus recognized profits (less recognized losses).

R. Capitalized financing costs Interest-bearing loan policy:

Borrowing costs that are directly attributable to the acquisition, construction or production of assets that meet the conditions for qualification are capitalized, forming part of the cost of such assets.

Interest cost capitalization policy:

Interest paid or accrued on debt financing qualifying assets is capitalized, as stipulated in IAS 23. The aforementioned IAS 23 establishes that when the Entity acquires debt to finance investments, the interest on such debt must be deducted from financial expense and incorporated to the financed construction work, up to the total amount of such interest, applying the respective rate to the disbursements made at the date of presentation of the financial statements.

S. Non-current assets held for sale or to be distributed to owners

The Company classifies as non-current assets (or group of assets for disposal) held for sale, property, plant and equipment, intangible assets, investments in associates, joint ventures and disposal groups (group of assets to be disposed of together with their directly associated liabilities), for which at the closing date of the statement of financial position active efforts have been initiated for their sale, and it is estimated that it is highly probable that the transaction will be completed during the twelve-month period following such date.

Assets or groups subject to divestiture classified as held for sale are valued at the lower of their carrying amount or fair value less costs to sell, and cease to be amortized from the moment they acquire this classification.

Non-current assets held for sale and components of disposal groups classified as held for sale or held for distribution to owners are presented in the consolidated financial statements as follows:

Assets in a single line item called "Non-current assets or groups of assets for disposal classified as held for sale". Liabilities forming part of a group of assets for disposal classified as held for sale shall be presented in the statement of financial position separately from other liabilities, i.e. in the line item "Liabilities included in groups of assets for disposal classified as held for sale". These assets and liabilities will not be offset, nor will they be presented as a single amount.

In the statement of comprehensive income, a single amount comprising the total after-tax result of discontinued operations and the after-tax gain or loss recognized on measurement at fair value less costs to sell, or on disposal of the assets or disposal groups constituting the discontinued operation, is presented under the caption "Gain (loss) from discontinued operations".

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T. Reclassifications

For the period ended December 31, 2023, certain reclassifications have been made to facilitate comparison as of December 31, 2022, as follows:

Reclassifications	Increase/ (Decrease) M\$
Statement of comprehensive income by nature:	
Income from ordinary activities	741,320
Financial income	(741,320)

Note 3. Trade and other receivables and rights receivable

The composition of current and non-current trade receivables as of December 31, 2023 and December 31, 2022 is as follows:

Credit risk	31-12-2023 M\$	31-12-2022 M\$
Gross trade accounts receivable exposure	19,271,936	17,936,943
Gross exposure notes receivable	285,183	284,392
Gross exposure other accounts receivable	244,744	421,120
Trade and other current accounts receivable, gross	19,801,863	18,642,455
Allowances for accounts receivable	(1,369,857)	(1,478,414)
Trade and other current accounts receivable, net	18,432,006	17,164,041
Gross exposure other accounts receivable	2,444,070	2,326,586
Gross non-current receivables	2,444,070	2,326,586
Allowances for accounts receivable	(37,873)	(28,688)
Non-current receivables, net	2,406,197	2,297,898
Net exposure, risk concentrations	20,838,203	19,461,939

In accordance with the Group's policy, debts for consumption transformed into payment agreements are fully provisioned. see Note 2.2. Letter F numeral iv. Impairment policy for trade and other receivables.

The main variation as of December 31, 2023 is in trade accounts receivable (increase of M\$ 1,334,993 compared to December 31, 2022).

During the period 2023, there was a decrease in commercial debts regarding December 2022, in the Commercial Debt not overdue less than or equal to 8 months for an amount of M\$ 482,844, this is explained as a result of the improvement in the collection management and the seasonality of the sales cycle.

There are no customers with sales representing 10% or more of its consolidated revenues, as well as no significant restrictions on accounts receivable requiring disclosure for the years ended December 31, 2023 and December 31, 2022.

Movement in the allowance for doubtful accounts is as follows:

Movement in credit risk accounts receivable	31-12-2023 M\$	31-12-2022 M\$
Beginning balance	(1,507,102)	(2,041,906)
Increase and decrease in existing provisions	(374,523)	101,863
Decreases and other changes	473,895	432,941
Changes, total	99,372	534,804
Ending balance	(1,407,730)	(1,507,102)

The age composition of gross debt is presented below:

Aging of gross debt	31-12-2023 M\$	31-12-2022 M\$
less than three months	17,368,399	16,280,383
between three and six months	786,966	963,497
six to eight months	741,524	289,207
more than eight months	3,349,044	3,435,954
Totals	22,245,933	20,969,041

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In accordance with IFRS 7 Financial Instruments, a detail of gross overdue debt by age is presented:

Gross overdue debt does not include repackaged debt	31-12-2023 M\$	31-12-2022 M\$
less than three months	1,584,165	2,593,431
between three and six months	454,440	419,486
six to eight months	521,221	157,402
Totals	2,559,826	3,170,319

Past-due debt is comprised of all amounts for which the counterparty failed to make a payment when contractually due. In accordance with the Company's policy, customers with balances less than 9 months old are not provisioned.

As of December 31, 2023 and December 31, 2022, the analysis of the gross exposure of current trade receivables, for the repackaged and non-repackaged portfolio, is as follows:

December 31st 2023						
Trade Accounts Receivable	Trade Accounts Receivable		Trade Accounts Receivable		Trade Accounts Receivable	
	N° of customers	Gross amount	N° of customers	Gross amount	N° of customers	Gross amount
		M\$		M\$		M\$
Up to date	1,202	366,080	-	-	1,202	366,080
Between 1 and 30 days	125,611	14,831,808	2,424	15,914	128,035	14,847,722
Between 31 and 60 days	14,885	1,312,048	538	51,949	15,423	1,363,997
Between 61 and 90 days	4,768	468,346	851	77,511	5,619	545,857
Between 91 and 120 days	2,541	268,814	344	41,084	2,885	309,898
Between 121 and 150 days	1,753	197,206	328	76,033	2,081	273,239
Between 151 and 180 days	1,100	138,535	289	65,293	1,389	203,828
Between 181 and 210 days	2,246	447,362	243	61,660	2,489	509,022
Between 211 and 250 days	885	176,799	222	55,703	1,107	232,502
More than 251 days	3,105	21,888	2,840	883,086	5,945	904,974
Totals	158,096	18,228,886	8,079	1,328,233	166,175	19,557,119

December 31, 2022						
Trade Accounts Receivable	Trade Accounts Receivable		Trade Accounts Receivable		Trade Accounts Receivable	
	N° of Customers	Gross amount	N° of Customers	Gross amount	N° of Customers	Gross amount
		M\$		M\$		M\$
Up to date	978	184.855	-	-	978	184.855
Between 1 and 30 days	102.436	13.518.771	281	15.029	102.717	13.533.800
Between 31 and 60 days	14.401	1.430.123	429	33.241	14.830	1.463.364
Between 61 and 90 days	5.950	592.040	840	85.729	6.790	677.769
Between 91 and 120 days	2.270	443.163	298	61.265	2.568	504.428
Between 121 and 150 days	1.417	229.340	274	29.604	1.691	258.944
Between 151 and 180 days	862	153.951	194	46.174	1.056	200.125
Between 181 and 210 days	641	111.691	207	50.039	848	161.730
Between 211 and 250 days	292	79.511	203	47.966	495	127.477
More than 251 days	4.896	136.310	2.921	972.533	7.817	1.108.843
Totals	134.143	16.879.755	5.647	1.341.580	139.790	18.221.335

As of December 31, 2023 and December 31, 2022, the analysis of delinquent notes receivable and notes receivable in Court collection, of the non-securitized portfolio, is as follows:

Delinquent portfolio and receivables in court collection	NON-SECURITIZED PORTFOLIO			
	Portfolio not repaid 12/31/2023		Portfolio not repaid 31-12-2022	
	No. of Customers	Portfolio amount M\$	No. of Customers	Portfolio amount M\$
Delinquent notes receivable	72	33,233	71	38,443
Documents receivable in Court collection	1	417,833	5	365,399
Totals	73	451,066	76	403,842

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As of December 31, 2023 and December 31, 2022, the credit risk analysis is as follows:

December 31st 2023				
Provision			Write-off for the year MS	Recovery for the year MS
Portfolio not repaid M\$	Repaid portfolio M\$	Total Provision M\$		
(79,498)	(1,328,232)	(1,407,730)	473,895	-

December 31st 2022				
Provision			Write-off for the year MS	Recovery for the year MS
Portfolio not repaid M\$	Repaid portfolio M\$	Total Provision M\$		
(165,522)	(1,341,580)	(1,507,102)	432,941	-

Note 4. Related party disclosures

Balances and transactions with related entities

Transactions between the Company and its subsidiaries are on an arm's length basis. These transactions have been eliminated in the consolidation process and are not disclosed in this note.

Accounts receivable from related entities

Accounts receivable from related entities are originated in Chile, the currency of the transactions is in pesos, the maturities are 30 days and they are not collateralized.

ID number	Name of related party	Nature of relationship	Nature of related party transactions	Deadlines	Warranties	31-12-2023 MS	31-12-2022 MS
61,808,000-5	Aguas Andinas S.A.	Controller	Collections, sale of materials, lease Warranties, contract for potable water and sewage interconnections without interest, short term loan in pesos	30 days	No Warranties	260,760	211,929
61,808,000-5	Aguas Andinas S.A.	Controller	Sale Materials	30 days	No Warranties	-	309
96,945,210-3	EcoRiles S.A.	Controller Related	Provision for dividends	30 days	No Warranties	7,295	-
96,828,120-8	Hidrogistica S.A.	Controller Related	Provision for dividends	30 days	No Warranties	6,935	-
96,967,550-1	Análisis Ambientales S.A.	Controller Related	Provision for dividends	30 days	No Warranties	3,624	7,416
96,967,550-1	Análisis Ambientales S.A.	Controller Related	Provision for dividends	30 days	No Warranties	-	4,199
65,113,732-2	Corporación Chilena de Investigación del Agua SpA.	Controller Related	Lease	30 days	No Warranties	-	6,999
65,113,732-2	Corporación Chilena de Investigación del Agua SpA.	Controller Related	Collections, sale of materials, lease Warranties, contract for potable water and sewage interconnections without interest, short term loan in pesos	30 days	No Warranties	3,708	-
Totals						282,322	230,852

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Accounts payable to related entities

Accounts payable to related entities are originated in Chile, the currency of the transactions is in Chilean pesos.

ID number	Name of related party	Nature of relationship	Nature of related party transactions	Deadlines	Warranties	31-12-2023 M\$	31-12-2022 M\$
61.808.000-5	Aguas Andinas S.A.	Controller	Sewage interconnections, potable water interconnections, collections payable and real estate leases.	30 days	No Warranties	5,423,573	6,759,858
61.808.000-5	Aguas Andinas S.A.	Controller	Loans and interest payable	30 days	No Warranties	31,108,535	26,158,524
61.808.000-5	Aguas Andinas S.A.	Controller	Dividend payable	30 days	No Warranties	5,749,286	6,438,146
96.828.120-8	Hidrogistica S.A..	Controller Related	Sales of Materials	30 days	No Warranties	294,503	-
96.828.120-8	Hidrogistica S.A..	Controller Related	Logistics operator	30 days	No Warranties	12,268	13,201
96.828.120-8	Hidrogistica S.A..	Controller Related	Trenchless Contract	30 days	No Warranties	-	235,778
96.945.210-3	EcoRiles S.A.	Controller Related	San Antonio Project	30 days	No Warranties	86,344	86,344
96.967.550-1	Análisis Ambientales S.A.	Controller Related	Laboratory analysis and sampling service	30 days	No Warranties	114,241	147,032
76.080.553-K	Veolia Advanced Solutions Chile Ltda.	Controller Related	Virtual platform	30 days	No Warranties	27,528	74,926
A85788073	Aquatec Proyectos para el sector del agua S.A.	Controller Related	Technical Assistance	30 days	No Warranties	18,846	10,248
Totals						42,835,124	39,924,057

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Transactions with related entities

Transactions with related entities are originated in Chile, the currency of the transactions is in Chilean pesos.

ID number	Name of Related Party	Nature of Relationship	Country of Origin	Nature of Related Party Transactions	Currency Type	M\$ 31-12-2023		M\$ 31-12-2022	
						Amount	Effect on income (charge)/credit	Amount	Effect on income (charge)/credit
76.080.553-K	Veolia Advanced Solutions Chile Ltda.	Controller Related	CL	Purchase of materials and maintenance of Siebel and Aquacis virtual platform, consulting, evolutionary maintenance, and BOT service and support	CL	391.153	(328,862)	265,204	(206,035)
A85788073	Aquatec Proy. Sector Agua S.A.	Controller Related	CL	Technical assistance and training	CL	83.053	-	-	-
70.009.410-3	Asociación canalistas sociedad del canal del Maipo	Common Director	CL	Channel Manager	CL	119.882	(100,741)	-	-
65.113.732-2	Corporación Chilena de Investigación del Agua	Controller Related	CL	Leasing Service	CL	19.997	16,804	-	-
61.808.000-5	Aguas Andinas S.A.	Controller	CL	Potable water and sewage interconnections	CL	25.829.965	(21,705,853)	30,120,874	(23,179,186)
96.967.550-1	Análisis Ambientales S.A.	Controller Related	CL	Laboratory analysis and sampling contract	CL	831.256	(702,819)	693,107	(589,897)
61.808.000-5	Aguas Andinas S.A.	Controller	CL	Obtaining Loans	CL	10.405.000	-	6,541,000	-
61.808.000-5	Aguas Andinas S.A.	Controller	CL	Loan Repayment	CL	(7.976.000)	-	14,600,000	-
96.945.210-3	EcoRiles S.A.	Related to the controller	CL	Dividend Collection	CL	-	-	19,231	-
96.828.120-8	Hidrogística S.A.	Controller Related	CL	Trenchless Contract	CL	972.346	(817,098)	336,352	282,649

The materiality criterion for reporting transactions between related companies is amounts accumulated greater than M\$100,000.

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Statements of financial position	2023	2022
ASSETS		
Current assets	28,117,417	22,667,895
Non-current assets	444,828,116	434,065,600
Total Assets	472,945,533	456,733,495
LIABILITIES		
Current liabilities	80,394,585	79,548,322
Non-current liabilities	76,134,731	80,561,550
Heritage	316,415,913	296,623,336
Minority interests	304	287
Total Liabilities and Shareholders' Equity	472,945,533	456,733,495
STATEMENT OF COMPREHENSIVE INCOME		
Ordinary income	90,768,027	83,720,444
Operating cost	(61,307,491)	(55,307,559)
Financial result	(6,861,389)	(9,346,191)
Other than the operation	(837,129)	(359,885)
Income tax	(2,595,817)	2,755,819
Discontinued operations	(2)	(17)
Profit attributable to owners of controlling company	19,166,199	21,462,611

CASH FLOW STATEMENT

Net Cash Flows from Operating Activities	30,653,379	41,935,779
Net Cash Flows from Investing Activities	(24,371,560)	(27,463,919)
Net Cash Flows from Financing Activities	(3,889,589)	(15,083,794)
Net increase (decrease) in Cash and Cash Equivalents	2,392,230	(611,934)
Beginning Cash and Cash Equivalents Balance	3,138,030	3,749,964
Cash and Cash Equivalents Ending Cash and Cash Equivalents Balance	5,530,260	3,138,030

Statement of changes in equity	2023	2022
Issued capital	153,608,183	153,608,183
Retained earnings (loss)	169,657,156	149,864,579
Other equity interests	54,211,000	54,211,000
Other reserves	(61,060,426)	(61,060,426)
Non-controlling interests	304	287
Total equity	316,416,217	296,623,623

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Aguas del Maipo S.A.

General Background

Name	: Aguas del Maipo S.A.
Type of entity	: Closed corporation, governed by the provisions of the bylaws of incorporation and by the legal provisions applicable to it.
Legal address	: Avenida Presidente Balmaceda N° 1398, Santiago Chile
Telephone	: (56-2) 569 21 18
Unique Taxpayer Identification Number (RUT)	: 76.190.084-6
Subscribed and paid-in capital	: M\$7.971.221
External auditors	: EY Chile
Unique Taxpayer Identification Number (RUT)	: 77.802.430-6

Legal incorporation of the Company

Aguas del Maipo S.A. was incorporated on April 1, 2011, through a public deed granted at the Santiago Notary Office of Mr. Ivan Torrealba Acevedo, an extract of the bylaws was registered in the Commercial Registry of the Santiago Real Estate Registry of that year, on page 19364 No. 14746 of the Santiago Commercial Registry for the year 2011.

Corporate purpose

The purpose of the Company is to carry out all types of activities carried out with water exploitation rights, the development and exploitation of any energy project derived from the use and exploitation of facilities and natural assets of sanitation water companies, their products and/or by-products, including electric cogeneration, biogas generation and hydroelectricity.

Board of Directors

Chairman	: Xavier Iraegui Navarro
Principal Officers	: Miquel Sans Villalonga Camilo Larraín Sánchez
General Manager :	Orlando Salgado Céspedes

Percentage of parent company:

82,64996%

The investment in the company represents the proportion of:

0,26%

Business Relationship with Parent Company

During the business year ended December 31, 2023, the Company maintained contracts for the supply of biogas and leases with its Parent Company, which are at market conditions. Similar commercial relationships are expected to be maintained in the future.

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Note 1. General information

Aguas del Maipo S.A. (hereinafter the "Company") is a closed corporation. Its legal domicile is Avenida Presidente Balmaceda N° 1398, Santiago, Chile and its tax identification number is 76.190.084-6.

Aguas del Maipo S.A. was incorporated as a closed corporation by public deed on April 1, 2011 in Santiago, before the Notary Public Mr. Iván Torrealba Acevedo.

In June 2012, the Company's capital stock was increased by issuing 7,517,296 new paid-in shares. These shares were subscribed and paid by Aguas Andinas S.A., Aguas Cordillera S.A., Aguas Cordillera S.A., Aguas Andinas S.A., Aguas Andinas S.A. and Aguas Cordillera S.A.

S.A. and Aguas Manquehue S.A. through the contribution in domain to the Company of the shares of the open joint stock company named Eléctrica Puntilla S.A.

In August 2012, in an Extraordinary Shareholders' Meeting, the merger was agreed by incorporation of the company Gestión y Servicios Dos S.A., which contributed its total assets, liabilities and equity to Aguas del Maipo S.A., becoming the legal successor of the absorbed company.

The Company's purpose is to carry out all types of activities related to water use rights, the development and exploitation of any energy project derived from the use and exploitation of facilities and natural assets of sanitation companies, their products and/or by-products, including electric cogeneration, biogas generation and hydroelectricity.

The direct controlling company is Aguas Andinas S.A., whose direct controller is Inversiones Aguas Metropolitanas S.A. ("IAM") with a 50.10234% ownership, a corporation that is controlled by Veolia Inversiones Aguas del Gran Santiago Ltda, its parent company is Agbar S.L.U., an entity based in Spain and one of the largest sanitation services operators in the world, which in turn is controlled by Veolia Environnement S.A. (France).

