



**LATAM**

**LATAM *Airlines* Group Diversity and  
Inclusion Policy**

Policy

Diversity and Inclusion Policy

**LATAM Airlines Group**

Version

1.0

Creation date

November/2021

Modification date

N/A

Document type document

Policy

## Index

1. Purpose.....	4
2. Scope.....	4
3. References.....	4
4. Responsibilities.....	4
5. Description.....	5
6. Consequence management.....	6
7. Definitions.....	6
8. Annexes.....	7
9. Validity.....	7

## 1. Purpose

In this policy, the Latam group seeks to establish the minimum standards to promote diversity among its employees and Collaborators, and so that their selection and hiring processes are inclusive.

The purpose is for all its Employees and Collaborators, regardless of their race, ethnicity, gender, gender identity, sexual orientation, age, social class, disability, religiosity, origin, nationality, educational Institution, culture, physical condition, to be inclusive and feel included, considering the principle of equity.

In addition, the LATAM group undertakes to fully comply with all applicable laws and regulations in relation to this matter in the countries in which it operates.

## 2. Scope

This policy is applicable to all LATAM group Employees and Collaborators.

## 3. References

- International Requirements, for example those published by the ILO (International Labor Organization) <https://www.ilo.org/global/lang-en/index.htm>;
- Code of Conduct of the LATAM group; and
- Any other Policy and Standard adopted by the LATAM group, as well as **any law in force in the countries where LATAM operates.**

Please note: The above list is not exhaustive. As a result, the applicable laws of your country may not be included. In case of doubt, contact the local Legal Department or the Compliance Department of the LATAM group.

## 4. Responsibilities

### 4.1. Legal Departments of the LATAM group

The Legal Departments are responsible for clarifying any doubts or concerns about this Policy and responding to requests for information on the Laws relating to Diversity and Inclusion.

### 4.2. LATAM group Compliance Department

In addition to the information mentioned in the previous point, the Compliance Department is responsible for supporting the LATAM group and its Employees and Collaborators in internal policies, also providing support to the Legal Departments, at a global level, in relation to international regulations of Compliance.

### 4.3. Human Resources Department (HR)

The HR area has the role of ensuring the application of the diversity and inclusion policy in all its areas of responsibility, that is: developing knowledge, skills and attitudes to raise awareness among all employees, ensuring respect for the person in an inclusive environment (physical and/or psychological); offering training to all people (newcomers and belonging); promoting and disseminating D&I practices through internal communication channels; ensuring that the issue is on the leaders' agenda; recruiting and selecting, retaining and developing talent and monitoring the environment to ensure that policies and practices are applied (organizational climate, D&I investigations, personal data investigation, benefits and other aspects that impact the job).

#### 4.4. Other Departments (Sustainability, Marketing, Corporate Affairs, Investor Relations, etc.)

All Departments must support the company's Diversity and Inclusion initiatives, with concrete actions and information, either through published reports, studies, events, among others. In addition, through their social allies (such as non-governmental organizations and other institutions with which LATAM has a formally established alliance), should help promote the training of LATAM employees and collaborators, in a manner aligned with HR.

#### 4.5. Employees and Collaborators of the LATAM group

Employees and Collaborators must have knowledge and apply the Code of Conduct and Internal Policies of the LATAM group, taking care of and complying with this Policy in their actions in the LATAM group, operationally and managerially, and respecting the diversity and inclusion precepts.

Employees and collaborators, must know and apply the Code of Conduct, the internal policies of the LATAM group and the Diversity and Inclusion Policy, so that their actions agree with the precepts described therein, as well as report discriminatory behaviors that violate their precepts through the corresponding channels, such as the LATAM Whistleblower Channel ([www.etica-grupolatam.com](http://www.etica-grupolatam.com)).

#### 4.6. Suppliers, Service Providers and Third Party Intermediaries of the LATAM group

As LATAM Employees and Collaborators, Suppliers, Service Providers and Third Party Intermediaries, must also know and respect the Code of Conduct, the Code of Conduct for Third Parties and the corresponding Internal Policies of the LATAM group, taking care of and complying with this Diversity and Inclusion Policy, in particular, in their activities in the LATAM group, always respecting the precepts of diversity and inclusion.

#### 4.7. Doubts, Infringement and Complaints

In case of any doubt about compliance with this Policy, LATAM Employees and Collaborators, Suppliers, Service Providers and Third Party Intermediaries who are aware of possible infractions by other Employees, Collaborators, Suppliers, Service Providers or Third Party Intermediaries must contact the LATAM Compliance Department or the Legal Department of the corresponding locality, immediately, or report the occurrence through the LATAM group's Whistleblower Channel ([www.etica-grupolatam.com](http://www.etica-grupolatam.com)).

