



# “Compendium of Corporate Governance Policies and Procedures”

INVESTEMENTS AGUAS METROPOLITANAS S.A.

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## **A. GENERAL ASPECTS.**

Corporate governance aims to create of trust, transparency, and accountability, which, in turn, promotes long-term investments, financial stability, and business integrity. Ultimately, this contributes to stronger growth and the development of more inclusive societies.<sup>1</sup>

Commitment to ethical behavior in strategy, operations, and corporate culture should govern the foundations of corporate governance and board leadership. In today's globalized and interconnected world, investors, creditors, as well as other stakeholders, view the environmental, social, and governance aspects of companies as integral to their performance and long-term sustainability.

Investments Aguas Metropolitanas S.A. includes within its scope the investment in shares of Aguas Andinas and the provision of all kinds of advisory, consultancy, and technology transfer services, know-how, technical assistance, business, and project management related to the management and operation of the sanitation industry. Thus, it owns 50.1% of the shares of Aguas Andinas and its subsidiaries, forming part of the largest sanitation group in Chile, and therefore, it is part of its purpose to be a resilient environmental services company that ensures quality supply to customers, aligned with the Sustainable Development Goals (SDGs).

Investments Aguas Metropolitanas S.A. has a mission, through its subsidiary, to provide an essential and quality service to the customers of its sanitation companies, contributing to improving the quality of life of the inhabitants of the Santiago basin. This is considering that sustainability practices can have material impacts on the performance of securities issuers and investor decisions.

In the context of the above, based on the provisions of General Rule No. 461 issued by the Financial Market Commission, which modify the content of the Annual Report of public offering securities issuers, incorporating sustainability and corporate governance topics comprehensively in such reports, and finally the G20 and OECD Corporate Governance Principles, the Board of Directors of Investments Aguas Metropolitanas S.A. (hereinafter, interchangeably, "IAM," the "Company," or the "Company") has approved a series of policies and adopted other agreements on these matters. Thus, the implementation of the policies and agreements approved by the Board of Directors on matters of Corporate Governance requires certain procedures, mechanisms, or systems for their operation and application. Both the policies, protocols, and respective procedures are contained in this document called the Compendium of Corporate Governance Policies and Procedures (hereinafter the "Compendium").

This Compendium compiles the policies and procedures approved to implement the agreements and practices voluntarily adopted by IAM's Board of Directors regarding Corporate Governance.

## **B. COMPENDIUM STRUCTURE**

The compendium considers best corporate governance practices, international experience, and the latest regulatory reforms in the field. In Board meetings held on December 16, 2015, December 14, 2022, and August 23, 2023, various policies aimed at creating a successful company, led by an 'effective and entrepreneurial Board, whose primary role is, in turn, to promote the company's sustainable long-term success, creating value for shareholders, and contributing to society at large.'<sup>2</sup> These policies and guidelines are presented in the following section of this document.

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<sup>1</sup> OCDE (2016), "Principios de Gobierno Corporativo de la OCDE y del G20", Éditions OCDE, Paris, P.9, disponible en <http://dx.doi.org/10.1787/9789264259171-es>

<sup>2</sup> FINANCIAL REPORTING COUNCIL. UK Corporate Governance Code. 2018. P.7.



To facilitate the understanding of the Compendium, its structure follows the numbering or order determined in the ordinary Board meeting of August 23, 2023, as mentioned early, as well as the guidelines set forth by General Rule N0. 461 of the Financial Market Commission, published in the Official Gazette on November 12, 2021.

## **C. POLICIES AND PROCEDURES.**

### **(i) *Evaluation of the Board and its Committees.***

The company has a formal continuous improvement procedure to detect and implement potential improvements or areas of strengthening in its organization and operation. To achieve this, it seeks the assistance of an expert as a third party. In this regard, the Board decided to establish a self-evaluation process, including its committees, to ensure and assess the proper functioning of its corporate governance and identify areas in which its members can strengthen and continue to improve. This evaluation process is conducted biennially.

Additionally, the evaluation process, in conjunction with the Candidate Nomination Policy for the Board, helps identify and reduce organizational, social, or cultural barriers and identify and mitigate obstacles that hinder the natural diversity of capabilities, perspectives, characteristics, and conditions of Board members.

