

SAFETY, QUALITY, HEALTH AND ENVIRONMENTAL POLICY LATAM GROUP

The LATAM group is the largest passenger and cargo airline group in South America. Operating out of our domestic markets in Brazil, Chile, Colombia, Ecuador, Paraguay and Peru we service the region with flights between these countries as well as long haul flights to North and Central America, Europe, Africa and Oceania. The LATAM group is committed to achieving the highest Safety, Quality, Health and Environment standards in all its operational and administrative activities, facilities and locations where it operates; assigning the necessary resources for that purpose according to the strategic directions delineated by the group's top management.

For this, the commitment is assumed to:

- Declaring safety as a non-negotiable value for the LATAM group, including the promotion of a positive safety culture, providing safe and healthy working conditions, encouraging in our employees a self-care culture, developing processes focusing on prevention, identifying hazards, evaluating and mitigating risks associated with the operational and administrative activities of the LATAM group, and ensuring that our operational staff be in suitable psycho-physical and medical conditions to perform their duties;
- Promoting a Safety Management System for all our workers (executives and functionaries) involved in operational activities and that allows to prevent injuries and/or professional illnesses of its workers and contractors.
- Ensure that workers and their representatives are consulted and actively participate in all elements related to the Occupational Health and Safety Management System;
- Promoting and assess the reports of unsafe actions and conditions, ensuring the confidentiality of these and ensuring that no retaliation will be taken against those who report them; acknowledging that error is inherent to the human nature, but LATAM group will not tolerate deliberate action of deviation of the standards or operational procedures, ensuring the correct compliance with the LATAM's Code of Conduct.
- Contributing to the protection of the environment through the implementation of a long-term sustainability strategy that considers the mitigation and management of environmental impacts related to the activities developed by the organization, its suppliers, service providers and contractors, the constant control and performance improvement;
- Implementing and maintaining an Environmental Management System designed to ensure the protection of the environment, prevent pollution, manage our carbon footprint, operate under a circular economy approach and ensure the application of best practices in the industry.
- Comply with the current legislation, international agreements and any other commitment signed by any company of the LATAM group, applicable in terms of safety, health, quality and the environment.

The LATAM group applies the principles of ethics, excellence and Continuous Improvement of the integrated Safety, Quality, Health and Environment Management System of the Operator and/or Maintenance Center, to be **one of the most admired airline groups in the world**. In this way, the commitment to generate value to our customers, shareholders, suppliers, authorities, collaborators and the localities where operational activities are developed is reinforced.

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Roberto Illno

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CEO LATAM Airlines Group