2.1 Basis of preparation

These financial statements correspond to the statements of financial position as of December 31, 2023 and 2022 and the statements of comprehensive income, changes in shareholders' equity and cash flows for the years then ended, which have been prepared in accordance with International Financial Reporting Standards (IFRS), issued by the International Accounting Standards Board (hereinafter "IASB"), and represent the full, explicit and unreserved adoption of the aforementioned IFRS.

Note 2. Basis of preparation and accounting policies

The Company complies with the legal conditions of the environment in which it conducts its operations, in particular

The Group's companies present normal operating conditions in each area in which they carry out their activities. The Group's companies present normal operating conditions in each area in which they carry out their activities, their projections show a profitable operation and they have the capacity to access the financial system to finance their operations, which in the opinion of management determines their capacity to continue as a going concern, as established by the accounting standards under which these financial statements are issued.

Functional and presentation currency

The Company's financial statements are presented in the currency of the primary economic environment in which the Company operates (functional currency). For financial statement purposes, the results and financial position are expressed in Chilean pesos (rounded in thousands of pesos), which is the functional currency and the presentation currency for the financial statements.

New accounting pronouncements

The standards and interpretations, as well as improvements and amendments to IFRS that have been issued, effective as of the date of these financial statements, are detailed below. The Company has applied these standards and concluded that they did not significantly affect the financial statements.

	Standards and Amendments	Date of mandatory application
IFRS 17	Insurance Contracts	January 1, 2023
IAS 8	Definition of the accounting estimate	January 1, 2023
IAS 1	Disclosure of accounting policies	January 1, 2023
IAS 12	Deferred income tax related to assets and liabilities arising from a single transaction	January 1, 2023
IAS 12	International Tax Reform - Second Pillar Model Rules	January 1, 2023

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The standards and interpretations, as well as improvements and amendments to IFRS, that have been issued but are not yet effective as of the date of these financial statements are detailed below. The Company has not applied these standards early.

	Amendments	Date of mandatory application
IAS 1	Classification of liabilities as current or non-current	January 1, 2024
IFRS 16	Lease liabilities related to sale-leaseback sales	January 1, 2024
IAS 7 and IFRS 7	Disclosures about vendor financing arrangements	January 1, 2024
IAS 21	Lack of interchangeability	January 1, 2025
IFRS 10 and IAS 28	Consolidated financial statements - sale or contribution of assets between an investor and its associate or joint venture	To be determined

The Company's Management considers that the adoption of the Standards, Amendments and Interpretations described above, which may apply to Aguas del Maipo S.A., are in the process of evaluation and it is estimated that, at the date of their first application, they would not have a significant impact on the financial statements in the year of their first application.

Management is periodically evaluating these implications.

Responsibility for the information and estimates made

The information contained in these financial statements is the responsibility of the Company's Board of Directors, which declares that all the principles and criteria included in the International Financial Reporting Standards (IFRS) have been applied. The Board of Directors, at its meeting held on March 11, 2024, approved these financial statements.

The financial statements of Aguas del Maipo S.A. for the year 2022 were approved by its Board of Directors at its meeting held on March 20, 2023.

Estimates have been used in the preparation of the financial statements:

- Useful life of property, plant and equipment and intangible assets.
- Impairment losses on assets.
- Revenue from services pending billing.
- Provisions for commitments acquired with third parties.

Although these estimates and judgments were made on the basis of the best information available at the date of issuance of these comparative financial statements, it is possible that events that may occur in the future may make it necessary to modify them (upward or downward) in future periods, which would be recorded prospectively at the time the variation becomes known, recognizing the effects of such changes in the corresponding future financial statements.

2.2 Accounting policies

The principal accounting policies adopted in the preparation of these financial statements are described below.

A. Intangible assets other than goodwill

The Company recognizes an identifiable intangible asset when it can demonstrate that it is probable that the future economic benefits attributed to the asset will flow to the entity and the cost can be measured reliably.

i. Intangible assets acquired separately:

Intangible assets acquired separately are stated at cost less accumulated amortization and accumulated impairment losses. Amortization is calculated on a straight-line basis using estimated useful lives. The estimated useful lives and amortization method are reviewed at the end of each reporting period and the effect of any change in estimate is accounted for prospectively.

ii. Amortization method for intangible assets:

Intangible assets of definite useful life

The amortization method applied by the Company reflects the pattern in which the future economic benefits of the asset are expected to be used by the entity. For this purpose, the Company uses the straight-line method of amortization.

Computer software

The estimated useful life for software is 4 years; for other assets with a definite useful life, the useful life over which they are amortized corresponds to the years defined in the contracts or rights that give rise to them.

Intangible assets of indefinite useful life

Intangible assets with indefinite useful lives correspond mainly to water rights, which were obtained on an indefinite basis, as established in the acquisition contracts and the rights obtained from the General Water Directorate, which is part of the Ministry of Public Works.

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Determination of useful life

Factors to be considered in estimating useful life include, but are not limited to, the following:

- Legal, regulatory or contractual limitations.
- Predictable life of the business or industry.
- Economic factors (product obsolescence, changes in demand).
- Expected reactions from current or potential competitors.
- Natural and climatic factors and technological changes that affect the capacity to generate profits.

The useful life may require modifications over time due to changes in estimates as a result of changes in assumptions about the aforementioned factors.

B. Property, plant and equipment

The Company uses the cost method for the valuation of Property, Plant and Equipment. The historical cost includes expenses that are directly attributable to the acquisition of the asset.

Subsequent costs are included in the value of the initial asset or recognized as a separate asset only when it is probable that future economic benefits associated with the fixed asset items will flow to the Company and the cost of the item can be reliably determined. The value of the replaced component is derecognized for accounting purposes. All other repairs and maintenance are charged to income for the year in which they are incurred.

Depreciation method and estimated useful life for property, plant and equipment:

The depreciation method applied by the Company reflects the pattern in which the assets are expected to be used by the entity during the period in which they generate economic benefits. For this purpose, the Company uses the straight-line depreciation method over their technical useful lives, which is based on studies prepared by independent experts (external specialist companies). The residual value and useful lives of the assets are reviewed, and adjusted if necessary, at each closing of the Statement of Financial Position.

When the value of an asset exceeds its estimated recoverable amount, its value is written down immediately to its recoverable amount.

Useful lives

The useful lives considered for purposes of calculating depreciation are based on technical studies prepared by specialized external companies, which are reviewed as new information arises that allows considering that the useful life of an asset has been modified.

The allocation of total useful life for assets is made on the basis of several factors, including the nature of the equipment. Such factors generally include:

1. Nature of the component materials of the equipment or constructions.
2. Means of operation of the equipment.
3. Intensity of use.
4. Legal, regulatory or contractual limitations.

The useful life range (in years) by type of assets is as follows:

Item	Minimum useful life (years)	Maximum useful life (years)
Buildings	25	25
Machinery	5	15
Wastewater treatment plants	10	15
Other facilities	10	40

Policy for estimating costs for dismantling, removal or rehabilitation of property, plant and equipment:

Due to the nature of the assets being constructed in the Company and given that there are no contractual obligations or other constructive requirements such as those mentioned in IFRS and in the regulatory framework, the concept of decommissioning costs is not applicable at the date of these financial statements.

Property, plant and equipment sales policy

The results from the sale of property, plant and equipment are calculated by comparing the proceeds obtained with the book value and are recorded in the statement of comprehensive income.

C. Impairment of tangible and intangible assets except for goodwill

At each balance sheet date, the Company reviews the carrying amounts of its tangible and intangible assets with definite useful lives to determine whether there are indicators that such assets have suffered an impairment loss. If such indicators exist, the recoverable amount of the assets is estimated to determine the amount of the impairment loss (if any). When it is not possible to estimate the recoverable amount of a particular asset, the Company estimates the recoverable amount of the Cash Generating Unit to which the asset belongs.

Intangible assets with indefinite useful lives are tested annually for impairment and when there are indicators that the asset may be impaired before the end of the year.

The recoverable amount is the higher of fair value less costs to sell and value in use. In estimating value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects both the current market conditions of the time value of money and the specific risks associated with the asset.

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When the recoverable amount of an asset (or cash-generating unit) is estimated to be less than its carrying amount, the carrying amount of that asset (or cash-generating unit) is adjusted to its recoverable amount by immediately recognizing an impairment loss in profit or loss. When an impairment loss is reversed, the carrying amount of the asset (or cash-generating unit) is adjusted to the revised estimate of its recoverable amount, provided that the adjusted carrying amount does not exceed the carrying amount that would have been determined had no impairment loss been recognized for the asset (or cash-generating unit) in prior years.

D. Leases

The Company evaluates its lease contracts in accordance with IFRS 16, i.e. whether the right to control the use of an identified asset is transferred for a period of time in exchange for consideration. Control is deemed to exist if the customer has i) the right to obtain substantially all the economic benefits from the use of an identified asset; and ii) the right to direct the use of the asset.

When the Company acts as lessee, at the inception of the lease (i.e. on the date the underlying asset is available for use) it records a right-of-use asset and a lease liability in the statement of financial position.

The Company initially recognizes the right-of-use asset at cost, adjusted for any remeasurement of the lease liability, less accumulated depreciation and accumulated impairment losses. The right-of-use asset is depreciated over the lease term. To determine whether the right-of-use asset is impaired, the same criteria detailed in Note 2.2 C are applied.

Lease liabilities are initially measured at the present value of the lease payments, discounted at the company's incremental borrowing rate, if the interest rate implicit in the lease cannot be readily determined.

After the commencement date, the lease liability is increased to reflect the accrual of interest and reduced by lease payments made. In addition, the carrying amount of the liability is remeasured if there is a change in the terms of the lease (changes in the term, in the amount of payments or in the evaluation of an option to purchase or change in the amounts payable). Interest expense is recognized as a finance cost in profit or loss.

Short-term leases, equal to or less than one year, or leases of low-value assets are exempt from the application of the recognition criteria described above, recording the payments associated with the lease as an expense on a straight-line basis over the term of the lease.

When the Company acts as lessor, it classifies at the inception of the agreement whether the lease is an operating or finance lease, based on the substance of the transaction. Leases in which substantially all the risks and rewards incidental to ownership of the underlying asset are transferred are classified as finance leases. All other leases are classified as operating leases.

E. Financial assets

Acquisitions and disposals of financial instruments are recognized on the trade date, i.e. the date on which the Company commits to acquire or sell the asset. Investments are derecognized when the rights to receive cash flows from the investments have been transferred and the Company has transferred substantially all the risks and rewards of ownership.

Financial assets are classified in the following categories:

- Financial assets at fair value through profit or loss
- Financial assets at fair value through profit or loss
- Financial assets at amortized cost

The classification depends on the nature and purpose of the financial assets and is determined at initial recognition.

The Company invests in low-risk instruments that meet the classification standards established in its investment policies. Thus, mutual funds must have an AAfm rating.

/M1 (installments with very high protection against loss, associated with credit risks/ installments with the lowest sensitivity to changes in economic conditions). Time deposits and covenants, contracted are N-1 rated instruments (Instruments with the highest capacity to pay principal and interest on the agreed terms and maturities).

The issuing institutions of these instruments correspond to banking companies or subsidiaries of banks, with a risk rating of N-1 and their instruments have a risk rating of at least AA (with a very high capacity to pay principal and interest on the agreed terms and maturities, which would not be significantly affected by possible changes in the issuer, the industry to which it belongs or in the economy).

i. Effective interest rate method

The effective interest rate method corresponds to the method of calculating the amortized cost of a financial asset or liability and the allocation of interest income or expense over the entire corresponding period. The effective interest rate corresponds to the rate that exactly discounts the estimated future cash flows receivable over the expected life of the financial asset, and makes the Net Present Value (NPV) equal to its nominal amount.

ii. Fair value through other comprehensive income

For the classification of an asset at fair value through other comprehensive income, the sale of financial assets for which the principal amount plus interest, if any, is expected to be recovered within a specified period of time must be complied with as a principle.

iii. Financial assets at fair value through profit or loss

Financial assets are presented at fair value through profit or loss when the financial asset is held for trading or is designated as at fair value through profit or loss.

Financial assets at fair value through profit or loss are measured at fair value and any resulting gain or loss is recognized in profit or loss. The net gain or loss recognized in profit or loss includes any dividend or interest received on the financial asset.

Aguas del Maipo S.A. holds shares of Sociedad Eléctrica Puntilla S.A., which have been valued at fair value at the date of acquisition, as established in IFRS 9. They are subsequently measured at cost since there is no active market, according to the same standard.

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iv. Financial assets at amortized cost Loans and accounts receivable

Trade, loans and other receivables are non-derivative financial assets which have fixed or determinable payments and are not quoted in an active market and are classified as loans and receivables.

Loans and receivables are valued at amortized cost using the effective interest rate method, less any impairment losses, except for short-term receivables where the recognition of interest would be immaterial.

Trade and other receivables

Trade and other receivables are initially recognized at fair value and are recorded net of allowances for doubtful accounts or those with a low probability of collection.

The trade debtors policy is subject to the credit policy, which establishes the payment conditions, as well as the different scenarios to be agreed upon for delinquent customers.

Impairment policy for trade and other accounts receivable

The Company periodically evaluates impairment losses affecting its financial assets. The amount is recorded in the allowance for doubtful accounts. The carrying amount of the asset is reduced as the allowance account is used and the loss is recognized in the statement of comprehensive income within "other expenses". When an account receivable is uncollectible, it is recorded against the allowance account for accounts receivable based on the expected credit loss model as established in IFRS 9.

The estimates are based on recovery statistics, which indicate that after the fifth month of unpaid invoices, the possibility of collection is marginal, in other words, the probability of recovering an invoiced amount is minimal.

F. Dividend payment policy

The Company's dividend policy, as established in Article 79 of Law 18,046 governing corporations, is to distribute at least 30% of the net income of each year. In the event that these dividends do not exist or are less than the minimum established by law, the respective provision will be made.

In addition to this, and with the prior authorization of the ordinary shareholders' meeting, the remaining 70% may be distributed as an additional dividend, provided that it is maintained at the Company's current level of capitalization and is compatible with the investment policies.

G. Transactions in foreign currencies

Assets and liabilities denominated in foreign currencies are presented at the respective exchange rates in effect at the end of each year, according to the following parities:

Currency	31-12-2023 \$	31-12-2022 \$
U.S. dollar	877.12	855.86
Euro	970.05	915.95

Foreign currency transactions are translated into the functional currency using the exchange rates prevailing at the dates of the transactions. Foreign currency gains and losses resulting from the settlement of these transactions and from the translation at closing exchange rates of monetary assets and liabilities denominated in foreign currencies are recognized in the statement of comprehensive income.

Exchange differences are recorded in the results of the year in which they accrue.

H. Financial liabilities

Loans and similar items are initially recorded at fair value, net of transaction costs incurred. Subsequently, they are valued at amortized cost, using the effective interest rate.

I. Provisions and contingent liabilities

Provisions are recognized when the Company has a present obligation as a result of past events, for which it is probable that it will use resources to settle the obligation and for which it can make a reasonable estimate of the amount of the obligation.

Provisions are quantified on the basis of the best information available on the event and its consequences, and are re-estimated at each accounting close. The provisions recorded are used to face the specific risks for which they were originally recognized, and are reviewed, in whole or in part, when such risks disappear or decrease.

Contingent liabilities are all those possible obligations arising as a result of past events, whose future materialization and associated financial loss is estimated to be unlikely. In accordance with IFRS, the Company does not recognize any provision for these items.

J. Employee benefits

The Company has 2 employees, distributed in 1 manager and 1 professional.

Policies on defined benefit plans

The employees of Aguas del Maipo S.A. are governed by the rules established in Articles 159, 160 and 161 of the Labor Code.

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K. Income tax and deferred taxes

The income tax expense corresponds to the sum of income tax payable and the change in deferred tax assets and liabilities.

Income tax is determined based on the taxable income for the year. The income tax payable by the Company is calculated using the tax rates that have been approved, or are in the last approval process, at the closing date of the statement of financial position.

Deferred taxes are recognized on the basis of the differences between the carrying amounts of assets and liabilities in the financial statements and the corresponding tax bases used in the calculation of taxable income and are accounted for using the balance sheet liability method. Deferred tax liabilities are recognized for all taxable temporary differences, and deferred tax assets are recognized for all deductible temporary differences to the extent that it is probable that future taxable profits will be available against which such differences can be utilized. Deferred tax assets or liabilities are not recognized if the temporary differences arise from the initial recognition (except in a business combination) of other assets and liabilities in a transaction that does not affect taxable profit or financial results.

The carrying amount of deferred tax assets is reviewed at each statement of financial position date and reduced to the extent that it is no longer probable that sufficient taxable profit will be available to allow the recovery of all or part of the asset.

Deferred tax assets and liabilities are measured at the tax rates that are expected to be in effect for the year in which the liability is settled or the asset realized, based on tax rates that have been enacted or substantively enacted by the end of the reporting period. The measurement of deferred tax assets and liabilities reflects the tax consequences that would result from the manner in which the Company expects, at the reporting date, to recover or settle the carrying amounts of its assets and liabilities.

Deferred tax assets and liabilities are offset if there is a legally enforceable right to offset tax assets against tax liabilities and they relate to the same entity and tax authority.

L. Ordinary income

Revenue recognition policy

The Company determined its recognition and measurement of revenue from ordinary activities based on the principle that revenue is recognized at an amount that reflects the consideration to which the entity expects to be entitled in exchange for transferring goods or services to a customer. This fundamental principle should be applied based on a five-step model:

1. identification of the contract with the customer;
2. identification of the performance obligations of the contract;
3. determination of the transaction price;

4. allocation of the transaction price to performance obligations; and
5. revenue recognition when (or as) performance obligations are satisfied.

Revenue recognition policy for sales of goods

Revenue from the sale of goods is recognized once the significant risk and rewards of ownership of the goods have been transferred, the Company retains no relationship with the goods sold, the amount of revenue can be measured reliably, it is probable that the economic benefits associated with the sale will flow to the Company and the costs incurred in the transaction are also measured reliably.

Revenue recognition policy for sales of services

Revenues from the sale of services are measured at fair value. Invoicing is made on the basis of actual consumption or work performed of the consideration receivable, net of returns, trade discounts and rebates.

Therefore, revenue is recognized when the risk is transferred to the buyer, recovery is considered probable, associated costs and possible discounts for erroneous collections can be reliably estimated.

M. Environmental information

Assets of an environmental nature are those that are used on a lasting basis in the Company's activity, whose main purpose is the minimization of adverse environmental impacts and the protection and improvement of the environment, including the reduction or elimination of future pollution from the Company's operations.

These assets are valued, as any other asset, at acquisition cost. The Company amortizes these items on a straight-line basis over the estimated remaining useful lives of the various items.

