



# ESG Additional Information 2025

This document has been prepared for Entel's  
response to S&P CSA / DJBIC 2025



## 1.2.7

## Board Average Tenure

Director	Year first appointed	Director	Year first appointed
Juan José Hurtado Vicuña	1994	Juan José Mac-Auliffe Granello	1995
Luis Felipe Gazitua Achondo	1999	Carla Brusoni Silvani	2023
Richard Henry Büchi Buc	1994	Luz Garnier Bulnes	2023
Bernardo Matte Larraín	2005	Enrique Armin Gundermann Wylie	2020
Andrés Eduardo Echeverría Salas	2011	<b>Board Average Tenure</b>	17,6

## 1.2.9

## CEO Compensation – Success Metrics

For variable compensation, the annual management bonus is calculated based on the achievement of objectives associated with financial indicators such as RONA, Cash Flow, EBITDA, among others. As well as goals on Revenue Share, Sales, Income, Customer Satisfaction, Brand Power, among others.

The variable proportion of the CEO bonus is indexed to the company's total shareholder return (TSR) compared to the performance of the index of the main companies listed on the Santiago Stock Exchange (IPSA) (replicating a phantom/performance shares model).

## 1.3.2 / 1.3.3

## Materiality Issues & Metrics for Enterprise Value Creation

Material Issue	Network expansion and optimization
Category	Product/Service Quality & Safety
Business Case	Leadership in the telecommunications industry is significantly tied to technology and network deployment. At Entel, our capacity to adapt and lead in the market, and our work in infrastructure, among others, enable us to continue offering reliable, quality connectivity and high-impact technological solutions, strengthening our business model with a vision of sustainable growth in a highly challenging environment. We have consolidated our position as a leader in the deployment of 5G in Chile and Peru, with the spotlight on our alliance with Starlink to access direct-to-cellular (D2C) satellite connection and expand coverage in rural areas. The deployment of fiber technology and the shift from Fixed Wireless Broadband (FWB), on the other side, stills show space for improvement and penetration both for home users and corporate clients, which has also been a strategic approach for the company's growth.
Type of impact	Revenue
Business Strategies	We have consolidated our position as a leader in the deployment of 5G in Chile and Peru, with the spotlight on our alliance with Starlink to access direct-to-cellular (D2C) satellite connection and expand coverage in rural areas. The first tests of this new way of connecting were conducted in February 2024 and proved successful. Thus, Entel has become the first telecommunications company in Latin America to offer this service to its customers. Investments in fiber to the home reached CLP\$62.34 billion—20.9% higher than in 2023. This is explained by the deployment of fiber in Chile. To ensure the quality of our mobile network, our Better Network Committee performs systematic analyses and management. Multidisciplinary teams work to ensure optimal network performance, aligned with our strategy of being the market leader and optimizing CAPEX by zone.
Target/ Metric	We have defined progress metrics for three different types of technologies: 2G, 4G and 5G until 2027. For 2G: • For 2G: The goal is to gradually shut down this network by mid-2024. • For 4G: The goal is to update a number of sites that are already installed. • For 5G: The goal is to comply with the network deployment as established by the regulator (Subtel) and begin with the deployment of the 5G Standalone network for commercial purposes.
Target year	2027
Progress	To expand coverage, at Entel we execute a three-year investment plan, which we adjust annually based on market, economic and implementation conditions. In 2024, our consolidated investments totaled CLP\$477.04 billion—0.2% more than in 2023—reflecting an efficient and strategic resource management. Our main target was the development of the mobile network, with an investment of CLP\$199.68 billion in Chile and CLP\$144.72 billion in Peru. Of this total, we allocated CLP\$81.38 billion to the deployment of the 5G network in its commercial expansion in Chile, while in Peru, we prioritized the strengthening of the 4G network. In 2024: the shutdown of the 2G network, a pioneering process both in Chile and in Latin America, which allowed us to make way for the use of more modern and less polluting technologies such as 4G and 5G.
Executive compensation	The Finance VP´s has variable compensation objectives associated with 5G deployment. A shared objective (MBO) for the entire organization, including the CEO and senior management, is the company's sustainability performance, which is weighted at 5% of variable compensation. Performance on the various topics defined as material impacts the annual sustainability assessment.

## 1.3.2 / 1.3.3

## Materiality Issues & Metrics for Enterprise Value Creation

Material Issue	Personal data protection and processing
Category	Privacy Protection
Business Case	Information security and data privacy risks are Enterprise Macro Risks for Entel. We have analyzed their causes, effects, and opportunities. Emphasis on the fact that a malicious intervention in Entel's critical Telco and IT platforms could affect the communication connectivity of our customers and stakeholders. The protection of personal data is our priority, due to the increase in cyber threats, regulatory, and their impact on the customer experience. We aim to be a company driven by data and AI, creating value in a safe and responsible way by bringing the infinite possibilities that technology gives us to our society, so the protection of customers', employees' and suppliers' personal data and privacy is a pillar of our management.
Type of impact	Risk
Business Strategies	We have implemented a data governance model that enables us to comply with current and future regulations, and is formed by a multidisciplinary team from various areas across the organization, which encourages collaborative decisions. We develop and update our policies and protocols, aligned with GDPR and national regulation. This commitment includes reinforcing the information security culture in the organization and minimizing privacy risks and adapting to new regulations. In our quest to ensure personal data privacy and protection throughout the value chain, suppliers and contractors who access personal data must comply with our Supplier Privacy and Security Policy and contractual clauses. The Security Posture Review is applied to critical suppliers to ensure high standards of information security and safety.
Target/ Metric	Deployment of data protection and governance model on a year-to-year basis. We have developed a Data Protection Compliance Model that is part of our Regulatory Compliance Model and of risk management, which is based on four strategic pillars: Prevention, Detection, Response and Monitoring and continuous improvement.
Target year	2024
Progress	During 2024, we met the critical actions defined for the deployment of our data protection and governance model. These action include, among others, implementation a form for ARCO requests, cookie management set up, developing a tool for consent management, implementation of a Data Mapping Tool, compliance for requirements for critical suppliers, the creation of a Privacy Center for customers, implementation of a Data Governance tool, a Privacy by Design process, the development of annual privacy culture programs with an organization-wide scope, etc.
Executive compensation	A shared objective (MBO) for the entire organization, including the CEO and senior management, is the company's sustainability performance, which is weighted at 5% of variable compensation. Corporate Performance on Privacy Protection has a 6% weight in the overall corporate sustainability assessment.

## 1.3.4 / 1.3.5

## Materiality Issues & Metrics for External Stakeholders

Material Issue	Innovation and digitization of the economy
Category	Product/Service Quality & Safety
Business Case	At Entel, innovation is a process used as a tool to adapt to an environment of constant transformation. This enables us to anticipate new challenges, responding with an offer of quality, innovative and sustainable products and services that generate positive impacts on the well-being and progress of our customers and of society. Thus, at Entel, we have made progress with a portfolio of initiatives, where the exploration and implementation of usage in 5G Stand Alone and artificial intelligence (AI) are worth noting, to become relevant players in the development of these new technologies that will allow us to have a positive impact on our business, along with the quality of life of customers, employees and other stakeholders.
Type of impact	Revenue
Business Strategies	Our Corporate Innovation Model aims to install capabilities, frameworks and enablers that promote innovation in services, products and processes to generate a distinctive experience and a transformation in organizational culture, technological platforms and business models, in order to strengthen our competitive advantages. It develops an ecosystem that coordinates strategy, technologies, processes, culture and collaborations around the opportunities brought by new technologies, based on three pillars: Customer focus, Adaptation and Vision of the Future.
Target/ Metric	Digital Flow Program: This initiative aims to develop applied digital capabilities, promote the adoption of technology in the company, and develop a portfolio of ideas that use technology of interest to Entel. During 2024, the focus of the Digital Flow program was on discovering usages and developing capabilities in Generative AI.
Target year	2024
Progress	In 2024, we performed: 4 versions of the digital flow (3 in Chile, 1 in Perú), where three VPs were part of the program, more than 1,400 employees participated and we identified 50 uses of Generative AI and worked on 17 self-managed PoCs in their respective areas.
Executive compensation	There's a Corporative MbO associated with the increase in revenue for the B2B business over the years. A shared objective (MBO) for the entire organization, including the CEO and senior management, is the company's sustainability performance, which is weighted at 5% of variable compensation. Performance on the various topics defined as material impacts the annual sustainability assessment.