For the implementation of this policy, the General Manager must present at least two proposals in this regard, prepared by external advisors with proven experience in the field. The Board will then decide with whom to carry out the evaluation. Thus, it is the General Manager of the Company who is responsible for managing this practice, and they must also propose the dates defined for this purpose in the Board's activity calendar.

The advisor will provide a report of their work with the conclusions obtained, which will be made available to the Board, who will manage the report in a confidential manner.

### **(ii) *Training and Knowledge Updating.***

The Company includes annual training for the members of the Board. This includes, as part of the topics covered in such training, at least the following:

- (i) Best corporate governance practices adopted by other entities at both the local and international levels;
- (ii) Key developments in the last year at the local and international levels regarding inclusion, diversity, and sustainability reporting;
- (iii) Key risk management tools, including sustainability risks, that have been implemented in the last year at the local and international levels;
- (iv) Relevant legal rulings, sanctions, or pronouncements that have occurred in the last year at the local and international levels related to duties of care, confidentiality, loyalty, diligence, and disclosure; and,
- (v) Review of examples of situations that constitute a conflict of interest on the Board and ways in which these conflicts of interest can be avoided or resolved in the best interest of the company;
- (vi) Any other matter that is considered relevant and of interest.

The subjects on which training activities have been conducted for the Board in the last year will be included in the Annual Report to inform shareholders and the general public.



The person responsible for coordinating the annual training process is the Secretary of the Board, who must agree with the Chairman of the Board on the dates and topics for the meetings referred to in these practices. They should also propose the dates defined for this purpose in the Board's activity calendar, as well as the specific topics and the presenters responsible for them.

**(iii) Board Induction.**

IAM understands and recognizes that proper induction of new Directors - meaning those elected at the Ordinary Shareholders' Meeting or, failing that, those appointed by the Board - is a practice that allows for effective and informed integration into the company's business and serves as a tool for new members to make an effective contribution to the functions of the Board. Therefore, the Company adopts the practice that whenever there is a renewal of the Board or one of its members, during the first few weeks after taking office, the General Manager and the legal advisor shall make one or more presentations with the aim of informing the incoming Director(s) about the Company, its businesses, issues, and risks, including those related to the sustainability of the business group, stakeholders, mission, vision, strategic objectives, principles, and values that guide the Company's and the business group's actions, policies, procedures, key accounting criteria, and the most relevant legal framework applicable to the Company and its Board, as well as any other matter deemed relevant to present.

For the implementation of the above, the General Manager shall provide the new Director with the information indicated below within a period of 15 business days, counted from the date when the new Director accepts their appointment. This can be done through a physical or virtual folder, and/or by granting access to the Board's Dropbox, as appropriate.

| Subject   | Information  |
|---|--|
| (i) Business, subjects, and risks, including sustainability ones considered the most relevant and the reasons why, in the opinion of the Board, they hold this status.  | 1. Integrated Report of IAM and Aguas Andinas<br>2. Copies of Board of Directors' meeting minutes for IAM and Aguas Andinas approving their Integrated Reports.<br>3. Articles of Incorporation and Power of Attorney Regulations.<br>4. Code of Ethics.   |
| (ii) Relevant stakeholder groups identified by the organization and the reasons why, in the opinion of the Board, they hold this status. Additionally, the primary mechanisms used to understand their expectations and maintain a stable relationship with them. | 5. General Habituality Policy.<br>6. Crime Prevention Model.<br>7. Interaction Procedure with Public Officials and Lobbying.<br>8. Anti-Corruption Policy.<br>9. Human Rights Policy.<br>10. Relevant Sustainability Matters<br>11. Conflict of Interest Management Policy.<br>12. Market Sensitive Information Handling Manual.<br>13. Information on Risk Management and Administration.<br>14. Safety, Health, and Environment Regulations. |

