



ESG Supplement

**2024**



# About this document

At SM SAAM, we are firmly convinced that the company's success and growth require a strategic, comprehensive, and sustainable long-term approach — one that enables us to develop our businesses responsibly, anticipate and manage potential impacts in a timely manner, and respond to the challenges inherent to the industries in which we operate.

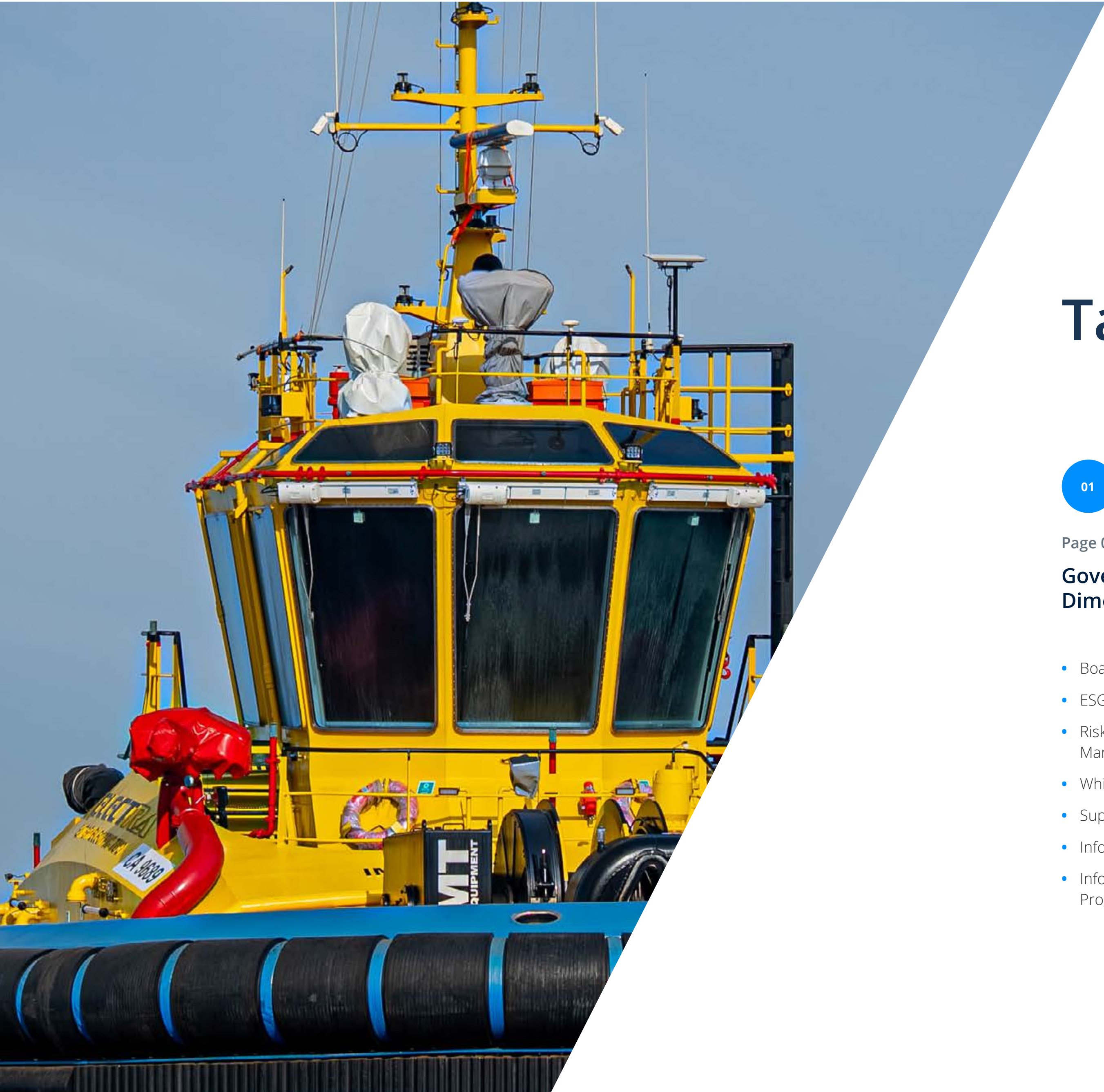
To that end, we work based on a strategy that incorporates environmental, social, and governance (ESG) factors and criteria into decision-making processes. We are also a signatory to the United Nations Global Compact and use the Sustainable Development Goals (SDGs) defined by the United Nations (UN) as a reference in our corporate vision.

Measuring and reporting allow us to track our progress and challenges in sustainability, which we aim to approach as a cross-cutting effort across the company. In this context, in 2025 we published the sixth edition of our Integrated Report, which reflects our financial and ESG performance.

Thanks to our ongoing and sustained efforts, for the seventh consecutive year we were included in the MILA Pacific Alliance Select index, which assesses corporate sustainability performance.

We have prepared this ESG Supplement as a complementary report to our 2024 Integrated Report, following the recommendations of S&P. Its purpose is to provide additional information on our environmental, social, and governance initiatives and objectives, as well as to serve as a resource for our stakeholders to better understand how we integrate sustainability into our business practices.