### 1.3.4/ 1.3.5

## Material Issues for External Stakeholders

	Network expansion and adaptation	Digital skills development
Impact category	Product/ service quality & safety	Society & Community relations
Cause of the impact	Products/services	Products/ services
Business activity coverage	More than 50% of business activities	More than 50% of business activities
External stakeholders/ impact areas evaluated	<ul style="list-style-type: none"> <li>- Society</li> <li>- Consumers/ end-users</li> </ul>	<ul style="list-style-type: none"> <li>- Society</li> <li>- Consumers/ end-users</li> </ul>
Topic relevance on external stakeholders	<p>During 2024, topic relevance for stakeholders regarding network deployment was on the loss of connectivity, particularly in rural or isolated areas, of people who rely on the 2G network due to its shutdown. The replacement program allows for greater efficiency in the use of spectrum, boosting more modern technologies, such as 3G, 4G and 5G, in addition to faster and better-quality networks throughout the national territory. We designed an initiative-taking and face-to-face replacement program with our customers who live in rural or isolated areas, who are over 70 years old, and have a low socioeconomic level. The technological replacement of mobile telephony was conducted directly in their towns to ensure each person’s technological enablement, as a necessary complement to the technological replacement. This is the only way we could ensure that the digital gap would not increase for our customers by preventing them from becoming disconnected lowering the 2G network shutdown.</p>	<p>At Entel, we are committed to reducing the digital gap and promoting technological inclusion, understanding that access to technology is not enough if people do not have the necessary skills to take full advantage of it. The 55+ Fund—an initiative designed to reduce the digital gap and promote the digital inclusion of people over 55 years old. This fund is unprecedented in Chile and aims to develop projects that improve digital skills in this age segment, thus responding to the challenge of the aging population, along with the accelerated process of digitization that we are experiencing. Entel aims to support 350,000 +55 y/o individuals from different communities throughout Chile in their process of digital literacy and the development of different digital skills with social and economic impact in four areas of digital inclusion.</p>
Type of impact	Positive	Positive
Output metric	Number of beneficiaries reached	Number of beneficiaries reached
Impact valuation	Entel Impact Assessment Model for assessing the increase/decrease in household level income	Better sense of social support and less loneliness for assessing qualified quality of life impacted
Impact metric	Average perceived savings	%Older adults who have participated in literacy programs for older adults who report having a better sense of social support, connectivity and less loneliness

## 1.4.2

# Risk Management Processes: Review

Always with the aim of advancing risk management maturity, we have incorporated a new protocol into the Company's existing Risk Tolerance process. This protocol consists of: Establishing risk families within each existing category, now with subgroups within each category, allowing for the assignment of different tolerances.

The different families and their respective tolerances have been developed and subsequently approved by the Executive Committee and the Audit, Risk, and Compliance Committee. These families, and their respective tolerances, will be reviewed annually to confirm them or make adjustments if necessary.

Together with the families, we have also formalized the five levels of tolerance that will be applied. They are ordered from lowest to highest:

1. Intolerable, extreme aversion to assuming any type of risk
2. Minimal, minimal risk acceptance
3. Cautious, acceptance of certain medium-level risks
4. Moderate, certain medium- and high-level risks are accepted
5. Aggressive, the company is willing to assume significant risks (very high risks)

The nine defined risk families are: Operational, Market, Service Continuity, Cybersecurity, Process, Reputation and Non-Reputation, Business Continuity, Company, and Commercial.

Finally, the tolerance definition process includes the following activities:

### 1. Review and Formalization

a. The existing risk families and their assigned tolerance levels are reviewed annually with Senior Management, in order to calibrate them and make any necessary adjustments, either due to the creation or merger of risk families, or due to a new tolerance assignment.

b. These changes must be approved by the Executive Committee and the Audit, Risk, and Compliance Committee.

### 2. Analysis and Evaluation of Business Macro Risks

a. A semiannual review is conducted with those responsible for Business Macro Risks to update the level of their respective risks and then compare the results with the tolerance level of the Family to which the risk belongs. This is ultimately done to identify existing gaps for ratification, or to define new mitigation projects, or to reprioritize existing ones.

b. By Business definition, any risk that is above its tolerance level must have mitigation projects that allow the risk to be transferred to a more controlled environment. For all risks that are within tolerance, the control level must be maintained.

### 3. Monitoring

a. All mitigation projects associated with MRE are monitored quarterly in the GRC ARCHER system to identify whether the deadlines defined for project completion and the implementation of controls to mitigate risk have been delayed or are within the deadlines, in order to reassess the risk. This allows us to clearly determine when the project has moved to a more controlled environment.

b. Once the project is completed, the risk level is assessed to identify whether the implemented controls have mobilized the risk to more controlled levels and whether the project has been brought within the appropriate tolerance level.

### 4. Reporting

The Executive Committee and the Audit, Risk, and Compliance Committee are informed of the respective progress statuses semiannually.

**Business Marco Risk:** Low quality of connectivity service that does not allow maintaining the competitive level

**Level of criticality:** High

**Risk family:** Service continuity

**Tolerance:** Intolerable

**Mitigation actions:** See Entel's Annual Report 2024, pages 87 – 93 and 130

**Business Marco Risk:** Cyber attack to critical platforms

**Level of criticality:** Very High

**Risk family:** Cybersecurity

**Tolerance:** Minimal

**Mitigation actions:** See Entel's Annual Report 2024, pages 118-124

### 1.4.3

## Emerging Risks

	Solar storms that could affect services and network continuity	Technological diseases
Mitigation actions for reported emerging risks	<ul style="list-style-type: none"><li>• We currently have a Business Continuity Plan, which allows us to provide resilience to critical services, with contingency plans in place for power outages or failure of the equipment required by our company to deliver critical services.</li><li>• The Company's Business Continuity Plan is designed to address the worst-case scenario, so service outages for this reason are included in the plan.</li></ul>	<ul style="list-style-type: none"><li>• Physical and Mental Health Program</li><li>• Medical Agreement with the Chilean Health Association (ACHS)</li><li>• Joint Committees</li><li>• Training courses on identifying well-being and quality of life techniques at work.</li></ul>

## 1.5.4

## Whistleblowing Mechanism

As per 2024, provision of training on the use of the reporting channel was provided as part of the contents of major trainings on Ethics and Compliance. These include: Ethical dilemmas workshops that were conducted by the channel's third-party operator Fundación Generación Empresarial, suppliers e-learning on Crime Prevention Model and Economic Crimes regulations, e-learning for employees on the Code of Ethics and on the Crime Prevention Model and Economic Crimes regulations, and the training Program on Ethics and Integrity for contractors and franchisers.

## 1.5.5

## Reporting on Breaches

	Number of complaints received	Complaints substantiated or upheld	Cases that ended in sanctions	Preventive measures/ improvements implemented	Total number of fines	Total monetary value of fines (CLP)	No. Of non-monetary sanctions	No. of cases submitted for dispute resolution
Conflicts of interests	9	7	2	0	0	0	0	0

All disclosed cases are from Entel Perú. In Chile, no breaches regarding this topic were reported.

## 1.6.2

## Largest Contributions & Expenditures

Name	Description	Amount contributed in 2024 \$ CLP
ICARE (Chilean Institute for Rational Business Management)	<p>ICARE is a private, non-profit corporation, independent of trade and political interests, founded in 1953 by businessmen and professionals linked to various sectors of the national economic activity with the purpose of promoting business excellence in the country. ICARE provides management levels with relevant information on the national and international environment, facilitating the understanding and timely evaluation of the forces that move the markets and the trends that influence the operation of companies. Through various forums, congresses, seminars, courses and publications, ICARE serves as a meeting point for systematic reflection on business management and its present and future approach. Currently, ICARE brings together more than 1,200 companies of all sizes and representatives of the various activities of production, trade and services.</p>	96.041.725
SOFOFA (Industrial Development Trade Association of Chile)	<p>SOFOFA exists to promote together (with our associated companies and associations) the evolution and value of the country's companies, and mobilize its contribution in the construction of public policies for a more developed, sustainable and inclusive Chile. SOFOFA is one of the most important trade associations grouped in Chile's Confederation for Production and Commerce, along with agriculture, banks, commerce, mining, and the biggest trade associations of the country, which represents the interest of business and aim to contribute to the country's development.</p>	46.100.028
Fundación País Digital (Digital Country Foundation)	<p>Fundación País Digital is an institution that promotes the development of a digital culture in Chile, articulating the construction of alliances and the implementation of public-private projects, in addition to the generation of content that contributes to the debate in the field of the digital economy and the development of the country in the face of the fourth industrial revolution.</p> <p>In a world of constant change and new challenges, it understands digital technologies as an opportunity for development with a high transformative potential. Its purpose is to collaborate in the construction of a society capable of facing this constant change by adopting digital technologies relevant to the needs of the country and always hand in hand with the development of skills consistent with the current and diverse learning needs.</p>	44.179.194

## 1.7.2

### Supplier ESG Program

The Corporate Purchasing Manager is the highest responsibility position that oversees the definition and application of ESG criteria in purchasing. The Corporate Purchasing Manager is the highest responsibility position that oversees the definition and application of ESG criteria in purchasing.

## 1.7.4

### Supplier Assessment and Development

Since 2025, Entel's supplier evaluation process has included various ESG-related document validations. These include: the supplier's environmental policy, human rights policy, labor practices policies, code of ethics, whistleblower channel, and health and safety policies. This is initially carried out through a documentary assessment.

For supplier in-site assessments, the Risk Prevention Management Unit hires a support service to validate the Preventive Management and Occupational Health Safety System. This service is responsible for carrying out monitoring and control audits on occupational health and safety matters for different suppliers. Additionally, there are ITOS (Technical Construction Inspector, in Spanish) who assess and verify in-site that contract requirements of each service are properly complied with.

Suppliers may be audited or validated by third parties to ensure compliance with standards such as ISO 9001, 27001, 22318, and others, depending on their segmentation. These audits are conducted by external companies. In 2025, in Peru, a critical supplier evaluation was carried out, using a sample to assess the continuity of critical services, following a methodology aligned with ISO 22318.

When non-compliance is detected, corrective plans are triggered. These include support guidelines and established dates for review and re-evaluation. All suppliers with corrective plans are contacted directly by a person in charge of the responsible area to manage the gap. As part of the plan, and to support their management and compliance, several actions are carried out, including: kickoff meetings to explain the supplier qualification process under subcontracting law; meetings with the Cybersecurity team to support the supplier's continuous improvement in these areas and help them achieve their desired score on the Security Scorecard; training sessions on the use of the contractor portal coordinated by the outsourcing area; and training on the supplier portal focused particularly on managing tax documents.