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|--|---|
| <p>(iii) The mission, vision, strategic objectives, principles, and values that should guide the actions of the company, its Directors, and personnel, as well as risk management policies approved by the Board.</p>  | <p>15. Relevant policies, procedures, and instructions of Aguas Andinas, including:</p> <ul style="list-style-type: none"> <li>- Gender Equality and Work-Life Balance Policy.</li> <li>- Board of Directors Candidates Nomination Policy.</li> <li>- Human Rights Policy.</li> <li>- Diversity and Inclusion Policy.</li> <li>- Anti-Corruption Policy.</li> <li>- Procedure for Interaction with Public Officials and Lobbying.</li> </ul>  |
| <p>(iv) The current relevant legal framework applicable to the organization, the Board, and its top executives.</p>  | <p>16. Law No. 18.045 - Securities Market Law.<br/> 17. Law No. 18.046 - Anonymous Societies Law.<br/> 18. Regulation of the Anonymous Societies Law.<br/> 19. Law No. 20.393 - Law Establishing Criminal Liability for Legal Entities.<br/> 20. CMF-NCG 270: Publicity of policies and procedures related to the acquisition or sale of securities by the entity and the management and disclosure of information for the market.<br/> 21. CMF-NCG 314: Sending legal, economic, and financial information via the internet (SEIL System).</p> |
| <p>(v) Duties of care, confidentiality, loyalty, diligence, and information that, according to current legislation, apply to each member of the Board, through examples of the most relevant judgments, sanctions, or pronouncements that have occurred in the last year at the local level concerning these duties.</p> | <p>22. Legal report with a conceptual explanation of the Director's fiduciary duties towards stakeholders and their representation in current legislation.<br/> 23. Summaries of recent relevant cases.</p>   |
| <p>(vi) Key decisions made in the 2 years prior to the start of their term and the reasons that were taken into consideration when making those decisions.</p>   | <p>22. Copies of minutes of ordinary and extraordinary Board of Directors meetings for the last two years.</p>  |



|   |   |
|---|---|
| (vii) The most relevant items from the quarterly and annual financial statements of the last year, along with their respective explanatory notes, as well as the accounting criteria applied in the preparation of these financial statements.  | 23. Submission of the Accounting and Internal Audit report regarding this matter. |
| (viii) What, in the opinion of the Board, constitutes a conflict of interest, and how, in the opinion of the Board or in accordance with the established Code or Manual, and without prejudice to those conflicts of interest expressly addressed by law, should situations where one of them may arise be handled. | 28. Conflict of Interest Management Policy.                                       |

Furthermore, following prior coordination with the new Director, the General Manager, as well as other top executives of the Company, will make various presentations, addressing at least the following topics:

- Company history/description.
- Mission / vision.
- Ownership structure.
- Company organizational chart, including descriptions of key functions.
- Business environment: applicable regulations and norms.
- Review of the balance sheet, income statements, and cash flows.
- Major investment projects.
- Key accounting criteria.
- Risk management.
- Company's financial situation.
- Accounting policies.
- Internal control.
- Financial risk aspects: portfolio, debt, guarantees, etc.
- Interviews with certain Company Managers.
- Visits to representative subsidiary facilities.
- Knowledge of processes at Aguas Andinas plants.
- Logistics and supply of Aguas Andinas.
- Knowledge of Aguas Andinas products.
- Market analysis.
- Strategic aspects and differentiators of products or services.
- Description of platforms and systems in use.
- Security Policy.



- Status of lawsuits and claims.
- Existing risks and contingencies.
- Regulation applicable to the business.
- Social power structure.

**(iv) Visits to the Company's facilities and premises.**

The Company has adopted a policy that the Board of Directors conducts at least two visits each year to different facilities and/or premises of subsidiary companies, provided that no extraordinary circumstances arise that necessitate their suspension. This is in order to understand:

- a) The condition and operation of these facilities and installations.
- b) The main roles and concerns of those working in them.
- c) Recommendations for improvements that, in the opinion of those responsible for these facilities and installations, would be relevant to undertake.

Similarly, the Company allows for the possibility of the General Manager and other executives to participate in these visits, and the possibility of conducting this practice through electronic means in the event of extraordinary circumstances that make physical visits difficult.

The Board of Directors will carry out the biannual visits based on the recommendation and proposal made by the General Manager, considering the most relevant works and facilities. The General Manager will be responsible for coordinating these visits and must propose the defined dates for this purpose in the Board's activity calendar.

As evident from the previous paragraphs, these visits should include not only the inspection of the actual works (to assess their condition and operation) but also meetings with the individuals working in these facilities, tasks, and/or jobs. This is done to facilitate direct contact between them and the Board members and, consequently, to understand their perspectives, opinions, and concerns.

**(v) Advisor Hiring Policy.**

La Compañía contempla que el Directorio o bien, el Comité de Directores, puedan requerir la contratación de asesores externos, sean estos nacionales o extranjeros, en materias contables, financieras, legales, tributarias, ambientales, de recursos humanos u otras que estimen pertinentes. Lo anterior, para el adecuado cumplimiento de sus responsabilidades.