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01

Chapter 1  
**Governance & Economic Dimension**

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# Governance & Economic Dimension

## Board Accountability

DJSI 1.2.6

At SM SAAM, the responsibility and transparency of the Board of Directors are fundamental pillars of its corporate governance. The company has robust structures and practices in place to ensure proper accountability, informed decision-making, and effective oversight of management, all aligned with applicable regulations.

With regard to the succession plan for the Chief Executive Officer, the company has a talent management process designed to ensure succession planning for key positions within the organization.

The main objective of this process is to guarantee the long-term sustainability of SAAM through proactive management of succession plans, including for the CEO position.

This process is carried out annually and includes meetings at all levels of the organization, ensuring full participation and a bottom-up approval process, culminating in the final review by SM SAAM's Corporate Talent Committee.

## ESG Governance Oversight

DJSI 1.2.16

Sustainability is integrated into the strategic planning process of each business unit and is considered in resource allocation, risk assessment, and the definition of corporate priorities. Accordingly, a governance framework has been established in each business unit to implement their respective sustainability strategies, promoting a structured and transparent approach to management.

At SAAM Towage, the strategy is led by the Sustainability and Development Department, whose purpose is to integrate sustainability across all business operations, promoting operational efficiency and reinforcing a long-term commitment to responsible practices. The Board of Directors provides the highest level of oversight, receiving semiannual reports, while the Sustainability and Risk Committee — composed of the CEO, CFO, Towage Division Managing Director, Aerosan CEO, Chief Legal Officer, Compliance Officer, and Chief HR Officer — reports quarterly and acts as a strategic link between management and the Board.

At the operational level, there is a Sustainability Working Group led by a Sustainability Manager responsible for coordinating ESG actions and facilitating monthly coordination. This group is organized around four pillars: Reporting and risk management; People and social engagement; Environment and climate action (SHEQ); and Sustainable development and projects (R&D), each with dedicated leaders and teams. In addition, areas such as Compliance and Internal Audit are integrated into the framework to ensure regulatory compliance and transparency. This model promotes cross-functional communication, shared responsibility, and strategic alignment in sustainability matters.

At Aerosan, sustainability governance is led by the CEO, who receives quarterly updates on progress. Under their leadership, the Regional SHEQ Area is responsible for ensuring the Sustainability Strategy is implemented as planned, while Internal Audit oversees regulatory compliance. The Sustainability Committee, a key strategic body of the company, designs, supervises, and promotes environmental, social, and economic initiatives to ensure that Aerosan operates responsibly and with a focus on long-term value creation. This committee meets quarterly and reviews the strategy in full at least once a year, with the authority to approve resources or issue observations on progress.

Additionally, Aerosan has a Strategic Focus Leader who is responsible for planning and managing the work plan to meet established goals.

Finally, the Board of Directors holds formal responsibility for overseeing the sustainability strategy, including its annual review and approval, as part of its corporate governance mandate.

## Risk Governance and Risk Management Processes

DJSI 1.4.1 Y 1.4.2

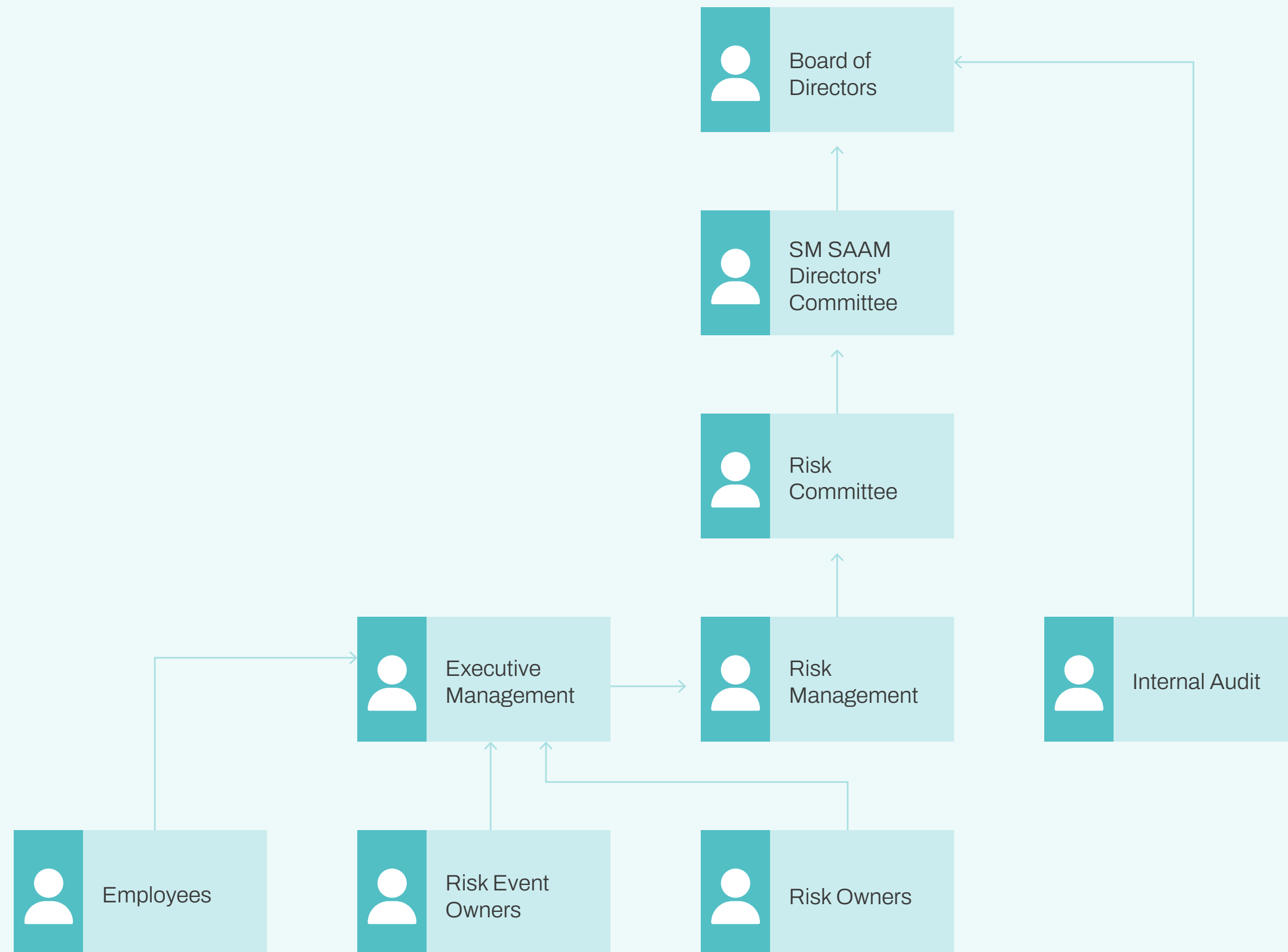
As part of its efforts to strengthen corporate practices, the company has established a Comprehensive Risk Management Model aimed at protecting its value, enhancing its operational model, and reinforcing risk treatment practices. This is an internal document summarized in the following extract.