**1.7.5****KPIs for Supplier Screening**

	2022	2023	2024
<b>Total number of direct suppliers</b>	1,717	1,856	1,678
<b>Total number of critical/significant direct suppliers</b>	316	366	655
<b>% of total spend on critical/significant direct suppliers</b>	33,74%	34%	31.17%
<b>Number of critical/significant non-direct suppliers (subcontractors)</b>	45	33	25

**1.7.6****KPIs for Supplier Assessment and Development**

All 76 suppliers for which actual or potential negative impact were detected, had a corrective action plan agreed upon. The company's target was to support all of them for implementing the different actions and addressing gaps. They were all supported. These same suppliers participated in different capacity building programs. Among the actions in the work plan, we offered monthly training on the use of our procurement platform and key topics such as corruption and economic crime prevention. These sessions covered bribery prevention, conflict of interest management and supplier compliance verification. In addition, suppliers can access training sessions for capacity building in cybersecurity, ethics, sustainability, environment, and digital capabilities. For high or medium risk suppliers, we develop specific action plans with established deadlines.

## 1.8.2; 1.8.3

## Tax reporting / Effective Tax Rate

	2022		2023		2024	
	Chile	Perú	Chile	Perú	Chile	Perú
<b>Number of employees</b>	6,349	5,618	6,798	5,946		
<b>Revenue</b>	3,230,143,983	1,021,132,629	2,894,742,780	877,078,359	2,976,430,774	992,930,317
<b>Ganancias (Pérdidas) de Actividades Operacionales</b>	689,151,674	68,912,317	251,058,609	(1,489,270)	179,055,078	51,797,516
<b>Profit (Loss) Before tax</b>	515,328,916	24,422,528	164,789,015	(44,194,384)	124,465,306	6,701,951
<b>Income tax accrued</b>			120,187,387	454,940	55,615,556	586,975
<b>Income tax paid (PPM) *</b>	111,610,638	7,092,532	84,832,225	9,134,752	28,330,161	7,275,750

Entel's Corporate Information Security and Cybersecurity Policy is reviewed annually for continuous improvement and to maintain its relevance and effectiveness.

In 2025, it was updated, published, and disseminated throughout the organization.

The Board of Directors participates in the review of the information security and cybersecurity strategy and policy, a matter considered within the corporate macro-risks endorsed by the Board's Audit, Risk, and Compliance Committee. This committee not only oversees the strategy but also approves the allocated budget and ensures adequate cybersecurity organization. Furthermore, during the reporting period, various regulations associated with the policy were updated: the Regulations for the Organization of Information Security and Cybersecurity, the Asset Management Regulations, the Access Control Regulations, the Operational Security Regulations, the System Acquisition, Development, and Maintenance Regulations, and the Guidelines for the Application of Sanctions. Additionally, two procedures were updated and 12 new procedures were created.

The Cybersecurity Management is responsible for a process defined as Critical: **Incident Response**; this includes business or service continuity plans. For 2025, we have defined a total of **8 plans**, all of which are executed throughout the year.

In addition to this, Entel has documented **incident response procedures** known as **Playbooks** (17 in total), which are subject to scheduled testing to ensure their effectiveness and that they remain up to date. We also involve both technical and business areas (which are part of the **first line of defense**) to prepare the organization to face various types of incidents. These 17 playbooks are all tested over the course of the year. Additionally, we conduct a **cyber crisis tabletop exercise (TTX)**, where a simulated cyberattack compromises the availability of the organization's services. The main objective is to reduce the impact on the business and corporate image in the face of a serious cyber incident. This exercise evaluates the coordination and decision-making capabilities of the **Crisis Committee**, which includes the CEO, vice presidents, and N1 and N2 level managers. This test is conducted annually.

This is complemented by **Ethical Hacking processes** and a **Bug Bounty program**, in which external hackers continuously search for vulnerabilities in all our internet-exposed applications. We have a special program to identify breaches that could lead to the leakage of personal data belonging to customers, employees, and third parties. This is an ongoing process throughout the year.

# Certificado

Normativa de aplicación **ISO/IEC 27001:2013**

N° registro certificado **01 153 1929565**

Titular del certificado: **Empresa Nacional de Telecomunicaciones S.A.**  
Edificio parque Titanium, Torre C,  
Av. Costanera Sur N° 2760, Piso N° 22,  
Las Condes, Santiago, Región Metropolitana, Chile.

con las delegaciones según anexo

Ámbito de aplicación: El Sistema de Gestión de Seguridad de la Información (SGSI) incorpora los servicios de:

1. Servicio Entel Secure Cloud,
2. Servicio Gestión de Eventos de Seguridad CyberSOC
3. Servicio de Soporte de Security Operation Center (SOC)

Que incluye su Infraestructura de Data Center para las siguientes dependencias:

- Datacenter Ñuñoa (Capitán Orella 2482, Ñuñoa)

Con Casa Matriz en Costanera Sur N° 2760, Edificio Parque Titanium, Torre C, Las Condes.

Los procesos que apoyan la entrega de los Servicios de Entel Secure Cloud son:

- Gestión de Incidentes TI
- Gestión de Requerimientos TI
- Gestión de Control de Cambios Infraestructura TI
- Gestión de Capacidades

# Certificado

Normativa de aplicación **ISO/IEC 27001:2013**

N° registro certificado **01 153 1929565**

Ámbito de aplicación: Los procesos que apoyan la entrega del Servicio de Gestión de Eventos de Seguridad, ejecutado por el Centro de CiberInteligencia (CyberSOC) son:

- Planificación SGE
- Gestión e Implementación SGE
- Paso a la Operación SGE
- Creación y Monitoreo de Alertas SGE
- Generación de Informes SGE
- Desprovisión SGE

Los procesos que apoyan la entrega del servicio de Soporte de Security Operation Center (SOC) son:


- Gestión de incidentes TI
- Gestión de Requerimientos TI

Conforme a Declaración de Aplicabilidad ISO27K\_SOA\_SGSI, Enero 05/2023, versión 3.0.

Mediante una auditoría se verificó el cumplimiento de los requisitos recogidos en la norma ISO/IEC 27001:2013.

Validez: Este certificado es válido desde 2022-07-24 hasta 2025-07-23.  
Primera auditoría de certificación 2019.

2023-09-20

  
TÜV Rheinland Cert GmbH  
Am Grauen Stein · 51105 Köln

Entel's environmental policy is based on the following guiding principles:

1. **Protection of the environment** through prevention or mitigation of adverse environmental impacts.
2. **Continuous improvement** of the operation's environmental performance.
3. **Value creation** for both the company and stakeholders.
4. **Compliance with environmental regulation** and the **voluntary commitments** undertaken.

The Vice Presidency of Sustainability and Communications is responsible for overseeing, updating, and implementing this policy, within the framework of Entel Chile's 2024–2030 Sustainability Strategy: "All-around Awareness / Conciencia en Todas", approved by the Board of Directors and senior management. This strategy reflects Entel's commitment to responsibly transforming society through technology, with a sustainable approach across economic, social, environmental, and corporate governance dimensions.

The Environmental Policy has been designed pursuant to the international standard ISO 14001:2015 of the International Organization for Standardization.

Certificate PE22/819943923

The management system of

**ENTEL PERÚ S.A.**



Av. Circunvalación 2886, San Borja, Lima, Perú.

has been assessed and certified as meeting the requirements of

**ISO 14001:2015**

For the following activities

Processes performed at San Borja Operations Center of Entel Perú, such as Design, Implementation, Operation and Maintenance of the Core Network and Digital Services.

This certificate is valid from 31 January 2025 until 30 January 2028 and remains valid subject to satisfactory surveillance audits.

Issue 2. Certified since 31 January 2022

*L. Moran*

Authorised by

Liz Moran  
Business Manager

SGS United Kingdom Ltd  
Rossmore Business Park, Ellesmere Port, Cheshire, CH65 3EN, UK  
t +44 (0)151 350-6666 - www.sgs.com



This document is an authentic electronic certificate for Client business purposes use only. Printed version of the electronic certificate are permitted and will be considered as a copy. This document is issued by the Company subject to SGS General Conditions of certification services available on Terms and Conditions | SGS. Attention is drawn to the limitation of liability, indemnification and jurisdictional clauses contained therein. This document is copyright protected and any unauthorized alteration, forgery or falsification of the content or appearance of this document is unlawful.



The Energy Efficiency Plan at Entel and its associated investment are approved during the Triennial Planning process, which involves Entel's CEO and the VP of Strategy and Business Development. Furthermore, each project included in the plan is subsequently evaluated by the Investment Control unit in order to independently measure its medium- and long-term impact.

The Energy Efficiency Plan considers 24 initiatives for our network—11 currently underway with dedicated budgets and 13 under evaluation alongside with real estate energy efficiency efforts targeting corporate buildings and fleet. This plan is based on the exploration of innovative solutions which are cost effective for our operations. Examples include large-scale implementation of insulation in cabinets and containers, replacement of climate control equipment, and both logical and physical shutdown of the 2G network, among others.