Para la implementación de la referida práctica, dicha contratación, debe realizarse sobre la base de una propuesta económica acorde a los precios de mercado, debiendo contar el asesor con reconocido prestigio en el mercado nacional y/o internacional, experiencia comprobada en la materia objeto de la asesoría y que cumpla con los más altos estándares de calidad de servicio. El Directorio o el Comité de Directores en su caso, deberá adoptar un acuerdo al respecto dejando constancia de la observancia de estos requisitos.

**(vi) Relationship with the Unit or Department responsible for Risk.**

The Company has adopted a policy that the Board of Directors meets once a year with the risk management department of its subsidiary Aguas Andinas to understand and analyze necessary and relevant matters, such as:





- 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 assessing the probability and impact of the occurrence of the most relevant ones.
- c) Recommendations and improvements that, in the unit's opinion, would be pertinent to manage the entity's risks more effectively.
- d) Contingency plans designed to respond to critical event occurrences, including the continuity of the Board of Directors in crisis situations.

The General Manager and other executives of the Company may participate in these meetings.

Additionally, considering the nature of the Company, the General Manager should make a presentation to the Board of Directors regarding the impact of the subsidiary's risk management on the Company's risk management.

**(vii) Relationship with Internal Audit.**

The Company has adopted a policy that the Board of Directors meets once a year with the internal audit department of its subsidiary Aguas Andinas to understand and analyze necessary and relevant matters, such as:

- a) The annual audit program or plan.
- b) Any serious deficiencies that have been detected and irregularities that, due to their nature, should be reported to the relevant supervisory authorities or the Public Prosecutor's Office.
- c) Recommendations and improvements that, in the unit's opinion, would be pertinent to minimize the occurrence of irregularities or fraud.

The General Manager and other executives of the Company may participate in these meetings.

Additionally, considering the nature of the Company, the General Manager should make a presentation to the Board of Directors regarding the impact of these internal audit matters of the subsidiary on the Company.

**(viii) Relationship with the Sustainability Department.**

On an annual basis, during the first half of each year, the Board of Directors will meet with the department responsible for this matter. They will present and submit for approval to the Board an Integrated Report, prepared based on the Principles and Standards of Reporting and Disclosure of the "Global Reporting Initiative" or a similar instrument.

The report should consider the policies adopted by the Company regarding social responsibility and sustainable development, the stakeholder groups identified by the Company as relevant, as well as the reasons why these groups hold that status, the relevant risks, including sustainability risks, of the Company, and the main sources of these risks.



Additionally, the Board of Directors will meet once a year with the Sustainability Department of its subsidiary, Aguas Andinas, to analyze the following matters:

- a) Integrating sustainability into the business approach.
- b) Incorporating environmental issues (especially climate change), social aspects, and respect for human rights into various evaluation processes and strategic decisions.
- c) Identifying and reducing organizational, social, or cultural barriers that may inhibit diversity of capabilities, conditions, experiences, and perspectives that, without these barriers, would naturally exist in the organization.
- d) Identifying the diversity of capabilities, knowledge, conditions, experiences, and perspectives required for those performing roles in the organization and defining hiring policies to achieve and preserve that diversity.
- e) Addressing the interests of its key stakeholder groups, identifying entity activities that have a direct impact on these groups.
- f) Criteria and definitions of units or responsible parties in charge of these matters.
- g) Any other matters that the Sustainability Department deems pertinent.

**(ix) Relationship with the External Audit Firm.**

The Company has adopted a practice where the Directors' Committee and the Board of Directors meet with the auditing firm responsible for auditing the financial statements to analyze:

- a) The report related to the financial statements for the first half of the year;
- b) the report related to the annual financial statements;
- c) the annual audit plan; and
- d) the internal control letter.

Meetings with representatives of the auditing firm will be held in the presence of the General Manager and top executives of the Company unless the Board deems it more convenient to hold the session without their presence for certain matters.

Finally, the person responsible for coordinating this process will be the General Manager of the Company, who will propose the defined dates for these purposes in the Board's activity calendar.

**(x) Board Information Systems.**

The Company considers it a practice to have an information system that allows each Director to securely, remotely, continuously, and well in advance access minutes or documents summarizing the matters to be discussed in each session and other relevant information needed to prepare for the meeting. This system also allows each Director to review the final text of the minutes of that session.