SAAM's basic principles and general guidelines for comprehensive risk management are as follows:

- The company manages its risks with a focus on protecting and creating value through the promotion of a risk and control culture. The contribution of such a culture is recognized as a direct benefit to the protection and creation of company value. Therefore, the comprehensive risk management model, embedded in the activities, tasks, and actions of personnel, is a fundamental part of management.
- The company defines and controls the risk management structure by assigning roles and responsibilities at all organizational levels. All employees have a role in the risk management process; thus, each worker at every level must understand their scope of participation and responsibilities within the process.
- Risk management is approached as a systematic, structured, and timely process that contributes to efficiency and to consistent, comparable, and reliable results. The company promotes the integration of risk management into its process management and into each of the tasks and activities it carries out, anticipating potential risk events before they materialize.



The structure that provides governance for risk management is as follows:



Thus, the individuals responsible for the various processes are defined below.

**Board of Directors/Directors' Committee**

- The Directors' Committee, by delegation of the Board of Directors, oversees the functioning of the Risk Committee. In the event of changes to the risk matrices or to the defined risk appetite levels, such variations are promptly reported to the Board for its knowledge and validation.

**Risk Committee**

- It meets at least quarterly and is composed of the Chief Executive Officer, Chief HR Officer, Chief Legal Officer, Towage Division Managing Director, Aerosan CEO, Chief Financial Officer, Compliance Officer, and the Head of BPM and Risk.
- Its main focus is to review and oversee the application and implementation of the risk model and monitor the status of mitigation plans. It is also responsible for reviewing and proposing the company's risk profile, as well as promoting a culture of risk and control at all levels of the organization. Additionally, it supervises risk management by reviewing the implementation of the risk manual and risk matrix.

**Area Managers**

- They are responsible for applying risk management procedures within their area, ensuring the identification, assessment, control, and timely reporting of events, as well as the implementation of mitigation measures when applicable.

**Head of BPM and Risk Division**

- Oversees risk management by identifying strategic risks, updating matrices and manuals, providing methodological support to the areas, monitoring action plans, training teams, and periodically reporting to the Directors' Committee — by delegation of the Board of Directors — on exposure and compliance.

**Risk Owners**

- They are responsible for assessing, updating, and validating risks, as well as implementing and executing the controls and action plans associated with improving our control environment, ensuring a timely response aligned with the organization's established strategy.

**Risk Event Owner by Company**

- Responsible for recording and monitoring risk events reported by employees, as well as maintaining the platform and providing support in incident management.

**Employees**

- Responsible for reporting and managing any materialized risk event.

In addition to defining the responsibilities of the different parties, the company has key processes in place



**III.1 Risk Identification**

- Risks must be identified based on the organization’s strategic objectives, which should be clear, measurable, and observable. Subsequently, events that could impact the achievement of these objectives are analyzed, considering their causes and consequences, and distinguishing them from control or monitoring failures. Risk identification should be based on both internal and external sources and must be carried out formally at least once a year or whenever there are significant changes in objectives or the external environment.