Within its Energy Management programs, and following the guidelines established in its Energy Policy, Entel Chile has incorporated two training courses named "Conociendo el Sistema de Gestión de Energía de Entel" ("Learning about Entel's Energy Management System" in english) and "Fundamentos y relevancia del Sistema de Gestión de Energía de Entel según norma ISO 50.001" ("Fundamentals and relevance of Entel's Energy Management System according to ISO 50.001 standard" in english) at the Entel University platform, which is available to all collaborators. As its name hints, this program has the goal to inform Entel employees about its energy management system and its role in it. In 2024, Entel has trained a total of 1,840 employees. The training was aimed at team members whose roles directly influence energy consumption and the operation of the EMS, with the goal of fostering awareness, commitment, and active participation in energy efficiency initiatives across the organization

# AENOR

## Certificado del Sistema de Gestión Energética



GE-2024/0038 - 001/00

AENOR certifica que la organización

### EMPRESA NACIONAL DE TELECOMUNICACIONES S.A.

dispone de un sistema de gestión energética conforme con la norma UNE-ISO 50001:2018, amparado por el alcance y validez del certificado principal GE-2024/0038

para las actividades: Servicios de tecnología y conectividad fija y móvil, Servicios comerciales asociados y actividades administrativas

que se realizan en: Direcciones indicadas en el Anexo

Primera emisión: 2024-07-01 Expiración: 2027-07-01

*Rafael GARCÍA MEIRO*  
Rafael GARCÍA MEIRO  
CEO



AENOR CONFÍAS S.L.  
Génova, 6, 28004 Madrid, España  
Tel. 91 43260 00 - www.aenor.com

AENOR Chile: Edificio Nueva Torre Santa María 2, Av. Los Conquistadores 1790 Oficina 1802, Providencia, Santiago de Chile - www.aenorchile.com



Building trust together.

# Certificate

AENOR has issued an IQNET recognized certificate that the organization:

## EMPRESA NACIONAL DE TELECOMUNICACIONES S.A.

SEE ADDRESSES SPECIFIED IN ANNEX

has implemented and maintains a/an Energy Management System

for the following scope:

Fixed and mobile technology and connectivity services, Associated business services and administrative activities.

which fulfils the requirements of the following standard

ISO 50001:2018

Linked to the certificate ES-GE-2024/0038

Registration Number: ES-GE-2024/0038 - 001/00

First issued on: 2024-07-01 Validity date: 2027-07-01

*Alex Stoichitolu*  
Alex Stoichitolu  
President of IQNET

*Rafael GARCÍA MEIRO*  
Rafael GARCÍA MEIRO  
CEO

AENOR

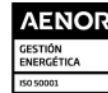
This attestation is directly linked to the IQNET Member's original certificate and shall not be used as a stand-alone document.

**IQNET Members:**  
AENOR Spain, AENOR Certification France, APCER Portugal, CCC Cyprus, CIBO Italy, CQC China, CQM China, COS Czech Republic, Cio Cert Croatia, DOS Holding GmbH Germany, EAGLE Certification Group USA, FCAV Brazil, FONDONORMA Venezuela, ICNTEC Colombia, ICS Bosnia and Herzegovina, Inspecta SerbiRolet Oy Finland, INTECO Costa Rica, IRAM Argentina, JQA Japan, KPO Korea, LSOA Uruguay, MITEC Greece, MSZT Hungary, Nemko AS Norway, NSAI Ireland, NYCE-SIGE Mexico, PCBQ Ireland, Quality Austria Austria, SI Israel, SIG Slovenia, SIRIM QAS International Malaysia, SGS Switzerland, SRAC Romania, TSE Turkey, YUOS Serbia.

\*The list of IQNET Members is valid at the time of issue of this certificate. Updated information is available under [www.iqnet-certification.com](http://www.iqnet-certification.com)

# AENOR

## Certificado del Sistema de Gestión Energética



GE-2024/0038 - 002/00

AENOR certifica que la organización

### ENTEL PCS TELECOMUNICACIONES S.A.

dispone de un sistema de gestión energética conforme con la norma UNE-ISO 50001:2018, amparado por el alcance y validez del certificado principal GE-2024/0038

para las actividades: Servicios de tecnología y conectividad fija y móvil, Servicios comerciales asociados y actividades administrativas

que se realizan en: Direcciones indicadas en el Anexo

Primera emisión: 2024-07-01 Expiración: 2027-07-01

*Rafael GARCÍA MEIRO*  
Rafael GARCÍA MEIRO  
CEO



AENOR CONFÍAS S.L.  
Génova, 6, 28004 Madrid, España  
Tel. 91 43260 00 - www.aenor.com

AENOR Chile: Edificio Nueva Torre Santa María 2, Av. Los Conquistadores 1790 Oficina 1802, Providencia, Santiago de Chile - www.aenorchile.com



Building trust together.

# Certificate

AENOR has issued an IQNET recognized certificate that the organization:

## ENTEL PCS TELECOMUNICACIONES S.A.

SEE ADDRESSES SPECIFIED IN ANNEX

has implemented and maintains a/an Energy Management System

for the following scope:

Fixed and mobile technology and connectivity services, Associated business services and administrative activities.

which fulfils the requirements of the following standard

ISO 50001:2018

Linked to the certificate ES-GE-2024/0038

Registration Number: ES-GE-2024/0038 - 002/00

First issued on: 2024-07-01 Validity date: 2027-07-01

*Alex Stoichitolu*  
Alex Stoichitolu  
President of IQNET

*Rafael GARCÍA MEIRO*  
Rafael GARCÍA MEIRO  
CEO

AENOR

This attestation is directly linked to the IQNET Member's original certificate and shall not be used as a stand-alone document.

**IQNET Members:**  
AENOR Spain, AENOR Certification France, APCER Portugal, CCC Cyprus, CIBO Italy, CQC China, CQM China, COS Czech Republic, Cio Cert Croatia, DOS Holding GmbH Germany, EAGLE Certification Group USA, FCAV Brazil, FONDONORMA Venezuela, ICNTEC Colombia, ICS Bosnia and Herzegovina, Inspecta SerbiRolet Oy Finland, INTECO Costa Rica, IRAM Argentina, JQA Japan, KPO Korea, LSOA Uruguay, MITEC Greece, MSZT Hungary, Nemko AS Norway, NSAI Ireland, NYCE-SIGE Mexico, PCBQ Ireland, Quality Austria Austria, SI Israel, SIG Slovenia, SIRIM QAS International Malaysia, SGS Switzerland, SRAC Romania, TSE Turkey, YUOS Serbia.

\*The list of IQNET Members is valid at the time of issue of this certificate. Updated information is available under [www.iqnet-certification.com](http://www.iqnet-certification.com)

## 2.2.2

## Energy Consumption

Complementing the environmental information published in our 2024 Report, our energy consumption in 2024 was as follows:

Chile	Unit	2022	2023	2024
Non-Renewable Energy	MWh	322,456	295,274	328,885
Renewable Energy	MWh	244.87	257	270
Perú	Unit	2022	2023	2024
Non-Renewable Energy	MWh	134,748	161,032	161,155
Renewable Energy	MWh	97.89	86.49	86.82
Total	Unit	2022	2023	2024
Non-Renewable Energy	MWh	457,204	456,307	490,040
Renewable Energy	MWh	342.76	343.49	356.82

### Waste Action Plan at Entel

At Entel, we have a Circular Economy Model with an Action Plan grounded in the 4Rs: reduce, reuse/remanufacture, repair, and recycle. This plan guides our decisions and drives us to continuously seek innovative solutions that help us drive a waste management is conducted under the perspective of circular economy, with a view of continuously aiming towards reduction in waste generation, prioritising its recovery and valorisation to achieve the maximum reduction of waste sent to landfills. As part of this commitment, each year we allocate resources to develop initiatives that minimize our impact.

We also have taken on the challenge of setting a goal for 2030 to recover 20% of the mobile devices distributed to end customers, preventing them from ending up in landfills. Additionally, we aim to continue establishing strategic partnerships and develop campaigns that engage customers and communities, fostering a culture of sustainability.

### Responsible Waste Management

Waste transportation, waste management, and diversion from landfill are undertaken by specialized companies in waste, who need to be certified in these matters. This is mandatory by Chilean law. These activities are guaranteed by a certificate of transport depending on the type of waste and destruction and disposal certificate.

In 2024, all E-waste from i) Entel Chile´s deployment and operation of the network or ii) from consumers post consumptions (captured from the recycling bins located in Entel stores nationally -customers recycles mobile phones, electronic accessories, batteries, and other electronic devices- as well as from collection points set up in municipalities as part of the 2G network shutdown; it was managed by MIDAS Chile, a company specialized in waste processing. As for the electronic devices associated with telecommunications operation and transmission, such as antennas, network boxes, modems, among other elements, through recovery, dismantling, transport, storage, and disposal of obsolete technology, they fall under the recycling agreement that Entel has held with Ericsson since 2016.

The transport and management is carried out in accordance with Chile's current environmental regulations, and MIDAs Chile holds key certifications that support its practices, such as R2v3, which ensures international standards in the reuse and recycling of electronic products, and ISO 14001:2015 and ISO 45001:2018, which relate to environmental management and occupational health and safety, respectively. This partnership guarantees full traceability and a safe final disposal of e-waste, aligned with circular economy principles. These certifications are attached.



# Certificate of Registration

This certifies that the Environmental Management System of

## Metalurgica y Mecanicas Midas Limitada dba Midas LTDA dba Midas Chile

Av. Juan de la Fuente 834  
Lampa

Santiago, Región Metropolitana De Santiago, 3390361, Chile

has been assessed by NSF-ISR and found to be in conformance to the following standard(s):

### ISO 14001:2015

#### Scope of Certification:

Recycling Services, Marketing and Assets Management/ Destruction including Collection, Receiving, Warehousing, Sorting, Processing / Cutting / Shredding / Demanufacturing, Smelting and Secure Data Destruction of Electronic Equipment, Components and Materials, Household Appliances, Furniture and Hazardous and Non-Hazardous Waste.