The Board of Directors has implemented a "Virtual Folder" that securely stores the information related to each Board of Directors meeting.

**a) In relation to background analysis in the Board of Directors.**

The Board of Directors has an information storage system called the "Virtual Folder," which contains all the information available for each session. This folder is updated monthly, allowing each Director



to securely access this information, and facilitating the review of minutes of meetings from the last 3 years.

These materials are added to the Virtual Folder at least 5 days before the respective Board of Directors session, ensuring they are available to each Director for preparation.

It will be the responsibility of the General Manager to collect and make available to the Chairman the relevant information with sufficient advance notice to provide it to the Directors as indicated.

***b) In relation to the minutes of the Board of Directors meeting.***

Once the respective Board of Directors meeting has concluded and at least 3 days before the next meeting, the Secretary of the Board will provide Directors with a draft of the minutes of the respective meeting for comments via email. Directors are required to submit their comments to the Secretary of the Board through the same medium.

Additionally, the final text of the minutes of each Board of Directors meeting is made available to the Directors by including it in the Virtual Folder.

The Board of Directors has agreed to set a minimum attendance of 9 Board of Directors meetings per year. This represents 75% of the total meetings and aims to recognize the diversity of experiences and knowledge within the Board, depending on the complexity of the matters to be discussed.

***(xi) Conflict of Interest Management.***

The Board of Directors has approved various documents on Corporate Governance and Compliance Management System over the years. The main objective of these initiatives has been to establish general criteria for handling conflicts of interest by the Company's members, identify the main situations that could potentially constitute a conflict of interest, and determine the mechanisms for disclosing and addressing these conflicts by both the Directors and the General Manager and Senior Executives of the Company

To ensure proper management of conflicts of interest, the Company has:

- a) A "Conflict of Interest Management Policy," approved by the Board of Directors in its ordinary session on August 23, 2023.
- b) A "General Habituality Policy" approved by the Board of Directors in 2010, which will be reviewed by the Directors' Committee as soon as the CMF issues the corresponding General Character Norm; and,
- c) Policies and procedures of the Compliance Management System.

***(xii) The guidelines and risk management policy of the Company.***

IAM has established an annual policy for risk management and control, whereby the finance management assesses the main risks (such as credit, market, insurance, and investments, among others) and proposes actions for their mitigation. The General Manager will determine which of the identified risks are the most relevant and therefore require thorough monitoring.



IAM follows the principles, guidelines, and recommendations developed by "The Committee of Sponsorship Organizations," COSO, or other similar entities for guidance.

The Board of Directors will be informed about these matters at least once a year.

Similarly, IAM's subsidiary, Aguas Andinas, has a risk management and control policy in which each management team conducts an annual assessment of its main risks and proposes actions for mitigation. These actions must be implemented by the respective management team, and compliance must be documented upon request by internal auditors. The quantification, monitoring, and communication of risks should include both direct and subsidiary risks.

The General Manager will determine the order of relevance for the above-mentioned risks, which require more exhaustive monitoring, with documented evidence to evaluate compliance with the committed actions.

The impact and probability criteria include operational and economic aspects as well as environmental, social, human rights, and regulatory factors. The Board of Directors will be informed about these matters at least once a year, in addition to the annual meeting held with the risk unit of the subsidiary mentioned in point (vi) of this document.

As guidance, the principles, guidelines, and recommendations developed by "The Committee of Sponsorship Organizations," COSO, or other similar entities should be used.

Regarding information disclosure programs and ongoing training for personnel regarding policies, procedures, controls, and codes implemented for risk management, Aguas Andinas has implemented a Risk Control Compliance System. This system includes training for both company employees and suppliers on the policies related to risk management and compliance. Additionally, the Risk and Business Continuity Management Department of the subsidiary has developed a Risk Management System, which includes information and training for process managers as indicated.

The Board of Directors has also approved the Ethical Code, which defines the principles and guidelines that should guide the actions of the Directors and is updated annually.

**(xiii) Procedure for Replacing the General Manager.**

The Company has a procedure in place to facilitate the proper functioning of the Company in the event of the replacement or loss of the General Manager. In the case of the permanent absence of the General Manager, the Board of Directors may contract the services of a headhunter company or another similar service provider or choose to directly hire the replacement. Special consideration should be given to the technical competence, educational level, experience, and any other relevant factors of the individual who will fill the vacancy.