**III.2 Risk Assessment**

- The objective of risk assessment is to estimate the impact and likelihood of identified events, both in their inherent and residual forms, taking into account the effectiveness of existing controls. A metric based on consequence and likelihood is used for this purpose. The Risk Management function is responsible for defining an evaluation committee, whose composition will depend on the specific nature of the risk and which will be in charge of estimating these parameters.

**III.3 Risk Response Identification**

- This process involves determining the actions required to mitigate risks with exposure levels above the defined risk appetite, while ensuring that such actions do not generate additional risks. It is essential to consider the cost-benefit relationship when defining each plan. The possible strategies are: accept, reduce, share, or avoid the risk. Responsibility for implementing these responses lies with the management function, with methodological support from the risk function, and should be carried out with the same frequency as the identification and assessment processes.

**III.4 Risk Monitoring**

- Risk monitoring aims to maintain continuous awareness of key aspects of risk management. It includes the ongoing tracking of mitigation plans, led by the risk function, and the monitoring of significant risks through indicators that signal changes in exposure levels. The management function is responsible for designing and implementing these indicators, while the risk function must continuously oversee them.

**III.5 Risk Reporting**

- The objective of risk reporting is to ensure clear, consistent, and timely communication regarding the company’s risks and their monitoring. At a minimum, reports must be prepared for the Board of Directors and the Risk Committee.

**III.A Risk Event Reporting**

This process establishes a framework for reporting, tracking, and closing risk events and declared threats reported by the companies.

**Whistleblowing Mechanism**

DJSI 1.5.4

With the aim of ensuring the highest standards of integrity and transparency across all its operations, SM SAAM has established a whistleblower channel — a dedicated tool that allows employees, suppliers, customers, and any individual connected to our operations to confidentially and securely report any acts or behaviors that violate the company’s principles and values, corporate policies, or applicable laws.

The whistleblower channel is available 24/7 via a web platform, accessible from all countries in which we operate and in the relevant languages for each region. Every report is investigated by the corresponding unit under established protocols, and follow-up is conducted through to resolution. General results and metrics from the channel are reported quarterly to the Ethics Committee and the Board Committee.

The channel is managed by an independent third party, Deloitte, which strengthens the objectivity and transparency of the process. All information received is treated with strict confidentiality and managed in accordance with the highest standards of privacy and data protection, ensuring the safety and integrity of those who use the channel. The company also maintains a zero-tolerance policy toward any form of retaliation against whistleblowers. To promote proper use, regular training is provided to employees to raise awareness and encourage appropriate use of this tool.

## Supplier Code of Conduct

DJSI 1.7.1

SM SAAM bases its relationship with suppliers on principles of strategic collaboration, ongoing dialogue, and the creation of shared value. The company fosters long-term relationships built on mutual trust, with a constant focus on excellence in its processes and the delivery of value-added solutions. At the same time, it actively promotes sustainable development and the strengthening of its business partners.

SM SAAM's Supplier Code of Conduct establishes a shared framework of principles, mechanisms, and guidelines for engaging with suppliers.

On Human and Labor Rights, it sets out that contractors and suppliers must commit to carrying out their activities in accordance with the following:

- Prohibition of the use of involuntary, prison, or forced labor (p.12).
- Prohibition of child labor (p.12).
- Compliance with all applicable laws and regulations on working hours, and provision of wages and benefits that meet or exceed the legal standards of the countries in which they operate (p.12).
- Promotion of a safe and healthy workplace that does not tolerate discrimination, harassment, or retaliation (p.12).
- Compliance with all applicable laws and regulations regarding freedom of association and collective bargaining (p.12).
- Implementation of a systematic approach to the management of health, safety, security, and the environment (p.10).

On environmental matters, contractors and suppliers are required to commit to carrying out their activities with due consideration for the following:



Using energy and natural resources efficiently (p.10).



Continuously seeking new ways to minimize waste, emissions, and discharges resulting from their operations, products, and services (p.10).

Finally, on ethics-related matters, the code stipulates that suppliers and contractors are required to implement the necessary measures to prevent money laundering, terrorist financing, bribery of public or foreign officials, among other offenses; maintaining an active approach to anti-corruption and crime prevention. Additionally, any anti-competitive behavior is strictly prohibited. SM SAAM fully complies with the laws in force that promote and protect free competition in all countries where it operates (p.7).



## Information Security Policy

DJSI 1.8.2

SM SAAM is in the process of developing its Information Security Policy, which will be applicable to all its subsidiaries. Nevertheless, the main guidelines that will shape this policy have already been defined and are presented in this document. These principles aim to protect the company's technological assets, define the appropriate use of IT resources, and establish measures to safeguard them. They also seek to raise employee awareness regarding the importance of information security and individual responsibilities, establish actions to maintain data confidentiality, integrity, and availability, and provide tools to support informed decision-making in this area. The policy is being designed in compliance with the laws and regulations in force in the countries where the company operates.