Servicio de Reciclaje, Comercialización y Gestión/ Destrucción de Activos incluyendo Recolección, Recepción, Almacenamiento, Clasificación, Procesamiento / Corte / Molienda / Desmantelamiento, Fundición y Destrucción Segura de Datos de Equipos, Componentes y Materiales Eléctricos y Electrónicos, Línea Blanca, Muebles y otros Residuos Peligrosos y No Peligrosos.

Sameer Vachani  
Senior Director, NSF-ISR

Certificate Number: C0309098-EM5  
Certificate Decision Date: 29-AUG-2023  
Certificate Issue Date: 22-JAN-2024  
Cycle Effective Date: 29-AUG-2023  
Certificate Expiration Date\*: 06-AUG-2026

Issued by:  
NSF International Strategic Registrations (NSF-ISR)  
789 N. Dixboro Road, Ann Arbor, MI 48105 USA

Authorized Certification and/or Accreditation Mark. This certificate is the property of NSF-ISR and must be returned upon request.

\*Company is audited for conformance at regular intervals. To verify certification call (888) NSF-9000 or visit our web site at [www.nsf-ISR.org](http://www.nsf-ISR.org)



# Certificate of Registration

This certifies

## Metalurgica y Mecanicas Midas Limitada dba Midas LTDA dba Midas Chile

Av. Juan de la Fuente 834  
Lampa

Santiago, Región Metropolitana De Santiago, 9390361, Chile

has been assessed by NSF-ISR and found to be in conformance to the following standard(s):

### The Sustainable Electronics Reuse & Recycling (R2) Standard v3 (R2V3)

as applied by the R2 code of practices

#### Scope of Campus Certification:

Downstream vendor management, Physical data sanitization and Materials Recovery from Used Consumer Electronics.

This R2 Facility performs the following applicable R2 Process Requirements at this location(s)

and has been audited to the requirements for each as identified:

- Appendix A - Downstream Recycling Chain
- Appendix B - Physical Data Sanitization
- Appendix E - Materials Recovery

Sameer Vachani  
Senior Director, NSF-ISR

Certificate Number: C0309098-R28  
Certificate Decision Date: 20-JAN-2024  
Certificate Issue Date: 22-JAN-2024  
Cycle Effective Date: 26-JAN-2024  
Certificate Expiration Date: 25-JAN-2027



Issued by:  
NSF International Strategic Registrations (NSF-ISR)  
789 N. Dixboro Road, Ann Arbor, MI 48105 USA

Authorized Certification and/or Accreditation Marks. This certificate is property of NSF-ISR and must be returned upon request.

\*Company is audited for conformance at regular intervals. To verify certification call (888) NSF-9000 or visit our web site at [www.nsf-ISR.org](http://www.nsf-ISR.org)

The certification referenced above is accomplished pursuant to SERI's R2 Code of Practices through an audit of a sample of the certificate holder's facilities and/or activities within the limited written scope appearing on this certificate. Certification is not a comprehensive validation or verification of all conditions. The R2V3 Standard is offered "AS-IS" and without warranty, and any reliance otherwise, by the certificate holder or any third party, is expressly disclaimed by SERI. The use, display, and reference to the R2V3 Certification Mark printed on this certificate is governed by license agreement(s) entered between the certificate holder and SERI. Certificate authenticity and validity can be verified at <https://r2cert.org>.



### Resimple Self-Audit 2024

During 2024, our company conducted a self-audit of waste management under the framework of the Extended Producer Responsibility (EPR) Law, which was reviewed and approved by Resimple, the collective system responsible for coordinating compliance with this regulation. This self-audit involved an internal review of how we manage non-household packaging waste, ensuring it is handled by authorized waste managers and that traceability exists throughout the process. To support each removal and valorization of waste, we relied on documents such as invoices and dispatch guides. Beyond validating our compliance, the process helped us adjust and identify opportunities to improve our record-keeping systems and coordination with waste managers, driving us to further strengthen our environmental management practices. Resimple's approval confirms that we are aligned with legal standards and reinforces our commitment to responsible, transparent, and sustainability-focused management.

### Training on Waste

In 2024, Entel carried out an internal awareness campaign focused on waste management, aimed at engaging employees across the company in sustainable practices. The initiative was part of a broader environmental communication strategy and contributed to strengthening the culture of sustainability within the organization. The campaign received 737 likes and 1,857 views, reflecting strong interest and participation from collaborators.

## 2.3.2

## Waste Disposal

To complement and unify the waste management data, we present here the numbers for waste generation, recovery and disposal for Entel Chile and Entel Perú

Entel Chile					
Category	unit	Waste Management			
		2021	2022	2023	2024
Waste recycled/reused					
Recycled	t	-	-	-	754,64
Reused	t	-	-	-	140,38
<b>Total waste recycled/reused</b>	t	<b>487,04</b>	<b>482,25</b>	<b>563,48</b>	<b>895,02</b>
Waste disposed					
Landfilled	t	-	362,42	242,17	137,49
Secure landfill	t	-	-	-	31,87
<b>Total waste disposed</b>	t	<b>86,54</b>	<b>362,42</b>	<b>242,17</b>	<b>169,36</b>
<b>Total Waste Generated</b>	t	<b>573,58</b>	<b>844,67</b>	<b>805,65</b>	<b>1064,38</b>

Entel Perú					
Category	unit	Waste Management			
		2021	2022	2023	2024
Waste recycled/reused					
Recycled	t	-	-	-	544
Reused	t	-	-	-	0
<b>Total waste recycled/reused</b>	t	-	-	<b>366,46</b>	<b>544</b>
Waste disposed					
Landfilled	t	-	-	37,82	27
Secure landfill	t	-	-	-	-
<b>Total waste disposed</b>	t	-	-	<b>37,82</b>	<b>27</b>
<b>Total Waste Generated</b>	t	-	-	<b>404,28</b>	<b>571</b>

## 2.3.2

## Waste Disposal

In the next table we present consolidated waste management indicators for the company, which includes the operations in both Chile and Perú

Entel Chile and Perú					
Category	unit	Waste Management			
		2021	2022	2023	2024
Waste recycled/reused					
Recycled	t	-	-	-	1.298,64
Reused	t	-	-	-	140,38
<b>Total waste recycled/reused</b>	t	<b>487,04</b>	<b>482,25</b>	<b>929,04</b>	<b>1.439,02</b>
Waste disposed					
Landfilled	t	-	362,42	279,99	164,49
Secure landfil	t	-	-	-	31,87
<b>Total waste disposed</b>	t	<b>86,54</b>	<b>362,42</b>	<b>279,99</b>	<b>196,36</b>
<b>Total Waste Generated</b>	t	<b>573,58</b>	<b>844,67</b>	<b>1.209,93</b>	<b>1.635,38</b>

## 2.5.1-2-3

## Carbon Footprint

## Entel Chile

Scope	Emissions (tCO2)		
	2022	2023	2024
Scope 1	7.118	7.874	8.620
Scope 2	85.139	66.198	56.618
Scope 3	328.190	298.615	221.457

## Entel Perú

Scope	Emissions (tCO2)		
	2022	2023	2024
Scope 1	2.938	2.986	2.296
Scope 2	26.816	33.973	34.262
Scope 3	-	1.465	1.274

## Entel Chile + Perú:

Scope	Emissions (tCO2)		
	2022	2023	2024
Scope 1	10.056	10.860	10.916
Scope 2	111.955	100.171	90.880
Scope 3	328.190	300.080	222.731



projectae

## VERIFICATION LETTER

Dear Entel team,

We present our Verification Letter for the Quantification of Greenhouse Gas Inventory emissions below.

### 1. OPINION

The verification team, considering points 2 to 5 below, states that, regarding the calculation of the Corporate Greenhouse Gas Emissions Inventory, it found no evidence that the inventory<sup>1</sup>:

- is not materially correct and is not a faithful representation of the GHG information and data, and
- has not been prepared in accordance with the defined criteria.

The verified results are as follows:

GHG Inventory	Unit	2024
<b>Carbon Footprint (location-based)</b>	<b>tCO<sub>2</sub>e</b>	<b>286,695</b>
Scope 1	tCO <sub>2</sub> e	8,620
Scope 2 (location-based)	tCO <sub>2</sub> e	56,618
Scope 3 (see notes)	tCO <sub>2</sub> e	221,457

#### Notes:

- Scope 3 includes categories 1, 2, 3, 4, 5, 6, 7, 11, 12, and 14. Categories 8, 9, 10, 13, and 15 do not apply to the organization's value chain.
- Values are presented as whole numbers, which may lead to minor differences between partial and total amounts due to rounding.

### 2. VERIFICATION BACKGROUND

Objective and scope	To express an external opinion on the organization's Greenhouse Gas (GHG) Inventory - or Carbon Footprint - in accordance with the indicated criteria.
Verified organization data	Company name : Entel PCS Telecomunicaciones S.A. (96.806.980-2) & : Empresa Nacional de Telecomunicaciones S.A. (92.580.000-7) Address : Costanera Sur 2760 C 2201 Piso 22, Las Condes
Verifying body data	Name : Projectae SPA ("Projectae") (76.037.978-6) Address : Av. Apoquindo 7935 Of. B718, Las Condes
Lead verifier	Marcia Flores (Environmental Engineer)
Reviewer	José Luis Huepe (Chemical Engineer, MSc. in Environmental Sanitation)
Assurance level	Limited
Verification criteria	NCh-ISO 14064/3:2013, NCh-ISO 14065:2014 y NCh-ISO 14066:2012 Greenhouse Gas Protocol Corporate Standard
Materiality	Significance threshold of 5% at the organizational level and 10% at the category level.