To the extent possible, efforts will be made to ensure that the departing General Manager provides the Chairman of the Board with a report on all pending matters under their care, indicating the status of each, associated risks, individuals working on the matter, and recommended future steps.

**(xiv) Executive Compensation Policy.**

The Company has an executive compensation policy for the General Manager, which includes not only goals related to EBITDA and the net profit of the Company but also other elements such as the



achievement of individual objectives defined by senior management. These objectives may be related to budget compliance, accident rate indicators, workplace accident prevention, customer service indicators, among others. This approach aims to promote appropriate incentives while reducing the risk of exposing the Company to risks that are not in line with established policies or potential illegal activities. The Board of Directors reviews this annually.

The salary structure and compensation policies for the General Manager are disclosed in the Integrated Report or Annual Report.

**(xv) Analysis of the information disclosed by the Company to the market.**

The Company has a formal procedure for the analysis of the information that the Company must disclose to the market. Under this procedure, the Board of Directors annually evaluates the sufficiency, timeliness, and relevance of various communications that the Company has sent to the market in the past year. The goal is to improve the way information is provided to the public, ensuring that the communications are easily understandable and provided to the market in a timely manner. This evaluation is carried out with the assistance of an external advisor.

The Board of Directors may request additional or complementary information from the General Manager and must analyze whether the information was disclosed sufficiently, timely, and appropriately. The Board should particularly consider whether (i) the Company was asked to supplement the information, (ii) if supplementation was done and what it pertained to, (iii) the number of organizations that communicated with the Company, and (iv) the nature of the communications received.

During the December session of each year, the Board of Directors will review the information received in this regard and must comment on its content. If deemed necessary, the Board may propose measures to improve the manner, timeliness, and relevance of the information communicated by the Company. It is the responsibility of the Board of Directors to define mechanisms for improving the Company's information provided to the public, if necessary.

The General Manager of the Company is responsible for coordinating the date on which the Board of Directors will evaluate the sufficiency, timeliness, and relevance of various communications that the Company has sent to the market in the past year, and they should propose the dates in the Board's activity calendar for this purpose.

**(xvi) Information to shareholders regarding Director candidates.**

The Company has a Policy for Nominating Director Candidates, which is available to shareholders and the public on the company's website. The purpose of this policy is to suggest certain conditions that these candidates should meet, to reduce potential gender, social, or cultural barriers on the Board of Directors. Additionally, the Company has a policy regarding the information that should be provided to shareholders regarding Director candidates. Under this policy, shareholders can learn about the candidate's experience, profession, or occupation, as well as whether the candidate has had significant relationships with the company's controller, its main competitors, or suppliers, if candidates have provided the relevant information to the Company.

**a) General considerations.**

Any natural person who is a free manager of their assets and who is not included in any of the cases expressly indicated in articles No. 35 and No. 36 of Law No. 18,046 can be elected as a Director of



the Company. Additionally, to be an independent Director, one must meet the conditions established in article 50 bis of Law No. 18,046.

The "Policy for Nominating Director Candidates" contains a guide of recommendations for the selection of Board members, aimed at reducing potential gender, social, or cultural barriers and inhibiting the natural diversity of skills, visions, and conditions. This policy is available to the public on the Company's website.

**b) *Application process.***

Those who wish to promote the nomination of someone for a Director position or wish to apply directly can submit their personal information or the information of the person they propose to the General Manager of the Company. This can be done by delivering the documents to the Company's headquarters at Apoquindo 4800, Torre 2, Of 2001 B, Las Condes. They should include the information they want to be made available to the public through the Company's website.

For this purpose, it is proposed that applicants provide at least the following information:

- Curriculum Vitae with a summary of their education and experience and professional profile.
- Disclosure of any contractual, commercial, or other relationships they have had in the last 18 months with the Company's controller, its main competitors, or suppliers, understanding "controller" as defined in Article 97 of the Law No. 18,045 on the Securities Market.

It is not the responsibility of the Company to verify the accuracy of the information provided but rather to receive and make it available to shareholders through its website.

**c) *Providing access to information.***

The General Manager will make available to the shareholders, at least 2 business days in advance of the meeting, all documents and information that have been submitted to the Company regarding the director candidates up to that date.

The Company's website will include the information received from each director candidate who has requested it.