All employees of SM SAAM and its subsidiaries have clear and strict responsibilities regarding information security, as outlined in Chapters XVI and XVII of the Internal Rules on Order, Hygiene, and Safety. In addition, the company has a cybersecurity risk matrix approved by the Board of Directors, which applies to all SM SAAM subsidiaries. Among its main obligations are the following:

- Implement controls and best practices based on international standards (ISO 27001 and NIST), adapted to the organization's needs.
- Implement the Security Triad, aimed at maintaining a balance between confidentiality, integrity, and availability of information across all processes.
- Ensure access control and authentication.
- Ensure regulatory compliance: The organization complies with applicable laws, regulations, and standards, as well as with international best practices, promoting an ethical and transparent environment for managing information security.
- Implement an adequate incident response and recovery process.
- Promote and maintain a culture of awareness.
- Ensure governance through the Cybersecurity Committee.



## Information Security Management Programs

DJSI 1.8.3

SM SAAM's Information Security Management Program establishes processes and controls to protect the confidentiality, integrity, and availability of information across its operations. This program includes employee awareness and training initiatives, ensuring a comprehensive approach to prevention, monitoring, and response to cyber risks. Specific initiatives are developed under this program to strengthen the organizational culture around cybersecurity, allowing the company to anticipate and mitigate potential threats.

Information security management systematically incorporates vulnerability analysis. This task is carried out by the Security Operations Center (SOC), which continuously monitors the company's technological infrastructure and issues detailed monthly reports on the state of security across operations. These reports include information on detected events, security incidents, types of threats, managed activities, and specific recommendations for risk mitigation.

In addition, independent external audits are conducted on the technological infrastructure and information security management systems. These audits are performed by internationally recognized firms such as PricewaterhouseCoopers (PwC), which assess key aspects of our IT general controls (ITGC).

In 2024, SM SAAM carried out an awareness plan aimed at promoting and strengthening the cybersecurity culture within the organization. The goal was to raise awareness and foster commitment among all employees through coordinated efforts with subsidiaries and key areas such as Communications and Human Resources, creating synergies to execute various awareness and training activities. The plan was structured around four main areas of action: onboarding, cybersecurity campaign, cybersecurity training, and ethical phishing tests — all designed to foster and sustain cybersecurity education.



02

## Chapter 2 Environmental Dimension

- Energy
- Waste & Pollutants
- Water Efficiency Management Programs
- Emissions
- No Deforestation Commitment
- Sustainable Revenues



# Environmental Dimension

## Energy

DJSI 2.2.1, 2.2.2

At SAAM, each country independently manages its energy consumption, adapting to local conditions. However, all energy management efforts are aligned with and guided by the SAAM Towage Sustainability Strategy, ensuring consistency in the efficient use of energy and the reduction of environmental impacts.

SAAM Towage in Chile is ISO 50001 certified, having implemented an Energy Management System that incorporates all elements required by the standard. As part of its integration of ISO 50001, the company has set energy targets for 2025 focused on both performance and energy management. In terms of energy performance, the goal is to expand the scope of tug-to-tug connections by incorporating tugs stationed in Iquique, Mejillones, and Coquimbo.

Regarding energy management, the aim is to improve the integrity of consumption data for shore-connected tugs (RAMs) by installing submeters at all operational ports, specifically in Antofagasta, Coquimbo, San Antonio, the Eighth Region, and Puerto Montt. In

Puerto Chacabuco, the arrival of an electric tug also requires a charging station that meets measurement and control standards. To ensure these objectives are met, tugs must remain connected to shore power for as long as possible, record monthly consumption and exact connection time, and conduct bimonthly analyses of the impact of implemented measures.

In addition, the company operates low-emission vessels, including fully electric tugs, and is evaluating the use of renewable diesel through a pilot project carried out in Canada, which has shown promising results. The plan is to expand the use of this fuel to more vessels once certain regulatory issues are resolved.

SAAM Towage in Chile also makes ongoing investments in innovation, as demonstrated by the construction of electric tugs. Its 2025 R&D budget includes dedicated funds for the development of new innovative projects.



## Waste & Pollutants

DJSI 2.3.1, 2.3.2

Improving waste management and implementing effective practices to minimize waste generation and optimize its disposal are fundamental actions for reducing environmental impact and advancing sustainability. In this regard, SM SAAM's Environmental Policy establishes waste reduction as one of its key objectives, while Aerosan has set a goal to completely eliminate waste generated from its operations. Both SAAM Towage and Aerosan have their own Waste Management Programs, which comprehensively address various aspects of responsible waste handling and promote multiple initiatives.

One example is SAAM Towage's Central America Cluster, which collected **1,023 kilograms of waste** during environmental cleanup activities. Awareness campaigns on paper use are also carried out.

In addition, under its Crime Prevention Model, the company is subject to external compliance evaluation through an annual audit process conducted by BH Compliance. The audit included a specific review of hazardous waste management in the Towage Division. According to the report, the existence and effectiveness of controls were verified, including document management through copies of open and closed SIDREP forms issued by the receiving companies. The audit achieved 100% effectiveness in the samples reviewed, reflecting adequate traceability and compliance in the disposal of such waste.