N. Cash flow statements

The statement of cash flows shows the cash movements during the year, which include the value added tax (VAT), determined by the direct method and with the following criteria:

Cash and cash equivalents: represent inflows and outflows of cash and cash equivalents, which are short-term, highly liquid investments with low risk of changes in value (term of less than 3 months from the date of contract and without restrictions).

Operating activities: represent activities typical of the normal operation of the Company's business, as well as other activities not classified as investing or financing activities.

Investing activities: represent the acquisition, sale or disposal by other means of long-term assets and other investments not included in cash and cash equivalents.

Financing activities: represent activities that produce changes in the amount and composition of shareholders' equity and liabilities that are not part of ordinary activities.

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Note 3. Trade and other receivables and rights receivable

The composition of trade debtors as of December 31, 2023 and 2022 is as follows:

Credit risk	31-12-2023 M\$	31-12-2022 M\$
Gross balance sheet exposure for accounts receivable risks	676,912	1,003,279
Gross on-balance sheet exposure for receivables and notes receivable	378,391	451,825
Trade and other current accounts receivable, gross	1,055,303	1,455,104
Gross exposure according to estimates for accounts receivable risks	(14,730)	(17,553)
Trade and other current accounts receivable, net	1,040,573	1,437,551
Net exposure, risk concentrations	1,040,573	1,437,551

As of December 31, 2023 there is a decrease in accounts receivable of M\$ 326,367 compared to December 31, 2022.

Changes in the allowance for doubtful accounts as of December 31, 2023 and 2022 are as follows:

Movement in credit risk accounts receivable	31-12-2023 M\$	31-12-2022 M\$
Beginning balance	(17,553)	-
Increase in existing provisions	(43,412)	(17,553)
Decreases	46,235	-
Total changes	2,823	(17,553)
Ending balance	(14,730)	(17,553)

The age composition of gross debt is presented below:

Gross Debt	31-12-2023 M\$	31-12-2022 M\$
Less than three months old	1,040,573	1,433,121
Three to six months	-	21,983
More than eight months	14,730	-
Totals	1,055,303	1,455,104

In accordance with the provisions of IFRS 7 Financial Instruments, a detail of the gross overdue debt by age is presented as follows:

Gross overdue debt does not include repackaged debt	31-12-2023 M\$	31-12-2022 M\$
Less than 4 months	58,943	983,543
Totals	58,943	983,543

Net past due debt is comprised of all unimpaired balances receivable with a maturity date prior to the closing of the financial statements, due to the fact that the counterparty has failed to make a payment when contractually it should have done so, as of this moment it is considered past due.

As of December 31, 2023 and 2022, the analysis of the gross exposure of current trade receivables, for the non-repurchased portfolio, is as follows:

December 31st 2023				
Trade Accounts Receivable	Trade Accounts Receivable		Trade Accounts Receivable	
	N° of customers	Gross amount	N° of customers	Gross amount
		M\$		M\$
Up to date	3	603,239	3	603,239
Between 1 and 30 days	1	38,451	1	38,451
Between 61 and 90 days	1	20,492	1	20,492
More than 251 days	1	14,730	1	14,730
Total	6	676,912	6	676,912

December 31st 2023				
Trade Accounts Receivable	Trade Accounts Receivable		Trade Accounts Receivable	
	N° of customers	Gross amount	N° of customers	Gross amount
		M\$		M\$
Up to date	1	2,183	1	2,183
Between 1 and 30 days	3	891,773	3	891,773
Between 31 and 60 days	3	52,042	3	52,042
Between 61 and 90 days	5	35,298	5	35,298
Between 91 and 120 days	3	4,430	3	4,430
Between 121 and 150 days	2	17,553	2	17,553
Total	17	1,003,279	17	1,003,279

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As of December 31, 2023 and 2022, the credit risk analysis is as follows:

December 31, 2023				
Provision			Write-off for the year M\$	Recovery for the year M\$
Portfolio not repaid M\$	Repaid portfolio M\$	Total Provision M\$		
(14,730)	-	(14,730)	-	-

December 31, 2022				
Provision			Write-off for the year M\$	Recovery for the year M\$
Portfolio not repaid M\$	Repaid portfolio M\$	Total Provision M\$		
(17,553)	-	(17,553)	-	-

Note 4. Related entity disclosures

Balances and transactions with related entities

Transactions between the Company and related entities are on an arm's length basis.

Accounts receivable from related entities

Accounts receivable from related entities are originated in Chile, the currency of the transactions is in pesos, the maturities are 30 days and they are not collateralized.

ID number	Name of Related Party	Nature of Relationship	Country of Origin	Nature of Related Party Transactions	Currency Type	Deadlines	Warranties	31-12-2023 M\$	31-12-2022 M\$
61.808.000-5	Aguas Andinas S.A.	Controller	CL	La Farfana office lease Warranty	CLP	30 Days	No Warranties	883	843
Totals								883	843

Current accounts payable to related entities

Accounts payable to related entities are originated in Chile, the currency of the transactions is in Chilean pesos.

ID number	Name of Related Party	Nature of Relationship	Country of Origin	Nature of Related Party Transactions	Currency Type	Deadlines	Warranties	31-12-2023 M\$	31-12-2022 M\$
61,808,000-5	Aguas Andinas S.A.	Controller	CL	Biogas Supply	CLP	30 Days	No Warranties	111,464	353,621
61,808,000-5	Aguas Andinas S.A.	Controller	CL	Sludge	CLP	30 Days	No Warranties	283,435	244,816
61,808,000-5	Aguas Andinas S.A.	Controller	CL	Electric power and biosolids	CLP	30 Days	No Warranties	499,199	-
61,808,000-5	Aguas Andinas S.A.	Controller	CL	Loan	CLP	30 Days	No Warranties	3,074,900	4,210,500
61,808,000-5	Aguas Andinas S.A.	Controller	CL	Interests	CLP	30 Days	No Warranties	1,270,398	900,108
76,078,231-9	Emp. Dep. Agua Serv. Mapocho-Trebal Ltda.	Controller	CL	Operation of the purification plant Biogás la Farfana, control and monitoring of electric energy costs.	CLP	30 Days	No Warranties	-	196,748
Totals								5,239,396	5,905,793

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Transactions with related entities

Transactions with related entities are originated in Chile, the currency of the transactions is in Chilean pesos.

ID number	Name of Related Party	Nature of Relationship	Country of Origin	Nature of Related Party Transactions	Currency Type	M\$ 31-12-2023		M\$ 31-12-2022	
						Amount	Effect on income (charge)/credit	Amount	Effect on income (charge)/credit
61.808.000-5	Aguas Andinas S.A.	Controller	CL	Biogas Supply	CLP	532,452	(408,775)	413,162	(389,294)
61.808.000-5	Aguas Andinas S.A.	Controller	CL	Sludge	CLP	38,620	(38,620)	244,816	(244,816)
61.808.000-5	Aguas Andinas S.A.	Controller	CL	Electric power and biosolids	CLP	342,761	(336,325)	-	-
61.808.000-5	Aguas Andinas S.A.	Controller	CL	Obtaining loans	CLP	1,371,400	(370,290)	578,000	(501,452)
61.808.000-5	Aguas Andinas S.A.	Controller	CL	Loan amortization	CLP	2,507,000	-	2,280,000	-
76.078.231-9	Emp. Dep. Agua Serv. Mapocho-Trebal Ltda.	Controller Related	CL	Biogas plant operation and maintenance services	CLP	-	-	308,890	(234,966)

Note: The materiality criterion for reporting transactions with related entities is amounts greater than M\$ 100,000.

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Statements of financial position	2023	2022
ASSETS		
Current assets	1,782,902	2,299,186
Non-current assets	11,341,463	11,514,477
Total Assets	13,124,365	13,813,663
LIABILITIES		
Current liabilities	5,967,778	6,418,482
Non-current liabilities	-	-
Heritage	7,156,587	7,395,181
Total Liabilities and Shareholders' Equity	13,124,365	13,813,663

STATEMENT OF COMPREHENSIVE INCOME	2023	2022
Ordinary income	2,468,894	2,210,867
Operating cost	(2,387,639)	(2,096,632)
Financial result	(333,145)	(364,200)
Other than the operation	2,823	(17,553)
Income tax	10,473	231,875
Profit attributable to owners of controlling company	(238,594)	(35,643)

CASH FLOW STATEMENT

Cash flows provided by (used in) operating activities Cash	1,465,740	1,749,540
flows provided by (used in) investing activities	(372,642)	-
Cash flows provided by (used in) financing activities	(1,135,600)	(1,702,000)
Net increase (decrease) in cash and cash equivalent	(42,502)	47,540
Cash and cash equivalents at beginning of year	49,561	2,021
Cash and cash equivalents at the end of the year	7,059	49,561

Statement of changes in equity	2023	2022
Issued capital	7,971,221	7,971,221
Retained earnings (loss)	(403,918)	(165,324)
Other equity interests	(410,716)	(410,716)
Total equity	7,156,587	7,395,181

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Análisis ambientales S.A.

General Background

Name	: Análisis Ambientales S.A.
Type of entity	: Closed corporation, governed by the provisions of the bylaws of Incorporation and by the legal provisions applicable to it.
Legal address	: Américo Vespucio 451, Quilicura
Telephone	: (56-2) 569 44 00
Unique Taxpayer Identification Number (RUT)	: 96.967.550-1
Subscribed and paid-in capital	: M\$ 262.456
External auditors	: EY Chile
Unique Taxpayer Identification Number (RUT)	: 77,802,430-6

Legal incorporation of the Company

Análisis Ambientales S.A., was incorporated by public deed dated August 20, 2001, before the notary public Mr. Ivan Torrealba Acevedo and its extract was published in the Official Gazette on September 20, 2001, its nom de fantasia is ANAM S.A.

Corporate purpose

The purpose of the Company is to perform all types of physical, chemical and biological analysis of water, air and solids, including soil, sludge and waste, as well as any other element directly or indirectly related to the environment.

Board of Directors

Chairman	: Eugenio Rodríguez Mingo
Principal Officers	: Miquel Sans Villalonga Camilo Larraín Sánchez
General Manager	: Paola Arata Zapicos

Porcentaje participación matriz:

99.00%

The investment in the company represents the proportion of:

0.47%

Business Relationship with Parent Company

During the business year ended December 31, 2023, the Company maintained a contract for physical, chemical and biological water and sludge analysis services and laboratory operation. Similar business relationships are expected to be maintained in the future.

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General information

Análisis Ambientales S.A. (hereinafter the "Company") is a closely-held corporation. Its legal domicile is Avenida Presidente Balmaceda N°1398, Santiago, Chile and its tax identification number is 96.967.550-1.

Análisis Ambientales S.A. was incorporated as a closed corporation by public deed on August 20, 2001 in Santiago, before the Notary Public Mr. Iván Torrealba Acevedo. An extract of the bylaws was published in the Official Gazette of September 20, 2001.

The purpose of the Company is to perform all types of physical, chemical and biological analyses of water and solids, including soil, sludge and waste, as well as any other element directly or indirectly related to the environment.

The direct holding company is Aguas Andinas S.A., whose direct controller is Inversiones Aguas Metropolitanas S.A. ("IAM") with a 50.10234% ownership interest, a corporation that is controlled by Veolia Inversiones Aguas del Gran Santiago Ltda, its parent company is Agbar S.L.U., an entity based in Spain and one of the largest sanitation services operators in the world, which in turn is controlled by Veolia Environnement S.A. (France).

Note 2. Basis of preparation and accounting policies

2.1 Basis of preparation

These financial statements correspond to the statements of financial position as of December 31, 2023 and 2022 and the statements of comprehensive income, changes in shareholders' equity and cash flows for the years then ended, which have been prepared in accordance with International Financial Reporting Standards (IFRS), issued by the International Accounting Standards Board (hereinafter "IASB"), and represent the full, explicit and unreserved adoption of the aforementioned IFRS.

The Company complies with the legal conditions of the environment in which it develops its operations, particularly the sanitation subsidiaries regarding the regulations of the Sanitation Industry. The Group's companies present normal operating conditions in each area in which they develop their activities, their projections show a profitable operation and they have the capacity to access the financial system to finance their operations, which in the opinion of management determines their capacity to continue as a going concern, as established by the accounting standards under which these financial statements are issued.

Functional and presentation currency

The Company's financial statements are presented in the currency of the primary economic environment in which the Company operates (functional currency). For financial statement purposes, the results and financial position are expressed in Chilean pesos (rounded in thousands of pesos), which is the functional currency and the presentation currency for the financial statements.

New accounting pronouncements

The standards and interpretations, as well as improvements and amendments to IFRS that have been issued, effective as of the date of these financial statements, are detailed below. The Company has applied these standards and concluded that they did not significantly affect the financial statements.

	Standards and Amendments	Date of mandatory application
IFRS 17	Insurance Contracts	January 1, 2023
IAS 8	Definition of the accounting estimate	January 1, 2023
IAS 1	Disclosure of accounting policies	January 1, 2023
IAS 12	Deferred taxes related to assets and liabilities arising from a single transaction	January 1, 2023
IAS 12	International Tax Reform - Second Pillar Model Rules	January 1, 2023

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The standards and interpretations, as well as improvements and amendments to IFRS, that have been issued but are not yet effective as of the date of these financial statements are detailed below. The Company has not applied these standards early.

	Amendments	Date of mandatory application
IAS 1	Classification of liabilities as current or non-current	January 1, 2024
IFRS 16	Lease liabilities related to sale-leaseback sales	January 1, 2024
IAS 7 and IFRS 7	Disclosures about vendor financing arrangements	January 1, 2024
IAS 21	Lack of interchangeability	January 1, 2025
IFRS 10 and IAS 28	Consolidated Financial Statements - sale or contribution of assets between an investor and its associate or joint venture	To be determined

The Company's Management considers that the adoption of the Standards, Amendments and Interpretations described above, which may be applicable to Análisis Ambientales S.A., are in the process of evaluation and it is estimated that they will not have a significant impact on the financial statements in the year of their first application.

Management is periodically evaluating these implications.

Responsibility for the information and estimates made

The information contained in these financial statements is the responsibility of the Company's Board of Directors, which declares that all the principles and criteria included in the International Financial Reporting Standards (IFRS) have been applied. The Board of Directors, at its meeting held on March 11, 2024, approved these financial statements.

The financial statements of Análisis Ambientales S.A. for the year 2022 were approved by its Board of Directors at its meeting held on March 20, 2023.

Estimates have been used in the preparation of the financial statements:

- Useful life of property, plant and equipment and intangible assets.
- Impairment losses on assets.
- Revenue from services pending billing.
- Provisions for commitments acquired with third parties.

Although these estimates and judgments were made on the basis of the best information available at the date of issuance of these comparative financial statements, it is possible that events that may occur in the future may make it necessary to modify them (upward or downward) in future periods, which would be recorded prospectively at the time the variation becomes known, recognizing the effects of such changes in the corresponding future financial statements.

2.2 Accounting policies

The principal accounting policies adopted in the preparation of these financial statements are described below.

A. Intangible assets other than goodwill

The Company recognizes an identifiable intangible asset when it can demonstrate that it is probable that the future economic benefits attributed to the asset will flow to the entity and the cost can be measured reliably.

i. Intangible assets acquired separately:

Intangible assets acquired separately are stated at cost less accumulated amortization and accumulated impairment losses. Amortization is calculated on a straight-line basis using estimated useful lives. The estimated useful lives and amortization method are reviewed at the end of each reporting period and the effect of any change in estimate is accounted for prospectively.

ii. Amortization method for intangible assets:

Intangible assets of definite useful life

The amortization method applied by the Company reflects the pattern in which the future economic benefits of the asset are expected to be used by the entity. For this purpose, the Company uses the straight-line method of amortization.

Computer software

The estimated useful life for software is 4 years; for other assets with a definite useful life, the useful life over which they are amortized corresponds to the years defined in the contracts or rights that give rise to them.

Intangible assets of indefinite useful life

Intangible assets with indefinite useful lives correspond mainly to water rights, which were obtained on an indefinite basis, as established in the acquisition contracts and the rights obtained from the Dirección General de Aguas (General Water Directorate), which is part of the Ministry of Public Works.

Determination of useful life

Factors to be considered in estimating useful life include, but are not limited to, the following:

- Legal, regulatory or contractual limitations.
- Predictable life of the business or industry.
- Economic factors (product obsolescence, changes in demand).
- Expected reactions from current or potential competitors.
- Natural and climatic factors and technological changes that affect the capacity to generate profits.

The useful life may require modifications over time due to changes in estimates as a result of changes in assumptions about the aforementioned factors.

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B. Property, plant and equipment

The Company uses the cost method for the valuation of Property, Plant and Equipment, except for land, which is valued using the revaluation method. The historical cost includes expenses that are directly attributable to the acquisition of the asset.

Subsequent costs are included in the value of the initial asset or recognized as a separate asset only when it is probable that future economic benefits associated with the fixed asset items will flow to the Company and the cost of the item can be reliably determined. The value of the replaced component is derecognized for accounting purposes. All other repairs and maintenance are charged to income for the year in which they are incurred.

Depreciation method and estimated useful life for property, plant and equipment:

The depreciation method applied by the Company reflects the pattern in which the assets are expected to be used by the entity during the period in which they generate economic benefits. For this purpose, the Company uses the straight-line depreciation method over their technical useful lives, which is based on studies prepared by independent experts (external specialist companies). The residual value and useful life of the assets are reviewed, and adjusted if necessary, at each closing of the Statement of Financial Position.

When the value of an asset exceeds its estimated recoverable amount, its value is written down immediately to its recoverable amount.

Useful lives

The useful lives considered for purposes of calculating depreciation are based on technical studies prepared by specialized external companies, which are reviewed as new information becomes available to consider that the useful life of an asset has been modified.

The allocation of total useful life for assets is made on the basis of several factors, including the nature of the equipment. Such factors generally include:

1. Nature of the component materials of the equipment or constructions.
2. Means of operation of the equipment.
3. Intensity of use.
4. Legal, regulatory or contractual limitations.

The useful life range (in years) by type of asset is as follows:

Item	Minimum useful life (years)	Maximum useful life (years)
Land	99	99
Buildings	25	80
Machinery	5	15
Fixtures and fittings	10	10
Computer equipment	4	4
Leasehold improvements	5	10
Complementary works	15	40
Other facilities	10	30

Policy for estimating costs for dismantling, removal or rehabilitation of property, plant and equipment:

Due to the nature of the assets being constructed in the Company and given that there are no contractual obligations or other constructive requirements such as those mentioned in IFRS and in the regulatory framework, the concept of decommissioning costs is not applicable at the date of these financial statements.

Property, plant and equipment sales policy

The results from the sale of property, plant and equipment are calculated by comparing the proceeds obtained with the book value and are recorded in the statement of comprehensive income.