### 3. SCOPE

Organization description	Entel is a leading telecommunications company in Chile, offering mobile, fixed connectivity and technology solutions for individuals, companies, and large corporations.
Organizational boundary	Operational control approach

<sup>1</sup> The verification statement is written in a double negative format in accordance with the reference standard NCh-ISO 14.064/3 according to the agreed level of assurance.



projectae

Infrastructure	23 corporate buildings + 9 Stores + 5,551 Antennas The Branch network is franchised and reported in Scope 3
Reported scopes	Scope 1, Scope 2 and Scope 3
Types of gases	CO <sub>2</sub> e (CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFC, PFC, SF <sub>6</sub> , NF <sub>3</sub> )
Verified period	Calendar year 2024

### 4. RESPONSABILITIES

- The verified organization is responsible for the preparation and presentation of the Greenhouse Gas Emissions statement for the defined period.
- The verified organization is responsible for compiling and submitting the necessary information (with its supporting documentation) to reach a conclusion.
- Projectae is responsible for providing an opinion on the GHG statement, based on the evidence-gathering procedures applied.

### 5. PRINCIPLE OF IMPARTIALITY AND CONFLICTS OF INTEREST OF THE VERIFIER

The verification team declares that:

- It is not an employee, has no shareholding, and has no ties of consanguinity up to the third degree with the partners of the verified entity.
- During this process, the verification team maintained complete independence and impartiality, with no element influencing or attempting to influence the impartiality of the process.
- Within the last 2 years, Projectae has not acted as advisor or internal auditor of the Client's Carbon Footprint.

Marcia Flores, Lead Verifier  
21.773.228-K

José Luis Huepe, Reviewer  
17.061.843-2



**HuellaChile**  
Programa de Gestión del Carbono



El Programa HuellaChile del Ministerio del Medio Ambiente otorga su reconocimiento a:

## **Entel PCS Telecomunicaciones S.A.**

Por haber alcanzado el nivel de Cuantificación de sus gases de efecto invernadero directos, indirectos y otros indirectos a nivel organizacional, en conformidad con los requisitos del Programa HuellaChile y la NCh-ISO 14064/1:2019.

El cumplimiento de los requisitos fue verificado por: Proyectae.

Septiembre, 2025

**María Heloísa Rojas Corradi**  
Ministra del Medio Ambiente

Registro: 4955288-5478698-10-2024



In 2023, the Climate Change and Environment Committee was created, with participation of representatives through all management levels from senior or top management, to employees and business units' representatives. All members of this committee have monetary incentives related to the environmental and climate performance of its units and areas.

For 2024, the most relevant targets and KPIs that were incentivized for the Committee members were related to the Energy Efficiency plan. As such, the O&M Business Unit, for its leader and employees, had targeted incentives regarding this issue, as well as the Vice Presidency of Networks Technology (VP T&O) from which this unit depends. The Energy Efficiency plan is linked to the deployment and management of the Energy Management System and the 2023 – 2024 Sustainability Strategy.

Also, a shared objective (MBO) for the entire organization, including the CEO and senior management, is the company's sustainability performance, which is weighted at 5% of variable compensation. Corporate Performance on Climate Change related topics and metrics has a 9% weight in the overall corporate sustainability assessment.

At Entel, we strengthen our commitment to sustainable development through proactive actions aimed at protecting the environment. We recognize that ecosystem diversity is essential for both social and environmental well-being, and therefore strive to minimize and mitigate any potential impacts caused by our operations—particularly when activities take place within protected areas—reaffirming our responsibility toward the natural environment.

- Protect biodiversity within natural protected areas and zones such as National Parks, Natural Monuments, and Nature Sanctuaries, in full compliance with applicable national environmental regulations.
- Regular monitoring and evaluation of the sites where we operate, identifying protected zones to determine the level of risk and impact on biodiversity and ecosystems.
- When is necessary, develop management plans to minimize, mitigate our environmental impacts.
- Provide training to employees, suppliers, contractors, and subcontractors to align and manage their impacts on biodiversity and ecosystems.

Environmental monitoring is carried out both in the facilities where telecommunications infrastructure is located and in those where Entel operates, establishing an action protocol for cases in which an impact on biodiversity is generated. The Environmental Management System under ISO 14.001 that is expected to be implemented in 2025 includes impacts related to the ecosystem, identifying and assessing potential events that may affect the organization.

To mitigate risks in biodiversity, Entel undertakes a multidisciplinary cabinet analysis that considers legal aspects, construction and operation feasibilities, social and environmental issues in order to choose the telecommunications facilities locations. The exhaustive control of construction procedures and the adoption of preventive and corrective measures to reduce the impacts that may occur are evaluated in the processes and procedures under ISO 9.001 for Planning, direction, and management control for the construction.

A record is maintained of the facilities where Entel operates and which are protected areas, permanently monitoring the impacts generated.

#### **Identification of risks:**

To evaluate Biodiversity risks a **geospatial analysis** was conducted, cross-referencing the coordinates of Entel's current operational infrastructure with the layers of Protected Areas and Priority Sites available in the Biodiversity Information and Monitoring System (SIMBIO) of the Ministry of the Environment, using the most up-to-date information as of March 2024.

The results demonstrate that **99% of Entel's infrastructure is located outside protected zones**, confirming that Entel's operations **do not pose a risk to biodiversity** and reaffirming our commitment to responsible environmental management in line with current regulations.

Certificado CL13/81840924

El sistema de gestión de

**ENTEL PCS TELECOMUNICACIONES S.A.**

También comercializando como:

**EMPRESA NACIONAL DE TELECOMUNICACIONES S.A.**

Av. Costanera Sur 2760, Piso 8, Edif. Titanium, Torre C, Las Condes, Chile.

ha sido evaluado y certificado que cumple con los requisitos de

**ISO 9001:2015**

Para las siguientes actividades

El Alcance del Registro aparece en la página 2 de este certificado

Este certificado es válido desde 04 de enero de 2023 hasta 3 de enero de 2026 y su validez está sujeta al resultado satisfactorio de las auditorías de seguimiento.

Edición 6. Certificada desde 18 de diciembre de 2013

Registro. Nro SC 002

Registro Nacional Nro. 9088



Autorizado por  
Mario Ferrari

SGS Certificación SpA  
Puerto Madero 130, Pudahuel, Santiago, Chile  
t + 56 228989500 - www.sgs.com



Este documento es un certificado electrónico auténtico para el uso comercial del Cliente únicamente. Está permitida la versión impresa del certificado electrónico y se considerará como una copia. Este documento es emitido por la Compañía sujeta a las Condiciones Generales de SGS de los servicios de certificación disponibles en los términos y condiciones | SGS. Se prestará especial atención sobre las cláusulas de limitación de responsabilidad, indemnización y jurisdicción que contiene. Este documento está protegido por derechos de autor y cualquier alteración, falsificación o modificación no autorizada de su contenido o apariencia es ilegal.



Página 1 / 2

**SGS**

Certificado CL13/81840924, continúa

**ENTEL PCS TELECOMUNICACIONES S.A.**

También comercializando como:

**EMPRESA NACIONAL DE TELECOMUNICACIONES S.A.**

**ISO 9001:2015**

Para las siguientes actividades

Planificación, dirección y control de gestión para el desarrollo de las siguientes actividades:

- Sitios nuevos (macros e in building): búsqueda y adquisición de sitios, construcción de obras civiles y eléctricas, instalación, integración y puesta en servicio de equipos de telecomunicaciones incluida su transmisión.
- Planta externa: construcción de obras civiles (OCCC) y tendido de fibra óptica.
- Reforzamientos de estructuras para sitios existentes: aumento de capacidades de empalmes eléctricos y camuflajes.
- Construcción y ampliación de salas técnicas: obras civiles (OCCC), obras eléctricas (OOEE) y clima.

Para las actividades anteriormente descritas se dispone de la administración de contratistas que participan en estos procesos.



Este documento es un certificado electrónico auténtico para el uso comercial del Cliente únicamente. Está permitida la versión impresa del certificado electrónico y se considerará como una copia. Este documento es emitido por la Compañía sujeta a las Condiciones Generales de SGS de los servicios de certificación disponibles en los términos y condiciones | SGS. Se prestará especial atención sobre las cláusulas de limitación de responsabilidad, indemnización y jurisdicción que contiene. Este documento está protegido por derechos de autor y cualquier alteración, falsificación o modificación no autorizada de su contenido o apariencia es ilegal.



Página 2 / 2

**SGS**

Environmental monitoring is carried out both in the facilities where telecommunications infrastructure is located and in those where Entel operates, establishing an action protocol for cases in which an impact on biodiversity is generated. The Environmental Management System under ISO 14.001 that is expected to be implemented in 2025 includes impacts related to the ecosystem, identifying and assessing potential events that may affect the organization.

The environmental management system identifies the environmental aspects of Entel's activities and contains procedures and/or protocols to mitigate any potential impact.  
Our commitment is aligned with the applicable legal regulations.