### 5. Description

#### 5.1. Hiring

The LATAM group seeks to promote a corporate and productive environment that fosters the diversity and inclusion of its workforce, providing equal opportunities for performance, training and promotion to all employees, collaborators and qualified candidates, and does not discriminate against any person (regardless of their race, ethnicity, gender, gender identity, sexual orientation, age, social class, disability, religiosity, origin, nationality, educational Institution, culture, physical condition, etc.) in the processes, including recruitment and hiring, always seeking to respect the peculiarities of each one and satisfying possible needs in accordance with the activities that they will carry out.

#### 5.2. Commitment

Recognizing the diversity of the group's workforce with a differential in the work environment and in people management, the LATAM group guarantees an inclusive organizational culture with selection, development, promotion and dismissal processes based solely on performance, thus combating all forms of discrimination.

#### 5.3. Dissemination

Promote diversity, equity and inclusion is to foster dialogue, debate, to broaden awareness to all groups, whether they are employees, collaborators, suppliers, service providers, customers and even the community in which LATAM operates.

Promote respect for the dignity and human rights of all people in the workplace, through internal and external campaigns, training and educational activities.

#### 5.4. Discrimination

The LATAM group condemns each and every one of the forms of discrimination, any adverse form towards a certain characteristic, be it race, ethnicity, gender, gender identity, sexual orientation, age, social class, disability, religiosity, origin, nationality, educational institution, culture, physical condition, among all those that encompass diversity. In addition, the LATAM group has a Whistleblower Channel that guarantees the anonymity of whistleblowers and ensures that there is no retaliation.

Upon learning of a case of discrimination that involves Suppliers, Service Providers and Third Party Intermediaries, LATAM will request that the necessary investigations be carried out, and those involved must submit a report on the fact, the investigation, their conclusions and the measures taken before the LATAM Compliance Department or the Legal Department of the corresponding locality.

### 6. Consequence management

Employees and Collaborators of the LATAM group who fail to comply with this Policy shall be subject to the application of disciplinary measures, in accordance with current local regulations. Suppliers, Service Providers and Third Party Intermediaries will suffer the measures provided for in their contracts.

### 7. Definitions

**Board of Directors:** group of executives elected by shareholders meeting.

**Code of Conduct:** set of principles and standards that guides the conduct of LATAM group and the acts of its Employees or Collaborators, and of those who are at their service.

**Collaborator:** interns, monitors, apprentices, or third-party residents of the LATAM group, according to applicable local laws in each country.

**Compliance:** comply and execute. It is the corporate commitment to obey and respect ethical precepts, local and international legislation and the Compliance Program, which includes the policies and regulations in general throughout the business chain of the LATAM group and before its public.

**Employee:** any individual who has an employment relationship with LATAM group's companies, regardless of his/her role or position, including members of the Board of Directors and any other LATAM group's Senior Executives.

**Supplier:** the natural or legal persons contracted to supply products, movable or material goods for the LATAM group, according to the terms of the purchase orders or contracts entered into between the parties. Persons hired by any of the companies that make up the LATAM group, to carry out certain legal, tangible or immaterial activities, through the provision of services, are also natural or legal.

**LATAM Portal:** LATAM group's corporate intranet.

**Third Party Intermediary (TPI):** natural or legal persons who act as agents of the LATAM group, representing it or acting on its behalf before a Public Official, whether national or foreign (e.g., Franchisees, Service Providers, Sales Agents, Consultants and Commercial Representatives).

**Diversity:** set of characteristics that differentiate people, making each individual unique and singular. It is the range of human differences, whether social or cultural, which include, among others, race, ethnicity, gender, gender identity, sexual orientation, age, social class, disability, religiosity, origin, nationality, educational background, culture, physical condition, among many others that make each person unique.

**Inclusion:** set of attitudes and daily practices that favor interaction between all people in a climate of respect, dialogue and cooperation. Diversity and inclusion are based on the identity, mission and values of the organization, as well as on the laws of society, human rights regulations and their universal principles, which guide and establish limits for the conduct of all.

**Equity:** System of practices that guarantee all individuals equal treatment, development opportunities, conditions for competence based on skills and access to services, regardless of their race, ethnicity, gender, gender identity, sexual orientation, age, social class, disability, religiosity, origin, nationality, educational institution, culture, physical condition, etc.

#### 8. Annexes

Not applicable.

#### 9. Validity

This Policy is effective for an indefinite period as of its publication on the LATAM Portal, so it can be modified at any time and under any criteria.

Notwithstanding the provisions contained in this Policy, LATAM reserves the right to review it as many times as it deems appropriate.