C. Impairment of tangible and intangible assets except for goodwill

At each balance sheet date, the Company reviews the carrying amounts of its tangible and intangible assets with definite useful lives to determine whether there are indicators that such assets have suffered an impairment loss. If such indicators exist, the recoverable amount of the assets is estimated to determine the amount of the impairment loss (if any). When it is not possible to estimate the recoverable amount of a particular asset, the Company estimates the recoverable amount of the Cash Generating Unit to which the asset belongs.

Intangible assets with indefinite useful lives are tested annually for impairment and when there are indicators that the asset may be impaired before the end of the year.

The recoverable amount is the higher of fair value less costs to sell and value in use. In estimating value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects both the current market conditions of the time value of money and the specific risks associated with the asset.

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When the recoverable amount of an asset (or cash-generating unit) is estimated to be less than its carrying amount, the carrying amount of that asset (or cash-generating unit) is adjusted to its recoverable amount by immediately recognizing an impairment loss in profit or loss. When an impairment loss is reversed, the carrying amount of the asset (or cash-generating unit) is adjusted to the revised estimate of its recoverable amount, provided that the adjusted carrying amount does not exceed the carrying amount that would have been determined had no impairment loss been recognized for the asset (or cash-generating unit) in prior years.

D. Leases

The Company evaluates its lease contracts in accordance with IFRS 16, i.e. whether the right to control the use of an identified asset is transferred for a period of time in exchange for consideration. Control is deemed to exist if the customer has i) the right to obtain substantially all the economic benefits from the use of an identified asset; and ii) the right to direct the use of the asset.

When the Company acts as lessee, at the inception of the lease (i.e. on the date the underlying asset is available for use) it records a right-of-use asset and a lease liability in the statement of financial position.

The Company initially recognizes the right-of-use asset at cost, adjusted for any remeasurement of the lease liability, less accumulated depreciation and accumulated impairment losses. The right-of-use asset is depreciated over the lease term. To determine whether the right-of-use asset is impaired, the same criteria detailed in Note 2.2 C are applied.

Lease liabilities are initially measured at the present value of the lease payments, discounted at the company's incremental borrowing rate, if the interest rate implicit in the lease cannot be readily determined.

After the commencement date, the lease liability is increased to reflect the accrual of interest and reduced by lease payments made. In addition, the carrying amount of the liability is remeasured if there is a change in the terms of the lease (changes in the term, in the amount of payments or in the evaluation of a purchase option or change in the amounts payable). Interest expense is recognized as a finance cost in profit or loss.

Short-term leases, equal to or less than one year, or leases of low-value assets are exempt from the application of the recognition criteria described above, recording the payments associated with the lease as an expense on a straight-line basis over the term of the lease.

When the Company acts as lessor, it classifies at the inception of the agreement whether the lease is an operating or finance lease, based on the substance of the transaction. Leases in which substantially all the risks and rewards incidental to ownership of the underlying asset are transferred are classified as finance leases. All other leases are classified as operating leases.

E. Financial assets

Acquisitions and disposals of financial instruments are recognized on the trade date, i.e. the date on which the Company commits to acquire or sell the asset. Investments are derecognized when the rights to receive cash flows from the investments have been transferred and the Company has transferred substantially all the risks and rewards of ownership.

Financial assets are classified in the following categories:

- Financial assets at fair value through profit or loss
- Financial assets at fair value through profit or loss
- Financial assets at amortized cost

The classification depends on the nature and purpose of the financial assets and is determined at initial recognition.

The Company invests in low-risk instruments that comply with the classification standards established in its investment policies. Thus, mutual funds must have an AAfm rating.

/M1 (installments with very high protection against loss, associated with credit risks/ installments with the lowest sensitivity to changes in economic conditions). Time deposits and covenants, contracted are N-1 rated instruments (Instruments with the highest capacity to pay principal and interest on the agreed terms and maturities).

The issuing institutions of these instruments correspond to banking companies or subsidiaries of banks, with a risk rating of N-1 and their instruments have a risk rating of at least AA (with a very high capacity to pay principal and interest on the agreed terms and maturities, which would not be significantly affected by possible changes in the issuer, the industry to which it belongs or in the economy).

i. Effective interest rate method

The effective interest rate method corresponds to the method of calculating the amortized cost of a financial asset or liability and the allocation of interest income or expense over the entire corresponding period. The effective interest rate corresponds to the rate that exactly discounts the estimated future cash flows receivable over the expected life of the financial asset, and makes the Net Present Value (NPV) equal to its nominal amount.

ii. Fair value through other comprehensive income

For the classification of an asset at fair value through other comprehensive income, the sale of financial assets for which the principal amount plus interest, if any, is expected to be recovered within a specified period of time must be complied with as a principle.

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iii. Financial assets at fair value through profit or loss

Financial assets are presented at fair value through profit or loss when the financial asset is held for trading or is designated as at fair value through profit or loss.

Financial assets at fair value through profit or loss are measured at fair value and any resulting gain or loss is recognized in profit or loss. The net gain or loss recognized in profit or loss includes any dividend or interest received on the financial asset.

iv. Financial assets at amortized cost Loans and accounts receivable

Trade, loans and other receivables are non-derivative financial assets which have fixed or determinable payments and are not quoted in an active market and are classified as loans and receivables.

Loans and receivables are measured at amortized cost using the effective interest rate method, less any impairment losses, except for short-term receivables where the recognition of interest would be immaterial.

Trade and other receivables

Trade receivables correspond to amounts billed for physical, chemical and biological analysis services for water, air and solids. These are recorded at the net value of the estimate of uncollectible accounts receivable or of low probability of collection.

The trade debtors policy is subject to the credit policy, which establishes the payment conditions, as well as the different scenarios to be agreed upon for delinquent customers.

Impairment policy for trade and other accounts receivable

The Company periodically evaluates impairment losses affecting its financial assets. The amount is recorded in the allowance for doubtful accounts. The carrying amount of the asset is reduced as the allowance account is used and the loss is recognized in the statement of comprehensive income within "other expenses". When an account receivable is uncollectible, it is recorded against the allowance account for accounts receivable based on the expected credit loss model as established in IFRS 9.

The estimates are based on recovery statistics, which indicate that after the fifth month of unpaid invoices, the possibility of collection is marginal, in other words, the probability of recovering an invoiced amount is minimal.

F. Inventories

Materials, spare parts and supplies are stated at acquisition cost, which does not exceed net realizable value. The costing method corresponds to the weighted average cost. Annually, an impairment estimate is made for those materials that are damaged, partially or totally obsolete, or have not been in rotation for the last twelve months and their market price has fallen by more than 20%.

G. Dividend payment policy

The Company's dividend policy, as established in Article 79 of Law 18,046 governing corporations, is to distribute at least 30% of the net income of each year. In the event that these dividends do not exist or are less than the minimum established by law, the respective provision will be made.

In addition to this, and with the prior authorization of the Ordinary Shareholders' Meeting, the remaining 70% may be distributed as an additional dividend, provided that the current level of capitalization of the Company is maintained and that it is compatible with the investment policies.

H. Transactions in foreign currencies

Assets and liabilities denominated in foreign currencies are presented at the respective exchange rates in effect at the end of each year, according to the following parities:

Currency	31-12-2023 \$	31-12-2022 \$
U.S. dollar	877.12	855.86
Euro	970.05	915.95

Foreign currency transactions are translated into the functional currency using the exchange rates prevailing at the dates of the transactions. Foreign currency gains and losses resulting from the settlement of these transactions and from the translation at closing exchange rates of monetary assets and liabilities denominated in foreign currencies are recognized in the statement of comprehensive income.

Exchange differences are recorded in the results of the year in which they accrue.

I. Financial liabilities

Loans and similar items are initially recorded at fair value, net of transaction costs incurred. Subsequently, they are valued at amortized cost, using the effective interest rate.

J. Provisions and contingent liabilities

Provisions are recognized when the Company has a present obligation as a result of past events, for which it is probable that it will use resources to settle the obligation and for which it can make a reasonable estimate of the amount of the obligation.

Provisions are quantified on the basis of the best information available on the event and its consequences, and are re-estimated at each accounting close. The provisions recorded are used to face the specific risks for which they were originally recognized, and are reviewed, in whole or in part, when such risks disappear or decrease.

Contingent liabilities are all those possible obligations arising as a result of past events, whose future materialization and associated financial loss is estimated to be unlikely. In accordance with IFRS, the Company does not recognize any provision for these items.

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K. Employee benefits

The Company has 293 employees, distributed among 1 senior executive, 6 managers, 102 professionals, 161 technicians, 1 administrative and 22 workers.

Policies on defined benefit plans

The employees of Análisis Ambientales S.A. are governed by the rules established in articles 159, 160 and 161 of the Labor Code.

L. Income tax and deferred taxes

The income tax expense corresponds to the sum of income tax payable and the change in deferred tax assets and liabilities.

Income tax is determined based on the taxable income for the year. The income tax payable by the Company is calculated using the tax rates that have been approved, or are in the last approval process, at the closing date of the statement of financial position.

Deferred taxes are recognized on the basis of the differences between the carrying amounts of assets and liabilities in the financial statements and the corresponding tax bases used in the calculation of taxable income and are accounted for using the balance sheet liability method. Deferred tax liabilities are recognized for all taxable temporary differences, and deferred tax assets are recognized for all deductible temporary differences to the extent that it is probable that future taxable profits will be available against which such differences can be utilized. Deferred tax assets or liabilities are not recognized if the temporary differences arise from the initial recognition (except in a business combination) of other assets and liabilities in a transaction that does not affect taxable profit or financial results.

The carrying amount of deferred tax assets is reviewed at each statement of financial position date and reduced to the extent that it is no longer probable that sufficient taxable profit will be available to allow the recovery of all or part of the asset.

Deferred tax assets and liabilities are measured at the tax rates that are expected to be in effect for the year in which the liability is settled or the asset realized, based on tax rates that have been enacted or substantively enacted by the end of the reporting period. The measurement of deferred tax assets and liabilities reflects the tax consequences that would result from the manner in which the Company expects, at the reporting date, to recover or settle the carrying amounts of its assets and liabilities.

Deferred tax assets and liabilities are offset if there is a legally enforceable right to offset tax assets against tax liabilities and they are related to the same entity and tax authority.

M. Ordinary income

Revenue recognition policy

The Company determined its recognition and measurement of revenue from ordinary activities based on the principle that revenue is recognized at an amount that reflects the consideration to which the entity expects to be entitled in exchange for transferring goods or services to a customer. This fundamental principle should be applied based on a five-step model:

1. identification of the contract with the customer;
2. identification of the performance obligations of the contract;
3. determination of the transaction price;
4. allocation of the transaction price to performance obligations; and
5. revenue recognition when (or as) performance obligations are satisfied.

Revenue recognition policy for sales of goods

Revenue from the sale of goods is recognized once the significant risk and rewards of ownership of the goods have been transferred, the Company retains no relationship with the goods sold, the amount of revenue can be measured reliably, it is probable that the economic benefits associated with the sale will flow to the Company and the costs incurred in the transaction are also measured reliably.

Revenue recognition policy for sales of services

Revenues from the sale of services are measured at fair value. Invoicing is made on the basis of actual consumption or work performed of the consideration receivable, net of returns, trade discounts and rebates.

Therefore, revenue is recognized when the risk is transferred to the buyer, recovery is considered probable, associated costs and possible discounts for erroneous collections can be reliably estimated.

N. Environmental information

Assets of an environmental nature are those that are used on a lasting basis in the Company's activity, whose main purpose is the minimization of adverse environmental impacts and the protection and improvement of the environment, including the reduction or elimination of future pollution from the Company's operations.

These assets are valued, as any other asset, at acquisition cost. The Company amortizes these items on a straight-line basis over the estimated remaining useful lives of the various items.

O. Cash flow statements

The statement of cash flows shows the cash movements during the year, which include the value added tax (VAT), determined by the direct method and with the following criteria:

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Cash and cash equivalents: represent inflows and outflows of cash and cash equivalents, which are short-term, highly liquid investments with low risk of changes in value (term of less than 3 months from the date of contract and without restrictions).

Operating activities: represent activities typical of the normal operation of the Company's business, as well as other activities not classified as investing or financing activities.

Investing activities: represent the acquisition, sale or disposal by other means of long-term assets and other investments not included in cash and cash equivalents.

Financing activities: represent activities that produce changes in the amount and composition of shareholders' equity and liabilities that are not part of ordinary activities.

Note 3. Trade and other receivables and rights receivable

The composition of trade debtors as of December 31, 2023 and 2022 is as follows:

Credit risk	31-12-2023 M\$	31-12-2022 M\$
Gross balance sheet exposure for accounts receivable risks	1,647,418	732,131
Gross on-balance sheet exposure for receivables and notes receivable	4,682,031	4,189,438
Trade and other current accounts receivable, gross	6,329,449	4,921,569
Gross exposure according to estimates for accounts receivable risks	(34,715)	(23,230)
Trade and other current accounts receivable, net	6,294,734	4,898,339
Gross exposure other accruals	-	167,490
Non-current receivables, gross	-	167,490
Net exposure, risk concentrations	6,294,734	5,065,829

The main variation as of December 31, 2023 is presented in accounts receivable (increase of M\$915,287 compared to December 31, 2022).

Changes in the allowance for doubtful accounts as of December 31, 2023 and 2022 are as follows:

Movement in credit risk accounts receivable	31-12-2023 M\$	31-12-2022 M\$
Beginning balance	(23,230)	(27,134)
Increase in existing provisions	(42,693)	(38,836)
Decreases	31,208	42,740
Changes, total	(11,485)	3,904
Ending balance	(34,715)	(23,230)

The age composition of gross debt is presented below:

Aging of gross debt	31-12-2023 M\$	31-12-2022 M\$
Less than three months old	6,276,964	4,907,234
Three to six months	20,471	37,850
Six to eight months	876	15,834
More than eight months	31,138	128,141
Totals	6,329,449	5,089,059

In accordance with IFRS 7 Financial Instruments, a detail of gross overdue debt by age is presented:

Gross overdue debt does not include repackaged debt	31-12-2023 M\$	31-12-2022 M\$
Less than 4 months	588.981	223.716
Totals	588.981	223.716

Net past due debt is comprised of all unimpaired balances receivable with a maturity date prior to the closing of the financial statements, due to the fact that the counterparty has failed to make a payment when contractually it should have done so, as of this moment it is considered past due.

As of December 31, 2023 and 2022, the analysis of the gross exposure of current trade receivables, for the non-repurchased portfolio, is as follows:

Trade Accounts Receivable	December 31st 2023			
	Trade Accounts Receivable		Trade Accounts Receivable	
	N° of customers	Gross amount M\$	N° of customers	Gross amount M\$
Up to date	135	1,015,091	135	1,015,091
Between 1 and 30 days	31	399,322	31	399,322
Between 31 and 60 days	5	174,846	5	174,846
Between 61 and 90 days	3	5,673	3	5,673
Between 91 and 120 days	2	9,140	2	9,140
Between 121 and 150 days	2	2,340	2	2,340
Between 151 and 180 days	1	8,992	1	8,992
Between 181 and 10 days	1	876	1	876
More than 251 days	41	31,138	41	31,138
Total	221	1,647,418	221	1,647,418

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December 31st 2022				
Trade Accounts Receivable	Trade Accounts Receivable		Trade Accounts Receivable	
	N° of customers	Gross amount	N° of customers	Gross amount
		M\$		M\$
Up to date	36	480,704	36	480,704
Between 1 and 30 days	34	86,212	34	86,212
Between 31 and 60 days	34	103,670	34	103,670
Between 61 and 90 days	9	25,364	9	25,364
Between 91 and 120 days	44	8,470	44	8,470
Between 121 and 150 days	3	805	3	805
Between 151 and 180 days	3	6,728	3	6,728
Between 181 and 210 days	2	222	2	222
Between 211 and 250 days	1	1,080	1	1,080
More than 251 days	64	18,876	64	18,876
Total	230	732,131	230	732,131

As of December 31, 2023 and 2022, the analysis of delinquent notes receivable and notes receivable in Court collection, of the non-securitized portfolio, is as follows:

Delinquent portfolio and receivables in Court collection	NON-SECURITIZED PORTFOLIO			
	Portfolio not repaid 12/31/2023		Portfolio not repaid 31-12-2022	
	No. of Customers	Portfolio amount M\$	No. of Customers	Portfolio amount M\$
Delinquent notes receivable	4	6,954	2	2,567
Total	4	6,954	2	2,567

As of December 31, 2023 and 2022, the credit risk analysis is as follows:

December 31st 2023				
Provision			Write-off for the year M\$	Recovery of the fiscal year M\$
Portfolio not repaid M\$	Repaid portfolio M\$	Total Provision M\$		
(34.715)	-	(34.715)	-	-

December 31st 2023				
Provision			Write-off for the year M\$	Recovery of the fiscal year M\$
Portfolio not repaid M\$	Repaid portfolio M\$	Total Provision M\$		
(23,230)	-	(23,230)	7,024	-

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Note 4. Related party disclosures

Balances and transactions with related entities

Transactions between the Company and related entities are on an arm's length basis.

Accounts receivable from related entities

Accounts receivable from related entities are originated in Chile, the currency of the transactions is in pesos, the maturities are 30 days and they are not collateralized.

ID number	Name of Related Party	Nature of Relationship	Country of Origin	Nature of Related Party Transactions	Currency Type	Deadlines	Warranties	31-12-2023 MS	31-12-2022 MS
61,808,000-5	Aguas Andinas S.A.	Controller	CL	Laboratory analysis and sampling service	CLP	30 Days	No Warranties	552,190	915,366
96,809,310-K	Aguas Cordillera S.A.	Controller Related	CL	Laboratory analysis and sampling service	CLP	30 Days	No Warranties	65,572	96,464
89,221,000-4	Aguas Manquehue S.A.	Controller Related	CL	Laboratory analysis and sampling service	CLP	30 Days	No Warranties	48,669	50,567
96,945,210-3	Eco Riles S.A.	Controller Related	CL	Laboratory analysis and sampling service	CLP	30 Days	No Warranties	150,419	108,740
77,441,870-9	Veolia Soluciones Ambientales Chile S.A.	Controller Related	CL	Laboratory analysis and sampling service	CLP	30 Days	No Warranties	-	142
87,803,800-2	Veolia SU Chile S.A.	Controller Related	CL	Laboratory analysis and sampling service	CLP	30 Days	No Warranties	3,548	1,279
Totals								820,398	1,172,558

Current accounts payable to related entities

Accounts payable to related entities are originated in Chile, the currency of the transactions is in Chilean pesos.