Our sustainability pillar at Entel is linked to a circular economy model by promoting resource optimization and waste reduction across all our operations, products and services. This approach encourages the reutilization, recycling and recovery of materials, particularly when managing electronic waste, in line with our commitment to minimize environmental impact. Our main focus is on electronic waste management, promoting actions aligned with our 4Rs: Reduce, Reuse/Refurbish, Repair and Recycle.

We have taken on the challenge of establishing a target for 2030 of recovering 20% of the mobile terminals distributed to end customers, preventing them from ending up in landfills. In addition, we seek to establish strategic alliances and develop campaigns that involve customers and communities, fostering a culture of sustainability.

This commitment not only aligns us with global regulations and objectives, but also positions Entel as a leader in sustainability within the industry, promoting a more responsible and circular future. Since 2021 Entel has driven different initiatives in the national territory to collect unused WEEE from customers B2B or B2C and including non-clients. These initiatives capture WEEE specifically: tablets, laptops, desktop computers, mobile devices and accessories, routers, modems, among others. These initiatives are: a) two trucks that travel around the country Ruta Circular and Tour Reutiliza , collecting WEEE from different points schools, communities, and entities; b) static recycling points located in Entel ´s stores and c) recycling campaigns through the app Reciclapp.

	2021	2022	2023	2024
Total weight of WEEE collected from takeback programs (tons)	17,62	27,65	40,57	55,3
Percentage of takeback WEEE reused / resold / recycled	100	100	100	100

### 3.1.1

## Labor Practices Commitment

#### Paying a living wage

At Entel, we ensure we offer fair, decent, and market-aligned compensation, reflecting both the responsibilities of the position and current industry conditions. This salary policy is part of our commitment to the well-being of our teams and to building sustainable and equitable labor relations. These commitments are reflected in the inclusion of income-setting criteria in the collective agreements agreed upon with the company's four union organizations. It is also worth noting that the company is constantly adjusting and reviewing employee compensation to ensure it is competitive and sufficient to guarantee their well-being. It also adjusts compensation based on changes in the CPI (Consumer Price Index), in order to maintain its purchasing power.

#### Avoiding or reducing overtime or excessive working hours

Regarding overtime, Entel's Internal Regulations for Order and Safety (RIOHS), specifically in Article 9, establish that these "may only be agreed upon to address the company's needs or temporary situations. Such agreements must be in writing and be valid for a temporary period of no more than three months, and may be renewed by agreement of the parties. However, in the absence of a written agreement, overtime will be considered as working in excess of the agreed working day, with the knowledge of the employer. Overtime will be paid with the surcharge agreed upon in the individual or collective instruments or, in the absence of these, with a surcharge equal to fifty percent of the salary agreed for the regular working day and must be settled.

#### Setting maximum working hours

Regarding working hours, the same RIOHS in Article 5 establishes that the duration of the regular working day will not exceed 39 hours per week. The time allocated for lunch will be 1 hour and will not be imputable to the working day. While Article 6 states that

#### Paying workers for annual leave

By law in Chile, vacations are paid, as stipulated in Article 67 of the Labor Code: "Workers with more than one year of service shall be entitled to an annual holiday of fifteen working days, with full pay, which shall be granted in accordance with the formalities established by the regulations." Furthermore, Entel establishes incentives or benefits related to workers' legal holidays in the collective bargaining agreements in force with the unions. These include vacation bonuses and/or monetary loans, or additional vacation days if taken during low-demand periods.

### 3.1.2

## Labor Practices Programs

	Description
Ensure adequate wages at or above cost of living estimates or benchmarks	In addition to the provisions of collective bargaining agreements regarding remuneration, Entel has Compensation Policies. Furthermore, the company annually updates its salary scales, based on market remuneration surveys conducted by specialized consulting firms.
Monitor working hours including overtime management	The RIOHS, in its article 7, establishes that, in order to monitor the workday and avoid excessive working hours, "compliance with the workday must be recorded in an attendance book, time clock, or other computer system in which each worker must sign or register their entry and exit from work, indicating the time of entry and exit. The Company may use a remote or telematic attendance control system that allows attendance to be recorded and the working hours of workers to be determined, which complies with the regulatory requirements dictated by the labor authority."
Ensure employees are paid for overtime work	The RIOHS, in its Article 9, establishes that, in accordance with Article 32 of the Labor Code, overtime may only be agreed upon to address the needs or temporary situations of the company. Such agreements must be in writing and be valid for a temporary period of no more than three months, and may be renewed by agreement of the parties. However, in the absence of a written agreement, any work in excess of the agreed working day will be considered overtime, with the knowledge of the employer. Overtime will be paid with the surcharge agreed upon in the individual or collective agreements, or in the absence of these, with a surcharge equal to fifty percent of the agreed salary for the regular working day. They must be settled and paid together with the regular wages for the respective period. If there is no agreed salary, or if it is lower than the minimum monthly income established by law, this will constitute the basis for calculating the respective surcharge.
Regularly engage with workers' representatives on working conditions	Entel deeply recognizes and values the contribution of labor unions, understanding that their work is essential to strengthening social dialogue and promoting fair working conditions. We maintain a close relationship and actively listen to their representatives, addressing their concerns with respect and openness, within a framework of constructive collaboration that always seeks the well-being of our teams and the sustainable development of the organization. Every two weeks, each Board member meets with a Labor Relations team led by their Manager, and every two months, a meeting is held with the Corporate Vice President of People.
Expand social protection coverage for workers beyond public programs	Entel has a Benefits Department that manages and receives employee applications. The company provides life insurance with health, dental, and catastrophic coverage that benefits employees and their families. Entel also provides support when employees or a family member experience a health problem that compromises their financial stability. This is achieved through the Solidarity Fund, which provides a contribution (not a loan) to help finance catastrophic and high-cost illnesses. Additionally, to address the aforementioned situations, the company offers a soft health loan. There is a Sickness Benefit for employees with permanent contracts, where the company pays for the first three days of sick leave—not covered by mandatory health insurance—when these days are less than 11 days.
Ensure employees are taking their paid annual leave entitlements	We encourage our employees to rest, provide a vacation bonus, vacation loans, and even additional days beyond the legal holiday period when the legal holiday is used during the off-season. All of this is reflected in the collective agreements mentioned before.

## 3.1.4

## Workforce breakdown: gender

Diversity Indicator	Total			Percentage	
	Men	Women	Total	Men	Women
Share of women in management positions in revenue-generating functions	205	90	295	69%	31%
Share of women in STEM-related positions	1354	309	1663	81%	19%

Targets for female participation have been set through 2026, and as set as follows for the relevant categories:

- 1) Share of women in total workforce: 35,2%
- 2) Share of women in all management positions: 20,2%
- 3) Share of women in management positions in revenue-generating functions: 32,1%
- 4) Share of women in STEM-related positions: 20,1%

### 3.1.6

## Gender Pay Indicators

	2025
<b>Mean gender pay gap</b>	14,2%
<b>Median gender pay gap</b>	19,7%
<b>Mean bonus gap</b>	21,2%
<b>Median bonus gap</b>	35,9%

Considers Entel Chile and Entel Perú

### 3.2.3

## Human Rights Assessment

Regarding the human rights assessment for suppliers, all the company's strategic suppliers, both direct and indirect, are constantly monitored for the main risks identified. This primarily corresponds to contractors and subcontractors, which account for 81.7% of the company's total suppliers. In 2024, the assessment indicated that 76 of these suppliers, or 19% of the evaluated suppliers, showed potential negative impacts. A mitigation plan and re-evaluations were agreed upon with all of them, incorporating actions such as training in their weakest areas, corrective actions, development focuses, and their respective support.

### 3.2.4

## Human Rights Mitigation & Remediation

Entel has recognized and assessed the protection of personal data as a critical issue in the field of human rights. To mitigate risks in this area, it has implemented mitigation actions, primarily through the implementation of a data governance model and a privacy program. Among the measures implemented are the implementation of a form for requests related to ARCO rights (Access, Rectification, Cancellation, and Opposition) and a technological tool for consent management. Additionally, for high-risk initiatives and project management, it has implemented a "Privacy by Design" process. Also noteworthy is the creation of a dedicated Privacy Center for customers and stakeholders to address concerns related to this topic. Finally, digital ethics guidelines have been incorporated into the Corporate Code of Ethics.

At a general level, an internal communication and awareness initiative on Human Rights has been established within the company. In 2024, a panel on the subject was incorporated during the "Integrity Week" event to encourage reflection on the role of companies, creating spaces for dialogue and learning for all employees.

The "First Response" plan includes the deployment of Chile's first mobile emergency operations center with satellite connectivity to guarantee connectivity in areas affected by emergencies and disasters, ensuring that vulnerable communities, first responders, and local authorities can maintain communication during critical times.

With the goal of promoting digital inclusion for older adults and bridging the technological divide, Entel created the 55+ Fund, allocating \$300 million to finance projects that develop digital skills in people aged 55 and older. This program seeks to empower an age group that has historically faced greater barriers to accessing and taking advantage of the opportunities of digital transformation.

In terms of effective communication, Entel has focused on ensuring inclusive customer service for deaf and hard-of-hearing individuals at all points of contact. In Chile, this challenge was addressed by implementing sign language support in all stores across the country, thanks to a video call system with certified interpreters, allowing customers and executives to communicate in real time and in an accessible manner. In Peru, through the "Señas que Conectan" program, Entel trained employees in Peruvian sign language and developed support materials to facilitate in-person and remote customer service, promoting an inclusive and empathetic experience. Both initiatives seek to eliminate communication barriers, strengthen customer relationships, and guarantee the right to information and care under equal conditions.