## Water Efficiency Management Programs

DJSI 2.4.1

At SM SAAM, we recognize the strategic importance of water resources and are committed to their responsible and efficient use across all our operations. At the corporate level and through our subsidiaries, we develop various initiatives and actions focused on water management, promoting both water conservation and awareness of sustainable use. A general campaign is currently being promoted to strengthen the organizational culture around this issue, reaffirming our commitment to sustainability and the protection of natural resources.

## Emissions

### Emissions Verification

DJSI 2.5.1, 2.5.2, 2.5.3

At SM SAAM, environmental management includes a strong commitment to accurate measurement and transparency of emissions. To ensure the reliability of reported data, we implement external verification processes conducted by independent third parties. Among the entities that carry out these audits are internationally recognized firms such as Bureau Veritas, ABNT, APPLUS, DNV, and BMO, which certify emissions-related information in various countries where we operate, including Brazil, Colombia, Mexico, Panama, and Uruguay. This practice allows us to ensure the integrity of our environmental records and reinforces our commitment to sustainability and climate change mitigation.

### Emissions Reduction Targets

DJSI 2.5.12 Y 2.5.14

Aerosan has set a goal to achieve carbon neutrality by 2040, a full decade ahead of the target established by the Airports Council International (ACI). Currently, the company focuses its carbon footprint measurement on scopes 1 and 2, considering exclusively carbon dioxide (CO<sub>2</sub>) emissions. At this stage, other atmospheric emissions such as nitrogen oxides or sulfur oxides are not included in the analysis. The measurement covers emissions generated by sources owned or controlled by the company, such as fuel combustion from vehicles in Aerosan's fleet.



### Physical Adaptation to Climate Risks

DJSI 2.5.11

Aware of the challenges posed by climate change, SAAM Towage is actively working to strengthen its capacity to adapt to physical risks associated with extreme weather events. To this end, specific operational procedures have been established, including mitigation measures aimed at protecting both worker safety and asset integrity.

From a SHEQ perspective, vessels undergo preventive maintenance routines designed to reinforce their structure and resilience against adverse weather conditions. In addition, permanent weather monitoring systems and proactive assessments of operational risks are in place, and personnel are trained to respond quickly and effectively in emergency situations. These actions reflect the company's commitment to ensuring operational continuity and safety in an environment increasingly affected by the impacts of climate change.

## No Deforestation Commitment

DJSI 2.6.3

SAAM Towage demonstrates its strong commitment to no deforestation and the protection of ecosystems through various concrete actions, most notably the 'Ocean Forest' initiative. This project, developed in collaboration with Fundación Reforestemos, represents both a symbolic and practical connection between land and sea, and is part of the company's 2030 sustainability vision. The initiative aims to generate a positive impact on both terrestrial and marine ecosystems by contributing to the restoration of degraded areas and promoting biodiversity. Through this effort, SAAM Towage reinforces its purpose of building a future where business, communities, and the environment thrive in harmony — leaving a green legacy for a blue ocean.

For more information, visit the following website: [Bosque Oceánico](#).

## Sustainable Revenues

DJSI 2.7.10

In line with SAAM Towage's commitment to sustainability and the transition toward lower-impact operations, in 2024, the electric and TIER III tugs operating in Canada generated a total revenue of **CAD 15,252,404**.

<sup>1</sup> Equivalent to US\$ 11,105,580



03

# Chapter 3 Social Dimension

- Employee Support Programs
- Hiring
- Employee Turnover Rate
- Lost-Time Injury Frequency Rate (LTIFR) - Employees
- Safety Management System
- Customer Satisfaction Measurement



# Social Dimension

## Employee Support Programs

DJSI 3.3.7

The design and delivery of employee benefits are tailored to the specific context of each country, taking into account local regulations, labor market conditions, and the particular needs of employees.

While each operation is governed by its own legal and market context, all share a common commitment to promoting the overall well-being of employees, ensuring fair and safe working conditions aligned with the company's principles of sustainability and social responsibility.

In this regard, SAAM fosters the physical, mental, and social well-being of its employees through a variety of programs and benefits, which are communicated during the onboarding process and reinforced through various internal channels. These benefits include company-funded life insurance policies covering death, permanent disability due to accident or illness, funeral assistance, and the provision of basic goods to beneficiaries. In addition, employees receive meal benefits via electronic cards—valid even during vacation periods—and transportation subsidies to facilitate commuting between home and the workplace.

### Mental Health and Stress Management

The company has programs in place to support stress management and mental health care for employees across some of its subsidiaries. One example is the Employee and Family Assistance Program (EFAP), which is free, confidential, and available 24/7. It includes psychological support, nutritional counseling, stress management, and general well-being guidance.

Additionally, psychological and registered counseling services are offered, with coverage ranging from annual limits to unlimited services depending on the employee group. Specialized addiction counseling is also available, both for employees and to support family members or friends. Other services include virtual psychological care through telemedicine and digital platforms.

### Sports and Health Initiatives

The company promotes a variety of sports and health initiatives, including participation in charitable and athletic activities such as fitness challenges and solidarity cycling events across its main operations. It also offers access to executive health programs that include annual preventive check-ups.