**(xvii) *Remote participation in shareholder meetings.***

The company has provided shareholders with technological systems that allow them to exercise their rights remotely, as if they were physically present at the meeting. Additionally, shareholders and the public can observe and stay informed in real-time about what happens during shareholder meetings, as the company utilizes streaming technology to broadcast the proceedings live.

**(xviii) *Strategic objectives reporting.***

The Annual Report will include a mention of the entity's strategic objectives, providing a general description of the planning that has been established to achieve these objectives. It will also explicitly mention the strategy related to environmental (especially climate change), social, and human rights aspects, and how these aspects are integrated, inform, or contribute to corporate governance.



**(xix) Reporting on strategic commitments within the framework of the United Nations Sustainable Development Goals (SDGs).**

The Annual Report will include the reporting of strategic commitments adopted in the context of complying with the United Nations Sustainable Development Goals (SDGs), explicitly referencing the existence of policies aimed at generating impacts on these objectives (poverty, health, education, human rights, donations, etc.).

**(xx) Indicators of legal and regulatory compliance.**

The Annual Report shall provide information about the Compliance Models implemented by the Company, as well as all related procedures and programs (such as Crime Prevention Models/Compliance Procedures or Programs). It should detail the consumer compliance model, the company's human rights system, and various elements aimed at preventing violations of fair competition.

**(xxi) Other practices.**

**a) Crime Prevention Model.**

IAM acknowledges that compliance with corporate legality is a demanding, persistent, and active task, as in reality, "there are multiple factors that lead to the occurrence of violations within companies, such as ignorance of the often very complex regulations they must adhere to, the development of a corporate culture where profit-seeking takes precedence over legal compliance, division of labor, and more. For this reason, regulatory compliance as an objective of corporate management requires a management tool." This tool is known as compliance programs, which must compensate for external factors that hinder legal compliance within a corporation.

The Company has a Crime Prevention Model, under which the Board of Directors will meet semi-annually with the prevention officer to review the implementation of the Crime Prevention Model and examine in detail the incidents that have occurred, the complaints received, and the investigations conducted, as well as the preventive measures and plans implemented in the fulfillment of their duties and regulatory updates in the field.

Notwithstanding the above and in line with point (xx) of this Compendium, IAM is also aware that, in today's world, companies are exposed to increasingly demanding regulatory frameworks, as well as a society that is becoming more sensitive to business ethics. In this regard, to mitigate compliance-related contingencies, which have not only financial but also reputational impacts, there has been a phenomenon of expanding Compliance. More and more regulations now require the implementation of compliance plans as part of the mechanisms for managing violations.

**b) Investor Relations.**

The company has an Investor Relations unit, proficient in both Spanish and English, which enables shareholders, investors, and media to clarify doubts about the Company, its businesses, key risks, financial, economic, or legal status, and publicly known operations of the entity.

**c) Webpage.**





Shareholders can access all publicly available information about the Company easily and conveniently through [www.iam.cl](http://www.iam.cl).

**d) Contingency and Crisis Procedure.**

The Board has a procedure that outlines changes in its organization and functioning in the event of contingencies and crises defined by its President. The President shall convene its formation using the available communication means such as email, telephone, WhatsApp, text message, etc., indicating the location of the session and the topics to be addressed to address the crisis. They may also meet remotely using technological means, without the need for physical attendance, and one of the attending Directors may act as the secretary.

**e) Employee Compensation.**

The Annual Report will include the disclosure of the compensation equity policy, as well as the plans and goals related to this matter.

**f) Codes and Models of Corporate Governance.**

In accordance with the provisions of NCG-CMF No. 461, the Company will disclose in its Annual Report the adoption or adherence to national or international codes of good corporate governance. Thus, during the Board of Directors meeting on August 23, 2023, it was resolved to formally adhere to the corporate governance principles of the OECD - G20 for the following reasons:

- They serve as the foundation for most existing codes.
- They provide non-binding recommendations that help establish a roadmap applicable to different markets;
- They serve as a fundamental precedent used by the CMF in its historical regulation (NCG 341-385-461).

However, it should be noted that, considering the corporate governance practices that IAM already had in place prior to the agreement, there was already a high level of compliance with the OECD - G20 corporate governance principles.

**D. UPDATE AND CUSTODY.**

The updating and custody of the policies and procedures outlined in this Compendium are the responsibility of the Secretary of the Board.

**E. EFFECTIVE DATE OF POLICIES AND PROCEDURES.**

The policies and procedures contained in this Compendium are currently in effect.