ID number	Name of Related Party	Nature of Relationship	Country of Origin	Nature of Related Party Transactions	Currency Type	Deadlines	Warranties	31-12-2023 MS	31-12-2022 MS
61,808,000-5	Aguas Andinas S.A.	Controller	CL	Interests	CLP	30 Days	No Warranties	591,331	378,720
61,808,000-5	Aguas Andinas S.A.	Controller	CL	Dividends	CLP	30 Days	No Warranties	358,954	415,665
96,809,310-K	Aguas Cordillera S.A.	Controller Related	CL	Dividends	CLP	30 Days	No Warranties	3,626	4,199
96,828,120-8	Hidrogística S.A.	Controller Related	CL	Laboratory materials	CLP	30 Days	No Warranties	423	-
Totals								954,334	798,584

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Non-current accounts payable to related entities

ID number	Name of Related Party	Nature of Relationship	Country of Origin	Nature of Related Party Transactions	Currency Type	Warranties	31-12-2023 M\$	31-12-2022 M\$
61.808.000-5	Aguas Andinas S.A.	Controller	CL	Debt	CLP	No Warranties	32,000	1,105,000
Totals							32,000	1,105,000

Transactions with related entities

Transactions with related entities are originated in Chile, the currency of the transactions is in Chilean pesos.

ID number	Name of Related Party	Nature of Relationship	Country of Origin	Nature of Related Party Transactions	Currency Type	M\$ 31-12-2023		M\$ 31-12-2022	
						Amount	Effect on income (debit)/credit	Amount	Effect on income (debit)/credit
61,808,000-5	Aguas Andinas S.A.	Controller	CL	Laboratory analysis and sampling contract	CLP	3,915,352	3,311,575	3,272,768	2,773,338
61,808,000-5	Aguas Andinas S.A.	Controller	CL	Obtaining loans	CLP	2,455,000	(212,612)	821,000	(72,291)
61,808,000-5	Aguas Andinas S.A.	Controller	CL	Amortization of loans	CLP	3,528,000	-	469,000	-
96,809,310-K	Aguas Cordillera S.A.	Controller Related	CL	Laboratory analysis and sampling contract	CLP	524,402	442,312	450,649	383,123
89,221,000-4	Aguas Manquehue S.A.	Controller Related	CL	Laboratory analysis and sampling contract	CLP	306,854	260,507	242,458	206,773
96,945,210-3	Eco Riles S.A.	Controller Related	CL	Laboratory analysis and sampling contract	CLP	703,244	598,126	675,177	570,130
96,828,120-8	Hidrogística S.A.	Controller Related	CL	Sampling services	CLP	6,953	(5,843)	168,445	(141,550)

Note: The materiality criterion for reporting transactions with related entities is amounts greater than M\$ 100,000.

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Statements of financial position	2023	2022
ASSETS		
Current assets	7,816,921	6,667,293
Non-current assets	6,383,879	6,501,327
Total Assets	14,200,800	13,168,620
LIABILITIES		
Current liabilities	3,096,341	2,204,349
Non-current liabilities	233,285	1,358,980
Heritage	10,871,174	9,605,291
Total Liabilities and Shareholders' Equity	14,200,800	13,168,620
STATEMENT OF COMPREHENSIVE INCOME		
Ordinary income	14,307,156	11,954,333
Operating cost	(12,527,888)	(10,365,725)
Financial result	(237,451)	(67,399)
Other than the operation	(85,112)	(55,188)
Income tax	(248,107)	(66,476)
Profit attributable to owners of controlling company	1,208,598	1,399,545

CASH FLOW STATEMENT

Cash flows provided by (used in) operating activities	1,902,581	(434,172)
Cash flows provided by (used in) investing activities	(661,150)	(511,543)
Cash flows provided by (used in) financing activities	(1,073,000)	352,000
Net increase (decrease) in cash and cash equivalent	168,431	(593,715)
Cash and cash equivalents at beginning of the fiscal year	249,191	842,906
Cash and cash equivalents at the end of the fiscal year	417,622	249,191

Statement of changes in equity	2023	2022
Issued capital	262,456	262,456
Retained earnings (loss)	10,630,168	9,364,285
Other equity interests	(21,450)	(21,450)
Total equity	10,871,174	9,605,291

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Ecoriles S.A.

General Background

Name	: Ecoriles S.A.
Type of entity	: Closed corporation, governed by the provisions of the bylaws of Incorporation and by the legal provisions applicable to it.
Legal address	: Av. Walter Lihn 1868 - Santiago
Phone	: (56-2) 569 22 29
Fax	: (56-2) 569 22 44
Unique Taxpayer Identification Number (RUT)	: 96.945.210-3
Subscribed and paid-in capital	: M\$ 333.787
External auditors	: EY Chile
Unique Taxpayer Identification Number (RUT)	: 77,802,430-6

Incorporation Documents

Ecoriles S. A. was incorporated by public deed dated December 15, 2000 before the notary public Mr. Juan Ricardo San Martín Urrejola and its extract was published in the Official Gazette on January 16, 2001.

Corporate purpose.

The Company's objective is the treatment of liquid waste as well as all activities associated or related to the treatment of sewage and wastewater, through the provision of technical advice and development of training services, design, construction, commercialization of equipment, maintenance and operation of all types of facilities.

Board of Directors

Chairman	: Eugenio Rodríguez Mingo
Directores titulares	: Miquel Sans Villalonga (Chief Executive Officer of Aguas Andinas S.A.). Camilo Larraín Sánchez (Chief Executive Officer of Aguas Andinas S.A.)

Regular Directors : Paola Arata Zapico

Percentage of parent company:

99.03846%

The investment in the company represents a share of:

0.38%

Commercial Relationship with Parent Company

During the fiscal year ended December 31, 2023, the Company maintained a service contract for the treatment of excess load and lease of real estate. The Company expects to maintain similar commercial relationships in the future.

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Note 1. General information

EcoRiles S.A. (hereinafter the "Company"), is a closed corporation of indefinite duration. Its legal domicile is Avenida Walter Lihn N°1868, Santiago, Chile, Rut 96.945.210-3.

The Company was incorporated by public deed dated December 15, 2000 before the notary Mr. Juan Ricardo San Martín Urrejola, and its extract was published in the Official Gazette on January 16, 2001.

EcoRiles S.A. is a company that provides liquid waste treatment services, as well as all activities associated or linked to the treatment of sewage and wastewater, through the provision of technical advice and development of training services, design, construction, marketing of equipment, maintenance and operation of all types of facilities.

The direct holding company is Aguas Andinas S.A., whose direct controller is Inversiones Aguas Metropolitanas S.A. ("IAM") with a 50.10234% ownership interest, a corporation that is controlled by Veolia Inversiones Aguas del Gran Santiago Ltda, its parent company is Agbar S.L.U., an entity based in Spain and one of the largest sanitation services operators in the world, which in turn is controlled by Veolia Environnement S.A. (France).

Note 2. Basis of preparation and accounting policies

2.1 Basis of preparation

These financial statements correspond to the statements of financial position as of December 31, 2023 and 2022 and the statements of comprehensive income, changes in shareholders' equity and cash flows for the years then ended, which have been prepared in accordance with International Accounting Standards (IAS), IAS 34 Interim Financial Reporting, incorporated in the International Financial Reporting Standards (IFRS), issued by the International Accounting Standards Board (hereinafter "IASB"), and represent the full, explicit and unreserved adoption of the aforementioned IFRS.

The Company complies with the legal conditions of the environment in which it develops its operations, particularly the sanitation subsidiaries regarding the regulations of the Sanitation Industry. The Group's companies present normal operating conditions in each area in which they develop their activities, their projections show a profitable operation and they have the capacity to access the financial system to finance their operations, which in the opinion of management determines their capacity to continue as a going concern, as established by the accounting standards under which these financial statements are issued.

Functional and presentation currency

The Company's financial statements are presented in the currency of the primary economic environment in which the Company operates (functional currency). For financial statement purposes, the results and financial position are expressed in Chilean pesos (rounded in thousands of pesos), which is the functional currency and the presentation currency for the financial statements.

New accounting pronouncements

The standards and interpretations, as well as improvements and amendments to IFRS that have been issued, effective as of the date of these financial statements, are detailed below. The Company has applied these standards and concluded that they did not significantly affect the financial statements.

	Standards and Amendments	Date of mandatory application
IFRS 17	Insurance Contracts	January 1, 2023
IAS 8	Definition of the accounting estimate	January 1, 2023
IAS 1	Disclosure of accounting policies	January 1, 2023
IAS 12	Deferred income tax related to assets and liabilities arising from a single transaction	January 1, 2023
IAS 12	International Tax Reform - Second Pillar Model Rules	January 1, 2023

The standards and interpretations, as well as improvements and amendments to IFRS, that have been issued but are not yet effective as of the date of these financial statements are detailed below. The Company has not applied these standards early.

	Amendments	Date of mandatory application
IAS 1	Classification of liabilities as current or non-current	January 1, 2024
IFRS 16	Lease liabilities related to sale and leaseback sales	January 1, 2024
IAS 7 and IFRS 7	Disclosures about vendor financing arrangements	January 1, 2024
IAS 21	Lack of interchangeability	January 1, 2025
IFRS 10 and IAS 28	Consolidated financial statements - sale or contribution of assets between an investor and its associate or joint venture	To be determined

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The Standards, Amendments and Interpretations described above, which may apply to EcoRiles S.A., are in the process of evaluation by the Company's Management and it is estimated that to date they would not have a significant impact on the financial statements in the period of their first application. Management is periodically evaluating these implications.

Responsibility for the information and estimates made

The information contained in these financial statements is the responsibility of the Company's Board of Directors, which declares that all the principles and criteria included in the International Financial Reporting Standards (IFRS) have been applied. The Board of Directors, at its meeting held on March 11, 2024, approved these financial statements.

The financial statements of EcoRiles S.A. for the year 2022 were approved by its Board of Directors at its meeting held on March 20, 2023.

Estimates have been used in the preparation of the financial statements:

- Useful life of fixed and intangible assets
- Impairment losses
- Provisions for commitments acquired with third parties.

Although these estimates and judgments were made on the basis of the best information available at the date of issuance of these financial statements, it is possible that events that may occur in the future may make it necessary to modify them (upwards or downwards) in future periods, which would be recorded prospectively, at the time the variation becomes known, recognizing the effects of such changes in the corresponding future financial statements.

The principal accounting policies adopted in the preparation of these financial statements are described below.

A. Intangible assets other than goodwill

The Company recognizes an identifiable intangible asset when it can demonstrate that it is probable that the future economic benefits attributed to the asset will flow to the entity and the cost can be measured reliably.

i. Intangible assets acquired separately

Intangible assets acquired separately are stated at cost less accumulated amortization and accumulated impairment losses. Amortization is calculated on a straight-line basis using estimated useful lives. The estimated useful lives and amortization method are reviewed at the end of each reporting period and the effect of any change in estimate is accounted for prospectively.

ii. Amortization method for intangible assets Intangible assets with finite useful lives

The amortization method applied by the Company reflects the pattern in which the assets are expected to be used by the entity and the future economic benefits of the asset. For this purpose, the Company uses the straight-line method of amortization.

Computer software

The estimated useful life for software is 4 years. For other assets with a defined useful life, the useful life over which they are amortized corresponds to the periods defined in the contracts or rights that originate them.

Intangible assets of indefinite useful life

Intangible assets with indefinite useful lives correspond mainly to water rights, which were obtained on an indefinite basis, as established in the acquisition contracts and the rights obtained from the Dirección General de Aguas, which is part of the Ministry of Public Works.

Determination of useful life

Factors to be considered in estimating useful life include, but are not limited to, the following:

- Legal, regulatory or contractual limitations.
- Predictable life of the business or industry.
- Economic factors (product obsolescence, changes in demand).
- Expected reactions from current or potential competitors.
- Natural and climatic factors and technological changes that affect the capacity to generate profits.

The useful life may require modifications over time due to changes in estimates as a result of changes in assumptions about the above factors.

B. Property, plant and equipment

The Company uses the cost method for the valuation of Property, Plant and Equipment. The historical cost includes expenses that are directly attributable to the acquisition of the asset.

Subsequent costs are included in the value of the initial asset, or recognized as a separate asset, only when it is probable that future economic benefits associated with the items of property, plant and equipment will flow to the Company and the cost of the item can be measured reliably. The value of the replaced component is derecognized for accounting purposes. All other repairs and maintenance are charged to income for the year in which they are incurred.

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Depreciation method and estimated useful life for property, plant and equipment:

The depreciation method applied by the Company reflects the pattern in which the assets are expected to be used by the entity during the period in which they generate economic benefits. For this purpose, the Company uses the straight-line depreciation method over their technical useful lives, which is based on studies prepared by independent experts (external specialist companies). The residual value and useful life of the assets are reviewed, and adjusted if necessary, at each closing of the Statement of Financial Position.

When the value of an asset exceeds its estimated recoverable amount, its value is written down immediately to its recoverable amount.

Useful lives

The useful lives considered for purposes of calculating depreciation are based on technical studies prepared by specialized external companies, which are reviewed as new information becomes available to consider that the useful life of an asset has been modified.

The allocation of total useful life for assets is made on the basis of several factors, including the nature of the equipment. Such factors generally include:

1. Nature of the component materials of the equipment or constructions.
2. Means of operation of the equipment
3. Intensity of use
4. Legal, regulatory or contractual limitations.

The useful life range (in years) by type of assets is as follows:

Item	Minimum useful life (years)	Maximum useful life (years)
Buildings	25	25
Plant and equipment	5	20
Information technology equipment	4	4
Fixed installations and accessories	10	10

Policy for estimating costs for dismantling, removal or rehabilitation of property, plant and equipment:

Due to the nature of the assets being constructed in the Company and given that there are no contractual obligations or other constructive requirements such as those mentioned by IFRS, the concept of decommissioning costs is not applicable at the date of these financial statements.

Property, plant and equipment sales policy

Gains or losses on the sale of property, plant and equipment are calculated by comparing the proceeds obtained with the carrying value and are recorded in the statement of comprehensive income.

C. Impairment of tangible and intangible assets except for goodwill

At each balance sheet date, the Company reviews the carrying amounts of its tangible and intangible assets with definite useful lives to determine whether there are indicators that such assets have suffered an impairment loss. If such indicators exist, the recoverable amount of the assets is estimated to determine the amount of the impairment loss (if any). When it is not possible to estimate the recoverable amount of a particular asset, the Company estimates the recoverable amount of the Cash Generating Unit to which the asset belongs.

Intangible assets with indefinite useful lives are tested annually for impairment and when there are indicators that the asset may be impaired before the end of that period.

The recoverable amount is the higher of fair value less costs to sell and value in use. In estimating value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects both the current market conditions of the time value of money and the specific risks associated with the asset.

When the recoverable amount of an asset (or cash-generating unit) is estimated to be less than its carrying amount, the carrying amount of that asset (or cash-generating unit) is adjusted to its recoverable amount by immediately recognizing an impairment loss in profit or loss. When an impairment loss is reversed, the carrying amount of the asset (or cash-generating unit) is adjusted to the revised estimate of its recoverable amount, provided that the adjusted carrying amount does not exceed the carrying amount that would have been determined had no impairment loss been recognized for the asset (or cash-generating unit) in prior years.

D. Leases

The Company evaluates its lease contracts in accordance with IFRS 16, i.e. whether the right to control the use of an identified asset is transferred for a period of time in exchange for consideration. Control is deemed to exist if the customer has i) the right to obtain substantially all the economic benefits from the use of an identified asset; and ii) the right to direct the use of the asset.

When the Company acts as lessee, at the inception of the lease (i.e. on the date the underlying asset is available for use) it records a right-of-use asset and a lease liability in the statement of financial position.

The Company initially recognizes the right-of-use asset at cost, adjusted for any remeasurement of the lease liability, less accumulated depreciation and accumulated impairment losses. The right-of-use asset is depreciated over the lease term. To determine whether the right-of-use asset is impaired, the same criteria detailed in Note 2.2.

Lease liabilities are initially measured at the present value of the lease payments, discounted at the company's incremental borrowing rate, if the interest rate implicit in the lease cannot be readily determined.

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After the commencement date, the lease liability is increased to reflect the accrual of interest and reduced by lease payments made. In addition, the carrying amount of the liability is remeasured if there is a change in the terms of the lease (changes in the term, in the amount of payments or in the evaluation of a purchase option or change in the amounts payable). Interest expense is recognized as a finance cost in profit or loss for the period.

Short-term leases, equal to or less than one year, or leases of low-value assets are exempt from the application of the recognition criteria described above, recording the payments associated with the lease as an expense on a straight-line basis over the term of the lease.

When the Company acts as lessor, it classifies at the inception of the agreement whether the lease is an operating or finance lease, based on the substance of the transaction. Leases in which substantially all the risks and rewards incidental to ownership of the underlying asset are transferred are classified as finance leases. All other leases are classified as operating leases.

E. Financial assets

Acquisitions and disposals of financial instruments are recognized on the trade date, i.e. the date on which the Group undertakes to acquire or sell the asset. Investments are derecognized when the rights to receive cash flows from them have been transferred and the Group has transferred substantially all the risks and rewards of ownership.

Financial assets are classified in the following categories:

- Financial assets at fair value through profit or loss
- Financial assets at fair value through profit or loss
- Financial assets at amortized cost

The classification depends on the nature and purpose of the financial assets and is determined at initial recognition.

The Company invests in low-risk instruments that meet the classification standards established in its investment policies. Thus, mutual funds must have an AAfm rating.

/ M1 (installments with very high protection against loss, associated with credit risks / installments with the lowest sensitivity to changes in economic conditions). Time deposits and covenants, contracted are instruments with N-1 classification (Instruments with the highest capacity to pay principal and interest in the terms and terms agreed).

The issuing institutions of these instruments correspond to banking companies or subsidiaries of banks, with a risk rating of N-1 and their instruments have a risk rating of at least AA (with a very high capacity to pay principal and interest on the agreed terms and maturities, which would not be significantly affected by possible changes in the issuer, the industry to which it belongs or in the economy).

i. Effective interest rate method

The effective interest rate method corresponds to the method of calculating the amortized cost of a financial asset or liability and the allocation of interest income or expense over the entire period. The effective interest rate corresponds to the rate that exactly discounts the estimated future cash flows receivable over the expected life of the financial asset, and makes the Net Present Value (NPV) equal to its nominal amount.

ii. Fair value through other comprehensive income

For the classification of an asset at fair value through other comprehensive income, the sale of financial assets for which the principal amount plus interest, if any, is expected to be recovered within a specified period of time must be complied with as a principle.

iii. Financial assets at fair value through profit or loss

Financial assets are presented at fair value through profit or loss when the financial asset is held for trading or is designated as at fair value through profit or loss.

Financial assets at fair value through profit or loss are measured at fair value and any resulting gain or loss is recognized in profit or loss. The net gain or loss recognized in profit or loss includes any dividend or interest received on the financial asset.

iv. Financial assets at amortized cost Loans and accounts receivable

Trade, loans and other receivables are non-derivative financial assets which have fixed or determinable payments and are not quoted in an active market and are classified as loans and receivables. Loans and receivables are measured at amortized cost using the effective interest rate method, less any impairment losses, except for short-term receivables where the recognition of interest would be immaterial.

Trade and other receivables

Trade debtors correspond to amounts billed for liquid industrial waste treatment services, sewage treatment and other services. These are recorded at the net value of the allowance for doubtful accounts or those with a low probability of collection.

The trade debtors policy is subject to the credit policy, which establishes the payment conditions, as well as the different scenarios to be agreed upon for delinquent customers.