Employees and their families benefit from discounted gym memberships, as well as corporate physical activity campaigns that encourage team integration and well-being. In addition, support programs are implemented for the management of chronic illnesses such as hypertension, diabetes, heart, respiratory, and oncological conditions. Specific programs are also available to support families with children diagnosed with Autism Spectrum Disorder (ASD). Periodic vaccination campaigns are conducted to improve access to vaccines and promote preventive health.

### Working Conditions

In terms of working conditions, flexibility is promoted through adaptable schedules determined on a case-by-case basis, as well as hybrid remote work arrangements for functions where applicable. The hybrid model includes a combination of in-office workdays and weekly telecommuting days.

### Family Benefits

The company recognizes the importance of family and offers specific benefits to support employees in this area. These include contributions for childcare, breastfeeding facilities, and paid parental leave. In addition, financial support is provided to employees with young children during certain stages of early development.

- Postnatal leave for primary and non-primary caregivers: The company grants what is established by the applicable legislation in each country. An exception is Brazil, where women receive an additional two months and men up to 15 extra days beyond the legal entitlement.
- In certain operations, additional leave is offered for the care of family members with physical or mental health conditions, including four business days of bereavement leave and up to three paid personal leave days.





## Hiring

DJSI 3.3.4

In 2024, the total number of new hires was 1,439, and 22% of vacant positions were filled by internal candidates, reinforcing our commitment to internal mobility. The data is broken down as follows:

New Hires		
	Women	Men
Under 30 years	215	607
Between 30 and 40 years	105	296
Between 41 and 50 years	24	136
Between 51 and 60 years	4	35
Between 61 and 70 years	0	17
Over 70 years	0	0

New Hires		
	Women	Men
Senior Management	0	1
Management	3	8
Supervisors	20	72
Operators	55	409
Sales Force	0	0
Administrative	54	38
Support Staff	42	63
Other Professionals	83	136
Other Technicians	97	358

### Percentage of Open Positions Filled by Internal Candidates (Internal Hires)

	Women	Men
Under 30 years	2.66%	5.37%
Between 30 and 40 years	3.52%	4.99%
Between 41 and 50 years	0.70%	2.98%
Between 51 and 60 years	0.38%	1.03%
Between 61 and 70 years	0.00%	0.38%
Over 70 years	0.00%	0.00%

### Percentage of Open Positions Filled by Internal Candidates (Internal Hires)

	Women	Men
Senior Management	0.05%	0.33%
Management	0.16%	0.54%
Supervisors	2.01%	4.01%
Operators	0.87%	5.64%
Sales Force	0.00%	0.00%
Administrative	0.60%	1.03%
Support Staff	0.16%	0.11%
Other Professionals	2.93%	2.49%
Other Technicians	0.49%	0.60%

## Employee Turnover Rate

DJSI 3.3.5

Employee turnover is a key indicator for understanding talent dynamics within the organization. In the case of SM SAAM, a significant portion of this turnover is explained by the seasonal nature of certain operations, particularly in the air logistics segment, where a high proportion of temporary workers is employed to respond to demand peaks. According to the 2024 Integrated Report, the total employee turnover rate was 33.2%, while the voluntary turnover rate reached 15.3%. These figures can be broken down as follows:

Turnover Rate		
	Women	Men
Under 30 years	3.78%	10.50%
Between 30 and 40 years	2.16%	8.14%
Between 41 and 50 years	0.70%	4.05%
Between 51 and 60 years	0.11%	2.20%
Between 61 and 70 years	0.00%	1.44%
Over 70 years	0.00%	0.13%

Turnover Rate		
	Women	Men
Senior Management	0.04%	0.09%
Management	0.00%	0.18%
Supervisors	0.61%	3.15%
Operators	0.97%	10.03%
Sales Force	0.00%	0.00%
Administrative	0.90%	1.01%
Support Staff	0.43%	2.38%
Other Professionals	1.33%	3.57%
Other Technicians	2.47%	6.05%

Voluntary Turnover Rate		
	Women	Men
Under 30 years	2.05%	4.72%
Between 30 and 40 years	1.24%	4.09%
Between 41 and 50 years	0.31%	1.55%
Between 51 and 60 years	0.02%	0.88%
Between 61 and 70 years	0.00%	0.34%
Over 70 years	0.00%	0.11%

Voluntary Turnover Rate		
	Women	Men
Senior Management	0.00%	0.05%
Management	0.00%	0.09%
Supervisors	0.20%	1.19%
Operators	0.52%	4.52%
Sales Force	0.00%	0.00%
Administrative	0.36%	0.32%
Support Staff	0.27%	0.11%
Other Professionals	0.56%	1.66%
Other Technicians	1.71%	2.75%

### Lost-Time Injury Frequency Rate (LTIFR) - Employees

DJSI 3.4.4

The LTIFR for SM SAAM is 2.90 for 2024, with 100% employee coverage.

## Safety Management System

DJSI 3.5.1

At SAAM Towage, a Safety Management System is in place to protect the well-being of individuals and ensure safe and efficient operations. One of the key measures implemented within this system is the control of occupational fatigue, which is essential for safety in the maritime industry. This process involves the management, oversight, and control of crew operating hours and work shifts, with the goal of preventing fatigue-related risks.