Entel has a Complaints and Inquiries Channel, the purpose of which is to establish a two-way, open and free communication channel through which any natural or legal person belonging to an Entel stakeholder group can submit, either nominated or anonymously, any questions, queries, or complaints regarding any activity and/or project of the Entel Group. The Channel can be accessed through the company's website, the #Soy Entel portal, or via a link (<https://lineadedenuncia.ines.cl/lineadedenuncia/formulario/098789/>). Suppliers are informed of the channel's existence through the Code of Conduct for Suppliers, a document that establishes the guidelines governing our relationships with suppliers and contractors. Suppliers' adherence to these guidelines is mandatory for establishing business relationships with the company and is available through the Entel Supplier Channel.

**3.3.1****Training & Development Inputs**

Average hours per FTE of training and development	18.02
Average amount spent per FTE on training and development.	CLP 104.832

### 3.3.2

## Employee Development Programs

Entel University represents a comprehensive corporate-level training ecosystem, a platform that offers training and development opportunities and tools focused on the company's strategic focuses and the competencies inherent to Entel's leadership style. Furthermore, one of the strategic focuses, supported by the Diversity, Equity, and Inclusion Policy, aims to create an environment where all people can contribute to the achievement of corporate objectives and the responsible transformation of society. To this end, exchange opportunities such as talks, discussions, and e-learning materials have been created for promotion. Furthermore, all new employees joining the company receive part of their initial training program focused on an e-learning course on the company's culture and the areas addressed.

During 2024, integration of People Management at a Corporate Level, including employees from Chile and Perú, came along with multiple initiatives for fostering intercultural exchange between both geographies, operations and cultures with the objective of assuring a better understanding of differences.

It is also worth mentioning that outplacement plans are available for certain roles within the organization. Mandatory and regulatory training is provided to both permanent and fixed-term employees.

The CIO Academy trains young talent in key technologies for Entel. In 2024, it started its second generation with 15 graduates trained in OutSystems, Digital Enablers and operational and business systems. In 2024, more than 50% of program participants were hired permanently to work at the company on API Management, Outsystems, and BSS/OSS teams. These represent critical skills and positions that are in short supply in the market, anticipating the needs of the industry.

**3.3.3****Human Capital Return on Investment**

	<b>FY 2021</b>	<b>FY 2022</b>	<b>FY2023</b>	<b>FY2024</b>
Total Revenue	2'408'809'597'000	2'540'682'904'000	2'473'692'310'000	2'703'236'728'000
Total Operating Expenses	2'151'307'520'000	2'368'533'770'000	2'312'224'860'000	2'533'907'680'000
Total employee-related expenses	257'334'487'000	296'125'852'000	301'943'147'000	323'940'670'000
Resulting HC ROI	2.00065	1.58134	1.53476	1.52272
Total Employees	12,248	11,967	12,741	13,547

### 3.3.4

### Hiring

Average hiring cost/FTE in 2024 was aprox. CLP  
200,000

At Entel, we offer two types of long-term incentives:

**Plan 1:** This plan provides compensation in cash, consisting of a fixed portion and a variable portion. The variable portion is indexed to the stock value compared to a benchmark of stock performance of companies listed on the IPSA. It is aimed at the top reporting levels and a select group of critical N2 levels. The plan spans 4 years, with intermediate payments that can be either fixed or variable. Currently, 13 individuals participate in this plan, which represents 100% of the GG level reports and 30% of the N2 level reports, who are at least two levels below the CEO.

**Plan 2:** This plan is based on the number of earnings, including a fixed portion and a variable portion indexed to the company's goal achievement. It is directed at level 2 and critical level 3 positions. The plan has a duration of 4 years, with payments made every 2 years. This program involves 30 participants, representing 16% of the total managerial reports at levels N2 and N3, who are at least two levels below the CEO.

For 2024, target was set at 80 considering benchmark that set an 70% engagement as a healthy rate.

To assess well-being, we use surveys that measure various key aspects of the work experience, including:

- **Happiness:** The overall sense of well-being and joy that our employees experience in their work environment.
- **Purpose:** The perception that their work has meaningful impact and contributes to personal and professional goals and values.
- **Job Satisfaction:** The degree to which employees are content with their roles, responsibilities, and the overall work environment.
- **Stress at Work:** The level of pressure and stress employees feel in their daily tasks and workplace.
- **And More:** Other factors influencing overall well-being.

These metrics help us identify areas for improvement and implement effective strategies to foster a positive and productive work environment. Our goal is not only to achieve high satisfaction levels but also to create an environment where our employees feel valued, motivated, and supported.

Entel's Occupational Health and Safety System is a document that has been updated annually since its establishment in 2015, contributing to its review and continuous improvement. Its objectives are framed around the implementation of concrete actions for the ongoing control of risks in each of the company's activities and the integration of risks in these areas into company-wide processes. The system is made up of a series of related procedures and other documents that, in addition to the Occupational Health and Safety Policy, also cover the following: evaluation and investigation of professional activities, request and record of delivery of personal protective equipment and safety clothing, incident investigation, investigation of incidents with clients, hazard identification and risk assessment, emergency preparedness and response, technical visits, joint health and safety committees, request for pre-occupational and occupational examinations, incident response, entry and maintenance of driver's logs, psychosocial risk protocol, critical tasks protocol, teleworking or remote work, winter operation, disaster risk reduction, forest fire operation, and high ambient temperatures.

To achieve the goal of maintaining the company's stock price at 0.93%, the company has defined a series of metrics and objectives, including the accident rate, the fatality rate, the occupational disease rate, and the accident and injury rate. It has also proposed maintaining a training plan with a target percentage of employees, especially those working in critical risk situations. Other metrics include pre- and post-employment health screenings for staff, the "Employee Experience" survey, the maintenance and ongoing updating of emergency plans at each facility, documentation of the Joint Health and Safety Committees, and the avoidance of fines for legal noncompliance related to Risk Prevention or Occupational Health and Safety matters.

The system establishes the risk magnitude methodology for hazard identification and risk assessment, both for occupational accidents (evaluating probability and consequences) and for occupational diseases (evaluating exposure to the agent and the severity of the disease). The risk matrix is formally reviewed once a year.

Regarding the Occupational Health and Safety training program, updated in 2025, it outlines cross-cutting health and safety courses for all company employees, as well as specific courses based on their roles or activities (according to the identified exposure risks). The procedure details the curriculum for these courses, the institutions (OTEC) approved to teach them, and key aspects required by current legislation. In addition, there are specific courses for risk prevention professionals and for employees who work remotely.

Regarding the emergency preparedness and response procedure, also updated in 2025, it aims to establish the minimum information that emergency response plans must contain in all Entel facilities (stores, offices, and buildings) in order to reduce risks that may affect its own personnel or those of collaborating companies, and mitigate social and operational impacts that could be associated with their occurrence. Some related procedures contemplate and detail specific situations such as assault, terrorist attack or foreign object alert, fires, earthquakes, floods, tsunamis, tornadoes or waterspouts, mudslides, power outages, water outages, and disturbances of public order. Each emergency plan is a set of responses, activities and procedures aimed at responding effectively BEFORE, DURING and AFTER an emergency in order to preserve the life and physical integrity of people.

### 3.5.1

## Online Strategies & Customers Online

	2021	2022	2023	2024	2024 Target
Percentage of customers using online sales and service/solution platforms	58.1	62.9	64	67.1	72.1
Percentage of sales generated online (out of total company sales)	30	27.8	23	26.8	26.6

Information considers B2C Market. Please note that 2021 results are influenced by the pandemic context with higher online sales, especially for the telco industry.

### 3.5.2

## Customer Satisfaction Measurement

	2021	2022	2023
Methodology	Post attention survey		
Satisfaction measurement	63.3	54.66	55.98
Data coverage (Revenues)	57	84	84

	2024	2024 target
Methodology	Net Promoter Score	
Satisfaction measurement	32.37	33.5
Data coverage (Revenues)	76	

Regarding Data protection and privacy, Suppliers are subjected to the Security and Privacy Policy for Suppliers, a document that must be signed and enforced by all suppliers that provide services to Entel Group Companies. By accepting this policy, the Supplier declares and acknowledges that it assumes the obligations of confidentiality, security and protection of the Information Assets, networks and systems of ENTEL to which it accesses, collects, uses, possesses, safeguards or that are delivered to it in connection with the rendering of its Services. Likewise, it declares that the processing of the Personal Data of third parties for which ENTEL is responsible shall be limited to the purposes provided by ENTEL. Any other use not expressly authorized is prohibited, and failure to comply will result in the corresponding liabilities. With regard to this processing, the Supplier shall be liable for any breach with regard to the processing of the Personal Data

Data protection is currently managed as an ongoing risk for ENTEL's operations. As such, internal audits of the privacy policy compliance are considered in the Annual Audit Plan.

Entel regularly conducts perception assessments of local stakeholders, particularly communities. One of the most important is SSINDEX, whose results are used to prioritize and implement territorial actions. The most recent execution of this survey took place between October and November 2024.

In the case of communities, during 2024, 14 municipalities in Chile were surveyed, with a representative and statistically valid sample covering 173,155 people. This sampling allowed for a deeper understanding of local perceptions regarding Entel's impact in their territories and helped prioritize municipalities for implementing engagement spaces, promoting and encouraging information exchange, and launching social and environmental initiatives.

It is worth noting that, specifically for developing communication capacities between communities and the company, active listening spaces were implemented.