Impairment policy for trade and other accounts receivable

The Company periodically evaluates impairment losses affecting its financial assets. The amount is recorded in the allowance for doubtful accounts. The carrying amount of the asset is reduced as the allowance account is used and the loss is recognized in the statement of comprehensive income within "other expenses". When an account receivable is uncollectible, it is recorded against the allowance account for accounts receivable based on the expected credit loss model as established in IFRS 9.

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The estimates are based on the following historical situation: considering the recovery statistics, which indicate that after the fifth month of unpaid invoices, the possibility of collection is marginal, in other words, the probability of recovering an invoiced amount is minimal.

F. Inventories

Materials, spare parts and supplies are stated at acquisition cost, which does not exceed net realizable value. The costing method corresponds to the weighted average cost. Annually, an impairment estimate is made for those materials that are damaged, partially or totally obsolete, or have not been in rotation for the last twelve months and their market price has fallen by more than 20%.

G. Dividend Policy

The Company's dividend policy, as established in Article 79 of Law 18,046 governing corporations, is to distribute at least 30% of the net income of each year. In the event that these dividends do not exist or are less than the minimum established by law, the respective provision will be made.

H. Transactions in foreign currency

Assets and liabilities denominated in foreign currencies are presented at the respective exchange rates in effect at the end of each year, according to the following parities:

Currency	31-12-2023 \$	31-12-2022 \$
U.S. dollar	877.12	855.86
Euro	970.05	915.95

Foreign currency transactions are translated into the functional currency using the exchange rates prevailing at the dates of the transactions. Foreign currency gains and losses resulting from the settlement of these transactions and from the translation at closing exchange rates of monetary assets and liabilities denominated in foreign currencies are recognized in the statement of comprehensive income.

Exchange differences are recorded in the results of the year in which they accrue.

I. Financial liabilities

Loans and similar items are initially recorded at fair value, net of transaction costs incurred. Subsequently, they are valued at amortized cost, using the effective interest rate.

J. Provisions and contingent liabilities

Provisions are recognized when the Company has a present obligation as a result of past events for which it is probable that it will use resources to settle the obligation and for which it can make a reasonable estimate of the amount of the obligation.

Provisions are quantified on the basis of the best information available on the event and its consequences, and are re-estimated at each accounting close. The provisions recorded are used to face the specific risks for which they were originally recognized, and are reviewed, in whole or in part, when such risks disappear or decrease.

Contingent liabilities are all those possible obligations arising as a result of past events, whose future materialization and associated financial loss is estimated to be unlikely. In accordance with IFRS, the Company does not recognize any provision for these items, although, as required by the same standard.

K. Employee benefits

The Company has 264 employees distributed in 4 executives and 260 employees distributed in professionals, technicians, administrative and operatives.

Policies on defined benefit plans

The employees of EcoRiles S.A. are governed by the provisions of Articles 159, 160 and 161 of the Labor Code.

L. Income taxes and deferred taxes

The income tax expense corresponds to the sum of income tax payable and the change in deferred tax assets and liabilities.

Income tax payable is determined based on the taxable income for the year. The Company's income tax payable is calculated using the tax rates that have been approved, or are in the last approval process, at the closing date of the statement of financial position.

Deferred taxes are recognized on the basis of the differences between the carrying amounts of assets and liabilities in the financial statements and the corresponding tax bases used in the calculation of taxable income and are accounted for using the balance sheet liability method. Deferred tax liabilities are recognized for all taxable temporary differences, and deferred tax assets are recognized for all deductible temporary differences to the extent that it is probable that future taxable profits will be available against which such differences can be utilized. Deferred tax assets or liabilities are not recognized if the temporary differences arise from the initial recognition (except in a business combination) of other assets and liabilities in a transaction that does not affect taxable profit or financial results.

The carrying amount of deferred tax assets is reviewed at each balance sheet date and reduced to the extent that it is no longer probable that sufficient taxable profit will be available to allow the recovery of all or part of the asset.

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Deferred tax assets and liabilities are measured at the tax rates that are expected to be in effect for the period in which the liability is settled or the asset realized, based on tax rates that have been enacted or substantively enacted by the end of the statement of financial position period. The measurement of deferred tax assets and liabilities reflects the tax consequences that would result from the manner in which the Company expects, at the reporting date, to recover or settle the carrying amounts of its assets and liabilities.

Deferred tax assets and liabilities are offset if there is a legally enforceable right to offset tax assets against tax liabilities and they relate to the same entity and tax authority.

M. Ordinary income

Revenue recognition policy

The Company determined its recognition and measurement of revenue from ordinary activities based on the principle that revenue is recognized at an amount that reflects the consideration to which the entity expects to be entitled in exchange for transferring goods or services to a customer. This fundamental principle should be applied based on a five-step model:

1. identification of the contract with the customer;
2. identification of the performance obligations of the contract;
3. determination of the transaction price;
4. allocation of the transaction price to performance obligations; and
5. revenue recognition when (or as) performance obligations are satisfied.

Revenue recognition policy for sales of goods

Revenue from the sale of goods is recognized once the significant risk and rewards of ownership of the goods have been transferred, the Company retains no relationship with the goods sold, the amount of revenue can be measured reliably, it is probable that the economic benefits associated with the sale will flow to the Company and the costs incurred in the transaction can also be measured reliably.

Revenue recognition policy for sales of services

Revenues from the sale of services are measured at fair value. Billings are made on the basis of actual consumption or work performed of the consideration receivable, net of returns, trade discounts and rebates. Therefore, revenue is recognized when the revenue is transferred to the customer and recovery is considered probable, the associated costs and possible discounts for erroneous collections can be estimated reliably.

Invoicing and eventual provision is made on the basis of work performed.

N. Environmental information

Assets of an environmental nature are those that are used on a lasting basis in the Company's activity, whose main purpose is the minimization of adverse environmental impacts and the protection and improvement of the environment, including the reduction or elimination of future pollution from operations.

These assets are valued, as any other asset, at acquisition cost. The Company amortizes these items on a straight-line basis over the estimated remaining useful lives of the various items.

O. Cash flow statements

The statement of cash flows shows the cash movements during the year, which include value added tax (VAT), determined by the direct method and with the following criteria:

Cash and cash equivalents: Cash and cash equivalents represent inflows and outflows of cash and cash equivalents, which are short-term, highly liquid investments with low risk of changes in value (less than 3 months from the date of purchase and without restrictions).

Operating activities: These represent activities typical of the normal operation of the company's business, as well as other activities not classified as investing or financing activities.

Investing activities: These represent the acquisition, sale or disposal by other means of long-term assets and other investments not included in cash and cash equivalents.

Financing activities: These represent activities that produce changes in the amount and composition of shareholders' equity and liabilities that are not part of ordinary activities.

P. Reclassifications

For the year ended December 31, 2023, no reclassifications have been made.

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Note 3. Trade and other receivables and rights receivable

The composition of trade debtors as of December 31, 2023 and December 31, 2022 is as follows:

Credit risk	31-12-2023 M\$	31-12-2022 M\$
Gross Balance Sheet Exposure for Accounts Receivable Risks	3,922,252	2,938,756
Gross balance sheet exposure for receivables and notes receivable	3,463,123	2,936,706
Gross exposure according to estimates for Accounts Receivable Risks	(42,414)	(74,822)
Net exposure, risk concentrations	7,342,961	5,800,640

Movement in credit risk accounts receivable	31-12-2023 M\$	31-12-2022 M\$
Beginning balance	(74,822)	(25,578)
Increase in existing provisions	(39,056)	(50,876)
Decreases	71,464	1,632
Ending balance	(42,414)	(74,822)

The age composition of gross debt is presented below:

Aging of gross debt	31-12-2023 M\$	31-12-2022 M\$
less than 3 months	7,360,553	5,862,522
between three and six months	7,232	334
six to eight months	-	441
Total	7,367,785	5,863,297

In accordance with IFRS 7 Financial Instruments, a detail of the net overdue debt by age is presented:

Gross overdue debt does not include repackaged debt	31-12-2023 M\$	31-12-2022 M\$
less than 4 months old	538,200	743,197
Totals	538,200	743,197

Net past due debt is comprised of all undetermined balances receivable with a maturity date prior to the closing date of the financial statements, due to the fact that the counterparty has failed to make a payment when contractually due, from that moment on it is considered as past due.

As of December 31, 2023 and 2022, the analysis of the gross exposure of current trade receivables, for the repackaged and non-repackaged portfolio, is as follows:

Gross exposure to trade debtors:

December 31st 2023						
Trade Accounts Receivable	Trade Accounts Receivable		Trade Accounts Receivable		Trade Accounts Receivable	
	N° of customers	Gross amount M\$	N° of customers	Gross amount M\$	N° of customers	Gross amount M\$
Up to date	147	3,359,291	-	-	147	3,359,291
Between 1 and 30 days	26	534,742	-	-	26	534,742
Between 31 and 60 days	2	1,998	-	-	2	1,998
Between 61 and 90 days	1	1,400	-	-	1	1,400
Between 91 and 120 days	1	60	-	-	1	60
Between 121 and 150 days	1	7,172	-	-	1	7,172
More than 251 days	6	17,589	-	-	6	17,589
Total	184	3,922,252	-	-	184	3,922,252

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December 31, 2022						
Trade Accounts Receivable	Trade Accounts Receivable		Trade Accounts Receivable		Trade Accounts Receivable	
	N° of customers	Gross amount MS	N° of customers	Gross amount MS	N° of customers	Gross amount MS
Up to date	77	2,182,970	-	-	77	2,182,970
Between 1 and 30 days	33	512,382	-	-	33	512,382
Between 31 and 60 days	15	185,210	-	-	15	185,210
Between 61 and 90 days	3	45,254	-	-	3	45,254
Between 91 and 120 days	1	351	-	-	1	351
Between 211 and 250 days	1	423	-	-	1	423
More than 251 days	7	12,166	-	-	7	12,166
Total	137	2,938,756	-	-	184	2,938,756

As of December 31, 2023 and 2022, the credit risk analysis is as follows:

December 31, 2023				
Portfolio not repaid MS	Provision		Write-off for the year MS	Recovery for the year MS
	Repaid portfolio MS	Total Provision MS		
42,414	-	42,414	-	-

December 31, 2022				
Portfolio not repaid MS	Provision		Write-off for the year MS	Recovery for the year MS
	Repaid portfolio MS	Total Provision MS		
74,822	-	74,822	-	-

As of December 31, 2023 and 2022, the analysis of delinquent notes receivable and notes receivable in Court collection, of the non-securitized portfolio, is as follows:

Delinquent portfolio and receivables in Court collection	NON-SECURITIZED PORTFOLIO			
	Portfolio not repaid 12/31/2023		Portfolio not repaid 31-12-2022	
	No. of Customers	Portfolio amount MS	No. of Customers	Portfolio amount MS
Delinquent notes receivable	13	17,535	8	16,647
Total	8	16,647	8	16,647

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Note 4. Related party disclosures

Balances and transactions with related entities

Transactions between the Company and related entities are on an arm's length basis.

4.1 Accounts Receivable from Related Entities

ID number	Name of Related Party	Nature of Relationship	Country of Origin	Nature of Related Party Transactions	Currency Type	Deadlines	Warranties	31-12-2023 MS	31-12-2022 MS
61,808,000-5	Aguas Andinas S.A.	Controller	CL	Lease of real estate	CLP	30 Days	No Warranties	4,455	4,252
61,808,000-5	Aguas Andinas S.A.	Controller	CL	Mater.x invoicing E.R	CLP	30 Days	No Warranties	1,610	1,610
96,809,310-K	Aguas Cordillera S.A.	Controller Related	CL	San Antonio Project	CLP	30 Days	No Warranties	86,344	86,344
88,842,000-2	Veolia SU Chile S.A.	Related to the controller	CL	Excess organic discharge to the network	CLP	30 Days	No Warranties	6,552	14,611
Total Cuentas por Cobrar								98,961	106,817

4.2 4.2 Accounts Payable to Related Entities

ID number	Name of Related Party	Nature of Relationship	Country of Origin	Nature of Related Party Transactions	Currency Type	Deadlines	Warranties	31-12-2023 MS	31-12-2022 MS
61,808,000-5	Aguas Andinas S.A.	Controller	CL	Excess organic discharge to the network	CLP	30 days	No Warranties	134,361	286,059
61,808,000-5	Aguas Andinas S.A.	Controller	CL	Lease of real estate	CLP	30 days	No Warranties	7,595	-
61,808,000-5	Aguas Andinas S.A.	Controller	CL	Dividends payable	CLP	30 days	No Warranties	751,336	763,800
96,809,310-K	Aguas Cordillera S.A.	Controller Related	CL	Dividends payable	CLP	30 days	No Warranties	7,295	7,416
96,967,550-1	Análisis Ambientales S.A.	Controller Related	CL	Chemical and bacteriological analysis services	CLP	30 days	No Warranties	150,419	108,740
96,828,120-8	Hidrogística S.A.	Controller Related	CL	Materials and supplies	CLP	30 days	No Warranties	23,095	138,276
Total Accounts Payable								1,074,102	1,304,291

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4.3 Transactions with related entities

ID number	Name of related party	Nature of the Relationship	Country of Origin	Nature of Related Party Transactions	Currency Type	M\$ 31-12-2023		M\$ 31-12-2022	
						Amount	Effect on income (charge)/credit	Amount	Effect on income (charge)/credit
61,808,000-1	Aguas Andinas S.A.	Controller	CL	Excess load	CLP	134,212	(134,212)	286,059	(286,059)
96809310 - K	Aguas Cordillera S.A.	Controller Related	CL	Dividends	CLP	-	-	2,000,000	-
96,828,120-8	Hidrogistica S.A.	Controller Related	CL	Purchase of chemical inputs	CLP	1,239,234	(1,041,373)	2,647,835	(2,225,072)
96,967,550-1	Análisis Ambientales S.A.	Related to the controller	CL	Analysis and sampling services	CLP	703,244	(598,126)	675,177	(570,130)

The materiality criterion for reporting transactions with related entities is amounts greater than M\$100,000.

Ecoriles

Statements of financial position	2023	2022
ASSETS		
Current Assets	11,736,082	9,093,880
Non-Current Assets	1,344,331	1,191,473
Total Assets	13,080,413	10,285,353
LIABILITIES		
Current Liabilities	4,040,546	3,775,734
Non-Current Liabilities	121,666	132,773
Heritage	8,918,201	6,376,846
Total Liabilities and Shareholders' Equity	13,080,413	10,285,353
STATEMENT OF COMPREHENSIVE INCOME		
Ordinary Income	22,523,043	20,734,925
Operating cost	(19,425,615)	(17,510,816)
Financial Results	280,512	134,690
Other than the operation	7,125	(102,069)
Income Tax	(856,294)	(686,013)
Ending Balance Equity	8,918,201	6,376,846

CASH FLOW STATEMENT

Net Cash Flows from Operating Activities	1,656,749	784,943
Net Cash Flows from Investing Activities	(205,950)	(136,390)
Net Cash Flows from Financing Activities	-	(2,000,000)
Net increase (decrease) in Cash and Cash Equivalents	1,450,799	(1,351,447)
Beginning Cash and Cash Equivalents Balance	2,156,889	3,508,336
Cash and Cash Equivalents Ending Cash and Cash Equivalents Balance	3,607,688	2,156,889
Issued capital		
Issued capital	333,787	333,787
Retained earnings (loss)		
Retained earnings (loss)	8,611,693	6,070,338
Other equity investments		
Other equity investments	(27,279)	(27,279)
Closing Equity Balance		
Closing Equity Balance	8,918,201	6,376,846
Closing Equity Balance		
Closing Equity Balance	8,918,201	6,376,846

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Hidrogistica S.A.

General Background

Name	: Hidrogistica S.A.
Type of entity	: Closed corporation.
Legal address	: Av. Presidente Balmaceda N° 1398
Phone	: (56 2) 569 23 42
Fax	: (56 2) 569 23 98
Unique Taxpayer Identification Number (RUT)	: 96.828.120-8
Subscribed and paid-in capital	: M\$ 506.908
External auditors	: EY Chile
Unique Taxpayer Identification Number (RUT)	: 77,802,-6

Incorporation Documents

The Company was incorporated as a corporation under the name of Aguas del Maipo S.A., by public deed dated June 6, 1997, executed at the Santiago notary's office of Mr. Patricio Zaldivar Mackenna June 6, 1997, granted at the Santiago notary's office of Mr. Patricio Zaldivar Mackenna, subsequently reformed the bylaws as stated in a deed dated November 10, 2000, in the notary's office of Mr. Patricio Zaldivar Mackenna, Notary of Mr. Patricio Zaldivar Mackenna, changing its corporate name to Gestión y Servicios S.A.

Corporate Purpose.

The object of the Company is the urbanization, purchase and sale of sanitation materials, sale of biogas, construction and consulting of specialty works.

Board of Directors

Chairman	: Jose Sáez Albornoz
Regular Directors	: Camilo Larrain (Chief Executive Officer at Aguas Andinas S.A.). Miquel Sans Villalonga (Chief Executive at Aguas Andinas S.A.)
General Manager	: Pablo Martinez Ubago

Percentage of parent company:

97.84783%

The investment in the company represents the proportion of:

0.19%

Business Relationship with Parent Company

During the fiscal year ended December 31, 2023, the Company maintained contracts for the purchase and sale of materials and leases with its Parent Company. Similar commercial relationships are expected to be maintained in the future.

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Nota 1. General information

Hidrogística S.A. (hereinafter the "Company") is a closely-held corporation. Its legal domicile is Avenida Presidente Balmaceda N° 1398, Santiago, Chile and its tax identification number is 96.828.120-8.

The Company was incorporated by public deed dated June 6, 1997 before the Notary Public of Santiago, Mr. Patricio Zaldívar Mackenna under the corporate name Aguas del Maipo S.A., the bylaws were amended as recorded in a deed dated November 10, 2000, in the Notary Office of Mr. Patricio Zaldívar Mackenna, changing its corporate name to Gestión y Servicios S.A., and subsequently the bylaws were amended as recorded in a deed dated April 7, 2022 before the Notary Public of Santiago, Mr. Nancy de la Fuentes Hernandez, changing its corporate name to Hidrogística S.A., later the bylaws were reformed as recorded in a deed dated April 7, 2022 before the notary Ms. Nancy de la Fuentes Hernandez, changing its corporate name to Hidrogística S.A.

Hidrogística S.A. is a closed corporation and is not registered in the Securities Registry of the Financial Market Commission. Its corporate purpose is the urbanization, purchase and sale of sanitation materials, construction and consulting of specialty work.

Hidrogística S.A. is a logistic operator and a marketer of materials and other services related to the sanitation sector. The direct controlling company is Aguas Andinas S.A., whose direct controller is Inversiones Aguas Metropolitanas S.A. ("IAM") with a 50.10234% ownership, a corporation that is controlled by Veolia Inversiones Aguas del Gran Santiago Ltda, its parent company is Agbar S.L.U., an entity based in Spain and one of the largest sanitation services operators in the world, which in turn is controlled by Veolia Environnement S.A. (France).