Daily monitoring is carried out through the Operational Control Centers (OCC), both at the corporate level and locally in each country of operation. This monitoring is supported by the Helm Connect platform — a maritime management system that coordinates operations and ensures traceability, backup, and quality across processes and activities in all business units. The ‘Fatigue Control’ report sample demonstrates this monitoring effort and reinforces the company’s commitment to high safety standards and the well-being of its employees.

## Customer Satisfaction Measurement

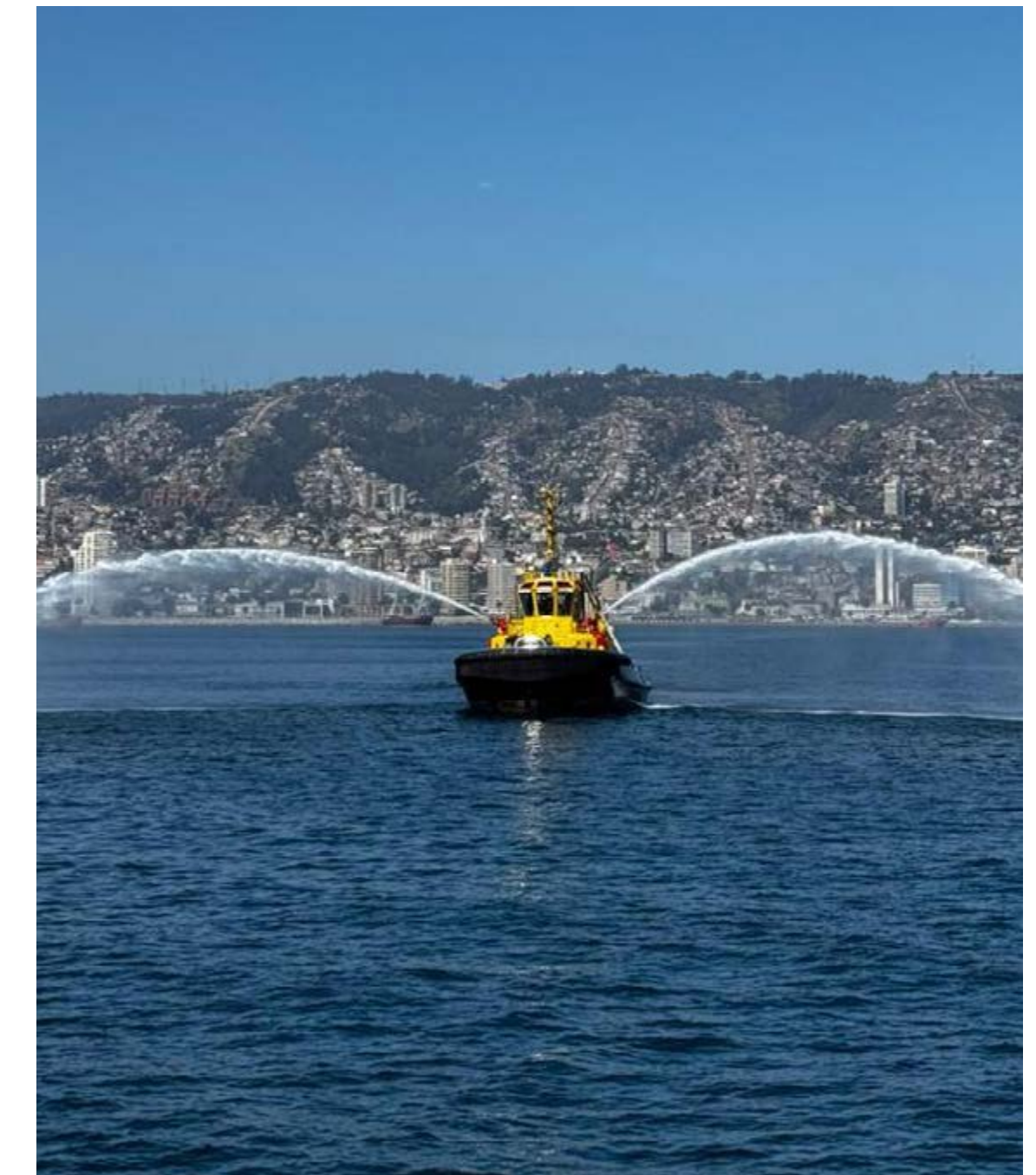
DJSI 3.6.2

At SM SAAM, measuring the Net Promoter Score (NPS) is a key practice, driven by the critical importance of our customers to the company’s development and long-term sustainability. This indicator allows us to directly assess the level of satisfaction and loyalty of those who trust our services by evaluating their willingness to recommend us.

Through NPS, we identify opportunities for improvement and reinforce the aspects that create value, ensuring that our strategic decisions are always aligned with our customers’ expectations and needs. The results for the year 2024 are as follows:

SM SAAM <sup>1</sup>	
<b>NPS</b>	<b>53</b>
Clients surveyed	736
Number of responses	207
Response rate	28%

<sup>1</sup> The NPS of SM SAAM corresponds to a weighted average of the NPS scores of SAAM Towage and Aerosan, based on their respective revenues.





ESG Supplement

**2024**