Note 2. Basis of preparation and accounting policies

2.1 Basis of preparation

These financial statements correspond to the statements of financial position as of December 31, 2023 and 2022 and the statements of comprehensive income, changes in shareholders' equity and cash flows for the years then ended, which have been prepared in accordance with International Accounting Standards (IAS), IAS 34 Interim Financial Reporting, incorporated in the International Financial Reporting Standards (IFRS), issued by the International Accounting Standards Board (hereinafter "IASB"), and represent the full, explicit and unreserved adoption of the aforementioned IFRS.

The Company complies with the legal conditions of the environment in which it develops its operations, particularly the sanitation subsidiaries regarding the regulations of the Sanitation Industry. The Group's companies present normal operating conditions in each area in which they develop their activities, their projections show a profitable operation and they have the capacity to access the financial system to finance their operations, which in the opinion of management determines their capacity to continue as a going concern, as established by the accounting standards under which these financial statements are issued.

Functional and presentation currency

The Company's financial statements are presented in the currency of the primary economic environment in which the Company operates (functional currency). For financial statement purposes, the results and financial position are expressed in Chilean pesos (rounded in thousands of pesos), which is the functional currency and the presentation currency for the financial statements.

New accounting pronouncements

The standards and interpretations, as well as improvements and amendments to IFRS that have been issued, effective as of the date of these financial statements, are detailed below. The Company has applied these standards and concluded that they did not significantly affect the financial statements.

	Standards and Amendments	Date of mandatory application
IFRS 17	Insurance Contracts	January 1, 2023
IAS 8	Definition of the accounting estimate	January 1, 2023
IAS 1	Disclosure of accounting policies	January 1, 2023
IAS 12	Deferred income tax related to assets and liabilities arising from a single transaction	January 1, 2023
IAS 12	International Tax Reform - Second Pillar Model Rules	January 1, 2023

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The standards and interpretations, as well as improvements and amendments to IFRS that have been issued but are not yet effective as of the date of these financial statements are detailed below. The Company has not applied these standards early.

	Amendments	Date of mandatory application
IAS 1	Classification of liabilities as current or non-current	January 1, 2024
IFRS 16	Lease liabilities related to sale-leaseback sales	January 1, 2024
IAS 7 and IFRS 7	Disclosures about vendor financing arrangements	January 1, 2024
IAS 21	Lack of interchangeability	January 1, 2025
IFRS 10 and IAS 28	Consolidated financial statements - sale or contribution of assets between an investor and its associate or joint venture	To be determined

The Standards, Amendments and Interpretations described above, which may apply to Hidrogística S.A., are in the process of evaluation by the Company's Management and it is estimated that to date they would not have a significant impact on the financial statements in the period of their first application. Management is periodically evaluating these implications.

Responsibility for the information and estimates made

The information contained in these financial statements is the responsibility of the Company's Board of Directors, which declares that all the principles and criteria included in the International Financial Reporting Standards (IFRS) have been applied. The Board of Directors, at its meeting held on March 11, 2024, approved these financial statements.

The financial statements of Hidrogística S.A. for fiscal year 2022 were approved by its Board of Directors at its meeting held on March 22, 2023.

Estimates have been used in the preparation of the financial statements:

- Useful life of fixed and intangible assets
- Impairment losses
- Assumptions used to calculate the fair value of financial instruments.
- Provisions for commitments acquired with third parties
- Risks arising from litigation

Although these estimates and judgments were made on the basis of the best information available at the date of issuance of these financial statements, it is possible that events that may occur in the future may make it necessary to modify them (upward or downward) in future periods, which would be recorded prospectively, at the time the variation becomes known, recognizing the effects of such changes in the corresponding future financial statements.

2.2 Accounting policies

The principal accounting policies adopted in the preparation of these financial statements are described below.

A. Intangible assets other than goodwill

The Company recognizes an identifiable intangible asset when it can demonstrate that it is probable that the future economic benefits attributed to the asset will flow to the entity and the cost can be measured reliably.

i. Intangible assets acquired separately:

Intangible assets acquired separately are stated at cost less accumulated amortization and accumulated impairment losses. Amortization is calculated on a straight-line basis using estimated useful lives. The estimated useful lives and amortization method are reviewed at the end of each reporting period and the effect of any change in estimate is accounted for prospectively.

ii. Amortization method for intangible assets:

Intangible assets of definite useful life

The amortization method applied by the Company reflects the pattern in which the future economic benefits of the asset are expected to be used by the entity. For this purpose, the Company uses the straight-line method of amortization.

Computer software

The estimated useful life for software is 4 years. For other assets with a defined useful life, the useful life over which they are amortized corresponds to the periods defined in the contracts or rights that originate them.

Intangible assets of indefinite useful life

Intangible assets with indefinite useful lives correspond mainly to water rights, which were obtained on an indefinite basis, as established in the acquisition contracts and the rights obtained from the General Directorate of Water, which is part of the Ministry of Public Works.

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Determination of useful life

Factors to be considered in estimating useful life include, but are not limited to, the following:

- Legal, regulatory or contractual limitations
- Predictable life of the business or industry.
- Economic factors (product obsolescence, changes in demand).
- Expected reactions from current or potential competitors.
- Natural and climatic factors and technological changes that affect the capacity to generate profits.

The useful life may require modifications over time due to changes in estimates as a result of changes in assumptions about the aforementioned factors.

B. Property, plant and equipment

The Company uses the cost method for the valuation of property, plant and equipment. The historical cost includes expenses that are directly attributable to the acquisition of the asset.

Subsequent costs are included in the value of the initial asset or recognized as a separate asset only when it is probable that the future economic benefits associated with the fixed asset items will flow to the Company and the cost of the item can be reliably determined. The value of the replaced component is derecognized for accounting purposes. All other repairs and maintenance are charged to income for the year in which they are incurred.

Depreciation method and estimated useful life for property, plant and equipment:

The depreciation method applied by the Company reflects the pattern in which the assets are expected to be used by the entity during the period in which they generate economic benefits. For this purpose, the Company uses the straight-line depreciation method over their technical useful life, which is based on studies prepared by independent experts (external specialist companies). The residual value and useful lives of assets are reviewed, and adjusted if necessary, at each closing of the Statement of Financial Position.

When the value of an asset exceeds its estimated recoverable amount, its value is written down immediately to its recoverable amount.

Useful lives

The useful lives considered for purposes of calculating depreciation are based on technical studies prepared by specialized external companies, which are reviewed as new information arises that allows considering that the useful life of an asset has been modified.

The allocation of total useful life for assets is made on the basis of several factors, including the nature of the equipment. Such factors generally include:

1. Nature of the component materials of the equipment or constructions.
2. Means of operation of the equipment
3. Intensity of use
4. Legal, regulatory or contractual limitations.

The range of useful lives (in years) by type of asset is as follows:

Item	Minimum useful life (years)	Maximum useful life (years)
Plant and equipment	7	20
Information technology equipment	4	4
Fixed installations and accessories	10	10
Motor vehicles	7	7

Policy for estimating costs for dismantling, removal or rehabilitation of property, plant and equipment:

Due to the nature of the assets being constructed in the company and given that there are no contractual obligations or other constructive requirements such as those mentioned in IFRS and in the regulatory framework, the concept of decommissioning costs is not applicable at the date of these financial statements.

Property, plant and equipment sales policy

The results from the sale of fixed assets are calculated by comparing the proceeds obtained with the book value and are recorded in the Statement of Comprehensive Income.

C. Impairment of tangible and intangible assets except for goodwill

At each balance sheet date, the Company reviews the carrying amounts of its tangible and intangible assets with definite useful lives to determine whether there are indicators that such assets have suffered an impairment loss. If such indicators exist, the recoverable amount of the assets is estimated to determine the amount of the impairment loss (if any). When it is not possible to estimate the recoverable amount of a particular asset, the Company estimates the recoverable amount of the Cash Generating Unit to which the asset belongs.

Intangible assets with indefinite useful lives are tested annually for impairment and when there are indicators that the asset may be impaired before the end of that period.

The recoverable amount is the higher of fair value less costs to sell and value in use. In estimating value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects both the current market conditions of the time value of money and the specific risks associated with the asset.

When the recoverable amount of an asset or cash-generating unit is estimated to be less than its carrying amount, the carrying amount of that asset or cash-generating unit is adjusted to its recoverable amount by immediately recognizing an impairment loss in profit or loss. When an impairment loss is reversed, the carrying amount of the asset or cash-generating unit is adjusted to the revised estimate of its recoverable amount, provided that the adjusted carrying amount does not exceed the carrying amount that would have been determined had no impairment loss been recognized for the asset or cash-generating unit in prior years.

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D. Leases

The Company evaluates its lease contracts in accordance with IFRS 16, i.e. whether the right to control the use of an identified asset is transferred for a period of time in exchange for consideration. Control is deemed to exist if the customer has i) the right to obtain substantially all the economic benefits from the use of an identified asset; and ii) the right to direct the use of the asset.

When the Company acts as lessee, at the inception of the lease (i.e. on the date the underlying asset is available for use) it records a right-of-use asset and a lease liability in the statement of financial position.

The Company initially recognizes the right-of-use asset at cost, adjusted for any remeasurement of the lease liability, less accumulated depreciation and accumulated impairment losses. The right-of-use asset is depreciated over the lease term. To determine whether the right-of-use asset is impaired, the same criteria detailed in Note 2.2.

Lease liabilities are initially measured at the present value of the lease payments, discounted at the company's incremental borrowing rate, if the interest rate implicit in the lease cannot be readily determined.

After the commencement date, the lease liability is increased to reflect the accrual of interest and reduced by lease payments made. In addition, the carrying amount of the liability is remeasured if there is a change in the terms of the lease (changes in the term, in the amount of payments or in the evaluation of a purchase option or change in the amounts payable). Interest expense is recognized as a finance cost in profit or loss for the period.

Short-term leases, equal to or less than one year, or leases of low-value assets are exempt from the application of the recognition criteria described above, recording the payments associated with the lease as an expense on a straight-line basis over the lease term.

When the Company acts as lessor, it classifies at the inception of the agreement whether the lease is an operating or finance lease, based on the substance of the transaction. Leases in which substantially all the risks and rewards incidental to ownership of the underlying asset are transferred are classified as finance leases. All other leases are classified as operating leases.

E. Financial assets

Acquisitions and disposals of financial instruments are recognized on the trade date, i.e. the date on which the Company commits to acquire or sell the asset. Investments are derecognized when the rights to receive cash flows from the investments have been transferred and the Company has transferred substantially all the risks and rewards of ownership.

Financial assets are classified in the following categories:

- Financial assets at fair value through profit or loss
- Financial assets at fair value through profit or loss
- Financial assets at amortized cost

The classification depends on the nature and purpose of the financial assets and is determined at initial recognition.

The Company invests in low-risk instruments, which comply with the classification standards established in its investment policies. Thus, mutual investment funds must have an AAfm/ M1 classification (Quotas with very high protection against loss, associated with credit risks/quotas with the lowest sensitivity to changes in economic conditions). Time deposits and covenants, contracted are N-1 rated instruments (Instruments with the highest capacity to pay principal and interest on the agreed terms and maturities).

The issuing institutions of these instruments correspond to banking companies or subsidiaries of banks, with a risk rating of N-1 and their instruments have a risk rating of at least AA (with a very high capacity to pay principal and interest on the agreed terms and maturities, which would not be significantly affected by possible changes in the issuer, the industry to which it belongs or in the economy).

i. Effective interest rate method

The effective interest rate method corresponds to the method of calculating the amortized cost of a financial asset or liability and the allocation of interest income or expense over the entire period. The effective interest rate corresponds to the rate that exactly discounts the estimated future cash flows receivable over the expected life of the financial asset, and makes the Net Present Value (NPV) equal to its nominal amount.

ii. Fair value through other comprehensive income

For the classification of an asset at fair value through other comprehensive income, the sale of financial assets for which the principal amount plus interest, if any, is expected to be recovered within a specified period of time must be complied with as a principle.

iii. Financial assets at fair value through profit or loss

Financial assets are presented at fair value through profit or loss when the financial asset is held for trading or is designated as at fair value through profit or loss.

Financial assets at fair value through profit or loss are measured at fair value and any resulting gain or loss is recognized in profit or loss. The net gain or loss recognized in profit or loss includes any dividend or interest received on the financial asset.

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iv. Financial assets at amortized cost Loans and accounts receivable

Trade, loans and other receivables are non-derivative financial assets which have fixed or determinable payments and are not quoted in an active market and are classified as loans and receivables. Loans and receivables are measured at amortized cost using the effective interest rate method, less any impairment losses, except for short-term receivables where the recognition of interest would be immaterial.

Trade and other receivables

Trade debtors correspond to amounts invoiced for the sale of sanitation materials, sale of chemical supplies and other services. These are recorded at the net value of the allowance for doubtful accounts or those with a low probability of collection.

The trade debtors policy is subject to the credit policy, which establishes the payment conditions, as well as the different scenarios to be agreed upon for delinquent customers.

Impairment policy for trade and other accounts receivable

The Company periodically evaluates impairment losses affecting its financial assets. The amount is recorded in the allowance for doubtful accounts. The carrying amount of the asset is reduced as the allowance account is used and the loss is recognized in the statement of comprehensive income within "other expenses". When an account receivable is uncollectible, it is recorded against the allowance account for accounts receivable based on the expected credit loss model as established in IFRS 9.

The estimates are based on the following historical situation: considering the recovery statistics, which indicate that after the fifth month of unpaid invoices, the possibility of collection is marginal, in other words, the probability of recovering an invoiced amount is minimal.

F. Inventories

Materials, spare parts and supplies are stated at acquisition cost, which does not exceed net realizable value. The costing method corresponds to the weighted average cost. Annually, an impairment estimate is made for those materials that are damaged, partially or totally obsolete, or have not been in rotation for the last twelve months and their market price has fallen by more than 20%.

G. Dividend Policy

The Company's dividend policy, as established in Article 79 of Law 18,046 governing corporations, is to distribute at least 30% of the net income of each year. In the event that these dividends do not exist or are less than the minimum established by law, the respective provision will be made.

H. Transactions in foreign currency

Assets and liabilities in foreign currencies are presented at the respective exchange rates in effect at the end of each year, according to the following parities:

Currency	31-12-2023 \$	31-12-2022 \$
U.S. dollar	877.12	855.86
Euro	970.05	915.95

Foreign currency transactions are translated into the functional currency using the exchange rates prevailing at the dates of the transactions. Foreign currency gains and losses resulting from the settlement of these transactions and from the translation at closing exchange rates of monetary assets and liabilities denominated in foreign currencies are recognized in the statement of comprehensive income.

Exchange differences are recorded in the results of the year in which they accrue.

I. Financial liabilities

Loans and similar items are initially recorded at fair value, net of transaction costs incurred. Subsequently, they are valued at amortized cost, using the effective interest rate.

J. Provisions and contingent liabilities

Provisions are recognized when the Company has a present obligation as a result of past events, for which it is probable that it will use resources to settle the obligation and for which it can make a reasonable estimate of the amount of the obligation.

Provisions are quantified on the basis of the best information available on the event and its consequences, and are re-estimated at each accounting close. The provisions recorded are used to face the specific risks for which they were originally recognized, and are reviewed, in whole or in part, when such risks disappear or decrease.

Contingent liabilities are all those possible obligations arising as a result of past events, whose future materialization and associated financial loss is estimated to be unlikely. In accordance with IFRS, the Company does not recognize any provision for these items, although, as required by the same standard.

K. Employee benefits

The Company has 73 employees, comprising 1 executive, 22 professionals, 32 technicians, 10 administrative personnel and 8 operators.

Policies on defined benefit plans

Hidrogística S.A. employees are governed by the rules established in articles 159, 160 and 161 of the Labor Code.

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L. Income taxes and deferred taxes

The income tax expense corresponds to the sum of income tax payable and the change in deferred tax assets and liabilities.

Income tax payable is determined based on the taxable income for the year. The Company's income tax payable is calculated using the tax rates that have been approved, or are in the last approval process, at the closing date of the statement of financial position.

Deferred taxes are recognized on the basis of the differences between the carrying amounts of assets and liabilities in the financial statements and the corresponding tax bases used in the calculation of taxable income and are accounted for using the balance sheet liability method. Deferred tax liabilities are recognized for all taxable temporary differences, and deferred tax assets are recognized for all deductible temporary differences to the extent that it is probable that future taxable profits will be available against which such differences can be utilized. Deferred tax assets or liabilities are not recognized if the temporary differences arise from the initial recognition (except in a business combination) of other assets and liabilities in a transaction that does not affect taxable profit or financial results.

The carrying amount of deferred tax assets is reviewed at each balance sheet date and reduced to the extent that it is no longer probable that sufficient taxable profit will be available to allow the recovery of all or part of the asset.

Deferred tax assets and liabilities are measured at the tax rates that are expected to be in effect for the period in which the liability is settled or the asset realized, based on tax tariffs that have been enacted or substantively enacted by the end of the statement of financial position period. The measurement of deferred tax assets and liabilities reflects the tax consequences that would result from the manner in which the Company expects, at the reporting date, to recover or settle the carrying amounts of its assets and liabilities.

Deferred tax assets and liabilities are offset if there is a legally enforceable right to offset tax assets against tax liabilities and they relate to the same entity and tax authority.

M. Ordinary income

Revenue recognition policy

The Company determined its recognition and measurement of revenue from ordinary activities based on the principle that revenue is recognized at an amount that reflects the consideration to which the entity expects to be entitled in exchange for transferring goods or services to a customer. This fundamental principle should be applied based on a five-step model:

1. identification of the contract with the customer;
2. identification of the performance obligations of the contract;
3. determination of the transaction price;
4. allocation of the transaction price to performance obligations; and
5. revenue recognition when (or as) performance obligations are satisfied.

Revenue recognition policy for sales of goods

Revenue from the sale of goods is recognized once the significant risk and rewards of ownership of the goods have been transferred, the Company retains no relationship with the goods sold, the amount of revenue can be measured reliably, it is probable that the economic benefits associated with the sale will flow to the Company and the costs incurred in the transaction can also be measured reliably.

Revenue recognition policy for sales of services

Revenues from the sale of services are measured at fair value. Billings are made on the basis of actual consumption or work performed of the consideration receivable, net of returns, trade discounts and rebates. Therefore, revenue is recognized when the revenue is transferred to the customer and recovery is considered probable, the associated costs and possible discounts for erroneous collections can be estimated reliably.

Invoicing and eventual provision is made on the basis of work performed.

N. Environmental information

Assets of an environmental nature are those that are used on a lasting basis in the Company's activity, whose main purpose is the minimization of adverse environmental impacts and the protection and improvement of the environment, including the reduction or elimination of future pollution from operations.

These assets are valued, as any other asset, at acquisition cost. The Company amortizes these items on a straight-line basis over the estimated remaining useful lives of the various items.

O. Cash flow statements

The statement of cash flows shows the cash movements during the year, which include value added tax (VAT), determined by the direct method and with the following criteria:

Cash and cash equivalents: Cash and cash equivalents represent inflows and outflows of cash and cash equivalents, which are short-term, highly liquid investments with low risk of changes in value (less than 3 months from the date of purchase and without restrictions).

Operating activities: These represent activities typical of the normal operation of the company's business, as well as other activities not classified as investing or financing activities.

Investing activities: These represent the acquisition, sale or disposal by other means of long-term assets and other investments not included in cash and cash equivalents.

Financing activities: These represent activities that produce changes in the amount and composition of shareholders' equity and liabilities that are not part of ordinary activities.

P. Reclassification

For the year ended December 31, 2023, no reclassifications have been made.

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Note 3. Trade and other receivables and rights receivable

The composition of trade debtors as of December 31, 2023 and 2022 is as follows:

Credit risk	31-12-2023 M\$	31-12-2022 M\$
Gross balance sheet exposure for accounts receivable risks	658,061	562,325
Gross on-balance sheet exposure for receivables risks	517,594	460,503
Gross exposure according to estimates for accounts receivable risks	(59,352)	(69,673)
Net exposure, risk concentrations	1,116,303	953,155

Movement in credit risk accounts receivable	31-12-2023 M\$	31-12-2022 M\$
Beginning balance	(69,673)	(53,109)
Increase in existing provisions	(5,790)	(50,853)
Decreases	16,111	34,289
Changes, total	10,321	(16,564)
Ending balance	(59,352)	(69,673)

The age composition of gross debt is presented below:

Gross Debt	31-12-2023 M\$	31-12-2022 M\$
less than 3 months	1,167,166	1,017,113
more than eight months	8,489	5,715
Totals	1,175,655	1,022,828

In accordance with IFRS 7 Financial Instruments, a detail of the net overdue debt by age is presented:

Net Debt Outstanding	31-12-2023 M\$	31-12-2022 M\$
less than 4 months old	100,590	100,478
Totals	100,590	100,478

Net past due debt is comprised of unprovisioned balances receivable with a maturity date prior to the closing of the financial statements, due to the fact that the counterparty has failed to make a payment when contractually it should have done so, as of this moment it is considered past due.

Analysis of gross exposure of current trade accounts receivable

December 31st 2023				
Trade Accounts Receivable	Portfolio not repaid		Total gross portfolio	
	Nº of customers	Gross amount M\$	Nº of customers	Gross amount M\$
Up to date	121	548,982	121	548,982
Between 1 and 30 days	10	96,852	10	96,852
Between 61 and 90 days	3	3,738	3	3,738
More than 251 days	40	8,489	40	8,489
Total	174	658,061	174	658,061

31 de diciembre de 2022				
Trade Accounts Receivable	Portfolio not repaid		Total gross portfolio	
	Nº of customers	Gross amount M\$	Nº of customers	Gross amount M\$
Up to date	37	456,132	37	456,132
Between 1 and 30 days	13	100,401	13	100,401
Between 31 and 60 days	1	77	1	77
More than 251 days	41	5,715	41	5,715
Total	92	562,325	92	562,325

As of December 31, 2023 and 2022, the analysis of delinquent notes receivable and notes receivable in Court collection, of the non-securitized portfolio, is as follows:

Delinquent portfolio and receivables in Court collection	NON-SECURITIZED PORTFOLIO			
	Portfolio not repaid 31-12-2022		Portfolio not repaid 12/31/2021	
	No. of Customers	Gross amount M\$	No. of Customers	Gross amount M\$
Delinquent notes receivable	18	47,513	19	59,404
Total	18	47,513	19	59,404

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On December 31, 2023 and 2022, the credit risk analysis is as follows:

December 31, 2023				
Provision			Write-off for the year MS	Recovery for the year MS
Portfolio not repaid MS	Repaid portfolio MS	Total Provision MS		
59,352	-	59,352	-	-

December 31, 2022				
Provision			Write-off for the year MS	Recovery for the year MS
Portfolio not repaid MS	Repaid portfolio MS	Total Provision MS		
69,673	-	69,673	-	-

Note 4. Related party disclosures

Balances and transactions with related entities

Transactions between the Company are at market conditions.

Accounts receivable from related entities

ID number	Name of Related Party	Nature of Relationship	Country of Origin	Nature of Related Party Transactions	Currency Type	Term	Warranties	31-12-2023 MS	31-12-2022 MS
61,808,000-5	Aguas Andinas S.A.	Controller	CL	Lease of real estate, Warranty U.F. 18.73	CLP	30 Days	Warranties	689	658
61,808,000-5	Aguas Andinas S.A.	Controller	CL	Retention of renovation works Collector sewers	CLP	30 Days	No Warranties	-	137,465
61,808,000-5	Aguas Andinas S.A.	Controller	CL	Trenchless Contract	CLP	30 Days	No Warranties	430,497	455,362
61,808,000-5	Aguas Andinas S.A.	Controller	CL	Logistics Operation	CLP	30 Days	No Warranties	102,345	101,060
61,808,000-5	Aguas Andinas S.A.	Controller	CL	Line Stop Contract	CLP	30 Days	No Warranties	390,779	-
61,808,000-5	Aguas Andinas S.A.	Controller	CL	Leak Detection and Repair	CLP	30 Days	No Warranties	254,305	405,178
61,808,000-5	Aguas Andinas S.A.	Controller	CL	Entel Agreement	CLP	30 Days	No Warranties	-	18,912
61,808,000-5	Aguas Andinas S.A.	Controller	CL	Canada Travel Refund	CLP	30 Days	No Warranties	1,695	-
96,809,310-K	Aguas Cordillera S.A.	Controller Related	CL	Logistics operation	CLP	30 Days	No Warranties	8,648	10,989
96,809,310-K	Aguas Cordillera S.A.	Controller Related	CL	Trenchless Contract	CLP	30 Days	No Warranties	294,503	207,378
89,221,000-4	Aguas Manquehue S.A.	Controller Related	CL	Logistics operation	CLP	30 Days	No Warranties	3,621	5,566
89,221,000-4	Aguas Manquehue S.A.	Controller Related	CL	Trenchless Contract	CLP	30 Days	No Warranties	-	21,047
96,967,550-1	Análisis Ambientales S.A.	Controller Related	CL	Sales of Materials	CLP	30 Days	No Warranties	423	-
96,945,210-3	Ecoriles S.A.	Controller Related	CL	Sale of Chemical Supplies	CLP	30 Days	No Warranties	23,095	138,276
Total Accounts Receivable								1,510,600	1,501,891

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Accounts payable to related entities

ID number	Name of Related Party	Nature of Relationship	Country of Origin	Nature of Related Party Transactions	Currency Type	Deadlines	Warranties	31-12-2023 M\$	31-12-2022 M\$
61,808,000-5	Aguas Andinas S.a.	Controller	CL	Interim dividend	CLP	30 Days	No Warranties	315,305	1,457
61,808,000-5	Aguas Andinas S.a.	Controller	CL	Loan Obtained	CLP	30 Days	No Warranties	-	369,942
A085788073	Aquatec Proy.sector Agua	Controller Related	CL	Mangas Supplies and Assistance	CLP	30 Days	No Warranties	451,332	-
96,809,310-K	Aguas Cordillera S.a.	Controller Related	CL	Interim dividend	CLP	30 Days	No Warranties	6,935	-
Total Cuentas por pagar								773,572	371,399

Transactions

Transactions with related entities are originated in Chile, the currency of the transactions is in Chilean pesos.

ID number	Name of Related Party	Nature of Relationship	Country of Origin	Nature of Related Party Transactions	Currency Type	M\$ 31-12-2023		M\$ 31-12-2022	
						Amount	Effect on income (charge)/credit	Amount	Effect on income (charge)/credit
61,808,000-5	Aguas Andinas S.A.	Controller	CL	Dividend	CLP	315,305	-	144,736	-
61,808,000-5	Aguas Andinas S.A.	Controller	CL	Loans Obtained	CLP	1,239,212	-	1,376,180	-
61,808,000-5	Aguas Andinas S.A.	Controller	CL	Loan Payment	CLP	1,645,429	(69,037)	1,071,762	(32,762)
61,808,000-5	Aguas Andinas S.A.	Controller	CL	Sale Materials	CLP	139,064	116,860	-	-
61,808,000-5	Aguas Andinas S.A.	Controller	CL	Logistics Operation	CLP	621,985	564,672	616,229	519,683
61,808,000-5	Aguas Andinas S.A.	Controller	CL	Trenchless Contract	CLP	4,025,916	3,406,656	920,501	773,530
61,808,000-5	Aguas Andinas S.A.	Controller	CL	Line Stop	CLP	1,331,048	1,118,528	-	-
96,945,210-3	Ecoriles	Controller	CL	Sale of Chemical Supplies	CLP	1,239,234	1,041,373	2,647,835	2,225,071
61,808,000-5	Aguas Andinas S.A.	Controller	CL	Hydraulic efficiency and meter verification	CLP	1,965,043	1,649,555	1,089,734	906,898
96,809,310-K	Aguas Cordillera S.A.	Controller Related	CL	Trenchless Contract	CLP	862,105	771,480	336,352	282,649
96,967,550-1	Analisis Ambientales S.A.	Controller Related	CL	Sale of materials	CLP	6,953	5,843	168,445	141,550
A085788073	Aquatec Proy para el Sector	Controller Related	CL	Purchase of Materials	CLP	1,007,185	(1,048,203)	167,054	(71,192)
A085788073	Aquatec Proy para el Sector	Controller Related	CL	Technical Assistance	CLP	213,404	(213,404)	-	-

El criterio de materialidad para informar las transacciones con entidades relacionadas es de montos superiores a M\$100.000 acumulados.

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Statements of financial position	2023	2022
ASSETS		
Current Assets	7,382,181	5,577,611
Non-Current Assets	3,998,185	3,649,806
Total Assets	11,380,366	9,227,417
LIABILITIES		
Current Liabilities	5,857,967	4,370,914
Non-Current Liabilities	949,972	1,035,969
Heritage	4,572,427	3,820,534
Total Liabilities and Shareholders' Equity	11,380,366	9,227,417
STATEMENT OF COMPREHENSIVE INCOME		
Ordinary Income	12,393,261	9,232,759
Operating cost	(10,694,806)	(9,146,134)
Financial Results	(167,979)	1,414
Other than the operation	(195,201)	(317,023)
Income Tax	(261,142)	163,540
Profit for the year	1,074,133	(65,444)

CASH FLOW STATEMENT

Cash flows provided by (used in) operating activities	1,745,683	(1,419,731)
Cash flows from (used in) investing activities	(174,201)	(262,357)
Cash flows from (used in) financing activities	(337,180)	337,180
Net increase (decrease) in cash and cash equivalents	1,234,302	(1,344,908)
Cash and cash equivalents at beginning of year	532,869	1,877,777
Cash and Cash Equivalents Ending Cash and Cash Equivalents Balance	1,767,171	532,869

Statement of changes in equity	2023	2022
Issued capital	506,908	506,908
Other equity interests	(41,428)	(41,428)
Retained earnings (loss)	4,106,947	3,355,054
Ending Balance Equity	4,572,427	3,820,534

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Statements of financial position	Aguas Andinas S.A.		Aguas Cordillera S.A.		Manquehue S.A.		EcoRiles S.A.	
	2023	2022	2023	2022	2023	2022	2023	2022
	M\$	M\$	M\$	M\$	M\$	M\$	M\$	M\$
ASSETS								
Current Assets	275,004,410	324,838,124	28,117,417	22,667,895	7,555,149	6,286,773	11,736,082	9,093,880
Non-Current Assets	2,148,343,319	2,054,511,436	444,828,116	434,065,600	99,888,202	97,444,444	1,344,331	1,191,473
Total Assets	2,423,347,729	2,379,349,560	472,945,533	456,733,495	107,443,351	103,731,217	13,080,413	10,285,353
LIABILITIES								
Current Liabilities	361,668,126	265,797,147	80,394,585	79,548,322	18,308,087	16,448,603	4,040,546	3,775,734
Non-Current Liabilities	1,175,540,305	1,274,661,314	76,134,731	80,561,550	18,430,827	20,575,073	121,666	132,773
Heritage	886,107,830	838,861,526	316,415,913	296,623,336	70,704,437	66,707,541	8,918,201	6,376,846
Minority Interests	31,468	29,573	304	287	-	-	-	-
Total Liabilities and Shareholders' Equity	2,423,347,729	2,379,349,560	472,945,533	456,733,495	107,443,351	103,731,217	13,080,413	10,285,353
STATEMENT OF COMPREHENSIVE INCOME								
Ordinary Income	640,855,854	580,468,054	90,768,027	83,720,444	21,201,549	20,102,390	22,523,043	20,734,925
Operating cost	(387,940,915)	(345,685,272)	(61,307,491)	(55,307,559)	(15,357,628)	(14,296,119)	(19,425,615)	(17,510,816)
Financial Results	(76,633,585)	(136,758,101)	(6,861,389)	(9,346,191)	(1,171,529)	(2,850,559)	280,512	134,690
Other than the operation	(8,979,801)	(15,352,190)	(837,129)	(359,885)	(168,393)	1,824	7,125	(102,069)
Income Tax	(33,909,237)	2,578,383	(2,595,817)	2,755,819	(450,586)	955,946	(856,294)	(686,013)
Minority Interests	(1,895)	(2,140)	(2)	(17)	-	-	-	-
Profit (loss) from discontinued operations	-	-	-	-	-	-	-	-
Profit attributable to owners of controlling company	133,390,421	85,248,734	19,166,199	21,462,611	4,053,413	3,913,482	2,528,771	2,570,717
CASH FLOW STATEMENT								
Net Cash Flows from Operating Activities	229,397,451	242,903,240	30,653,379	41,935,779	5,968,701	11,032,757	1,656,749	784,943
Net Cash Flows from Investing Activities	(150,000,484)	(165,900,708)	(24,371,560)	(27,463,919)	(5,648,309)	(2,999,406)	(205,950)	(136,390)
Net Cash Flows from Financing Activities	(149,575,627)	(61,180,505)	(3,889,589)	(15,083,794)	(484,778)	(8,855,013)	-	(2,000,000)
Net increase (decrease) in Cash and Cash Equivalents	(70,178,660)	15,822,027	2,392,230	(611,934)	(164,386)	(821,662)	1,450,799	(1,351,447)
Beginning Cash and Cash Equivalents Balance	179,335,341	163,513,314	3,138,030	3,749,964	1,323,468	2,145,130	2,156,889	3,508,336
Cash and Cash Equivalents Ending Cash and Cash Equivalents Balance	109,156,681	179,335,341	5,530,260	3,138,030	1,159,082	1,323,468	3,607,688	2,156,889
STATEMENT OF CHANGES IN EQUITY								
Issued capital	155,567,354	155,567,354	153,608,183	153,608,183	9,025,832	9,025,832	333,787	333,787
Retained earnings (loss)	411,044,222	36,8056,492	169,657,156	149,864,579	57,733,048	53,736,152	8,611,693	6,070,338
Issue premiums	164,064,038	164,064,038	-	-	-	-	-	-
Other reserves	161,397,766	157,139,192	54,211,000	54,211,000	4,699,826	4,699,826	-	-
Other equity interests	(5,965,550)	(5,965,550)	(61,060,426)	(61,060,426)	(754,269)	(754,269)	(27,279)	(27,279)
Non-controlling interests	31,468	29,573	304	287	-	-	-	-
Ending Balance Equity	886,139,298	838,891,099	316,416,217	296,623,623	70,704,437	66,707,541	8,918,201	6,376,846

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Statements of financial position	Hidrogística S.A.		Análisis Ambientales S.A.		Aguas del Maipo S.A.	
	2023	2022	2023	2022	2023	2022
	M\$	M\$	M\$	M\$	M\$	M\$
ASSETS						
Current Assets	7,382,181	5,577,611	7,816,921	6,667,293	1,782,902	2,299,186
Non-Current Assets	3,998,185	3,649,806	6,383,879	6,501,327	11,341,463	11,514,477
Total Assets	11,380,366	9,227,417	14,200,800	13,168,620	13,124,365	13,813,663
LIABILITIES						
Current Liabilities	5,857,967	4,370,914	3,096,341	2,204,349	5,967,778	6,418,482
Non-Current Liabilities	949,972	1,035,969	233,285	1,358,980	-	-
Heritage	4,572,427	3,820,534	10,871,174	9,605,291	7,156,587	7,395,181
Minority Interests	-	-	-	-	-	-
Total Liabilities and Shareholders' Equity	11,380,366	9,227,417	14,200,800	13,168,620	13,124,365	13,813,663
STATEMENT OF COMPREHENSIVE INCOME						
Ordinary Income	12,393,261	9,232,759	14,307,156	11,954,333	2,468,894	2,210,867
Operating cost	(10,694,806)	(9,146,134)	(12,527,888)	(10,365,725)	(2,387,639)	(2,096,632)
Financial Results	(167,979)	1,414	(237,451)	(67,399)	(333,145)	(364,200)
Other than the operation	(195,201)	(317,023)	(85,112)	(55,188)	2,823	(17,553)
Income Tax	(261,142)	163,540	(248,107)	(66,476)	10,473	231,875
Minority Interests	-	-	-	-	-	-
Profit (loss) from discontinued operations	-	-	-	-	-	-
Profit attributable to owners of controlling company	1,074,133	(65,444)	1,208,598	1,399,545	(238,594)	(35,643)
CASH FLOW STATEMENT						
Net Cash Flows from Operating Activities	1,745,683	(1,419,731)	1,902,581	(434,172)	1,465,740	1,749,540
Net Cash Flows from Investing Activities	(174,201)	(262,357)	(661,150)	(511,543)	(372,642)	-
Net Cash Flows from Financing Activities	(337,180)	337,180	(1,073,000)	352,000	(1,135,600)	(1,702,000)
Net increase (decrease) in Cash and Cash Equivalents	1,234,302	(1,344,908)	168,431	(593,715)	(42,502)	47,540
Beginning Cash and Cash Equivalents Balance	532,869	1,877,777	249,191	842,906	49,561	2,021
Cash and Cash Equivalents Ending Cash Balance	1,767,171	532,869	417,622	249,191	7,059	49,561
STATEMENT OF CHANGES IN EQUITY						
Issued capital	506,908	506,908	262,456	262,456	7,971,221	7,971,221
Retained earnings (loss)	4,106,947	3,355,054	10,630,168	9,364,285	(403,918)	(165,324)
Issue premiums	-	-	-	-	-	-
Other reserves	-	-	-	-	-	-
Other equity interests	(41,428)	(41,428)	(21,450)	(21,450)	(410,716)	(410,716)
Non-controlling interests	-	-	-	-	-	-
Ending Balance Equity	4,572,427	3,820,534	10,871,174	9,605,291	7,156,587	7,395,181

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