

CREATING NATURAL VALUE



Sustainability
Report

2020



OUR BUSINESS,
OUR PRODUCTS

MILESTONES 2020

HIGHLIGHTS

CORPORATE STRATEGY
AND SUSTAINABILITY APPROACH

VALUE CREATION MODEL

CORPORATE SUSTAINABILITY
GOALS

OUR PERFORMANCE

- Create
- Coexist
- Conserve
- Sustainability culture

ACHIEVEMENTS AND RECOGNITIONS

WE WORK IN PARTNERSHIP

100 years developing solutions based on renewable resources that meet people’s genuine needs.

In the context of a year that will be remembered as one of the most complex and in which we understood that our products were a substantial part of a supply chain that could not fail, our activities acquired new strength, and this was assumed by each of the members of this great team that is CMPC.

This is why we have chosen to project our present and future promoting a forest, pulp, and paper industry that is capable of responding to all needs under the highest standards of responsibility and sustainability that will ensure our continuity in the long term.

We invite you to take a look at our 2020 Sustainability Report, ‘Creating Natural Value’



1. Our business, our products

Our business is the production and marketing of wood, pulp, packaging products, paper, tissue and personal care products from certified plantations under sustainable forest management. In this way, we are interested in having a positive impact on the environment as well; therefore, based on our Mission and Values, we work actively in the following:

WE RECOGNIZE the importance of strong business relationships with global and diversified clients.

WE PROMOTE practices that promote free competition, benefiting consumers.

WE COMPLY strictly with the laws and regulations in the countries where we operate, through a corporate culture based on keeping our pledged word, honesty, a job well done.

WE USE state-of-the-art technology in our processes, maintaining high quality standards, safety, and protection of people and the environment.

WE DEVELOP our collaborators integrally, generating identity, commitment, and high performance in the work teams.

WE REJECT child labor, forced labor, and any type of discrimination.

WE WORK to progress decisively toward meeting our Corporate Sustainability Goals.



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CMPC Celulosa

Business unit responsible for **forest assets and the production and marketing of wood and pulp**. It has forest operations in Argentina, Brazil, and Chile, and is present in almost 50 countries around the world, through commercial offices and agents in the Americas, Asia, Europe, Middle East, and Oceania. It also provides supplies and products to Africa.

CMPC Biopackaging

Business unit responsible for manufacturing **sustainable packaging solutions for the transportation of different products**, thanks to the use of virgin and recycled fibers. It has operations in Argentina, Chile, Mexico, and Peru, and is present with its brands in Africa, America, Asia, Europe and Oceania, through a wide network of sales representatives.

Softys

Subsidiary engaged in the manufacture and sales of **tissue paper, personal care, and away from home products**, made mainly from virgin and recycled fibers.

BUSINESS LINES AND MAIN PRODUCTS

CMPC BOSQUES



- Pulpwood logs,
- Peeler logs,
- Ply logs (pruned and knotty),
- Fuel logs, wood chips, and biomass.

CMPC PULP



- Bleached radiata pine kraft pulp (BSKP),
- Unbleached kraft pulp (UKP),
- Bleached eucalyptus kraft pulp (BEKP),
- Sack kraft paper,
- Printing and writing papers (P&W).

CMPC MADERAS



- Green and kiln dried sawn lumber
- Plywood, mouldings, and edge-glued panels.

BUSINESS LINES AND MAIN PRODUCTS

CMPC CORRUGADOS



- Corrugating papers
- Corrugated cardboard boxes and corner boards,
- Molded pulp trays and cases,
- Construction papers,
- Recovery of paper and cardboard for recycling

CMPC BOXBOARD



- Boxboard of higher and lower weights

CMPC SACK KRAFT



- Multiwall sacks
- Industrial paper bags
- Vegetable fiber sacks

CMPC EDIPAC



- Distribution of boxboard, packaging papers, corrugated cardboard boxes, sacks, bags, cut size, bond paper, coated paper, special papers, and paper bags.

BUSINESS UNITS, REGIONAL BRANDS, AND MAIN PRODUCTS

CONSUMER TISSUE



Through the regional brands Elite, Noble and Higienol, it offers:

- Toilet paper,
- Paper towels,
- Napkins,
- Facial tissues,
- Alcohol gel, liquid, and bar soap.

PERSONAL CARE



Through the regional brands Elite, Noble and Higienol, it offers:

- Toilet paper,
- Paper towels,
- Napkins,
- Facial tissues,
- Alcohol gel, liquid, and bar soap.

AWAY FROM HOME



Under the Elite Professional brand it offers:

- Toilet paper,
- Paper towels,
- Medical bed sheets,
- Dispensers,
- Napkins,
- Soaps,
- Alcohol gel, And, as of 2020,
- Face masks

2. Milestones 2020

● **January:** in partnership with the Club Deportivo UC (UC Sports Club) and through the Ucelandia program, a summer camp is held for **140 children** from Puente Alto.

● **March:** CMPC celebrates its **100th** anniversary with the presence of the Board of Directors, business representatives, and workers.

● **April:** it is announced the manufacture and donation of face masks with a production capacity of **19 million per month** for the entire region.

● **May:** due to the low pulp price and despite Softys favorable result, CMPC records more than **US\$130 million** in losses between January and March.

● **June:** due to the pandemic, CMPC consolidates a **support strategy to the regional community**, through different coordinated actions

In the 2020 Integrated Report you can learn more about **CMPC's strategy to tackle COVID-19.**

● **July:** In a virtual ceremony broadcast in Spanish, English, and Portuguese to more than **1,000 people in 11 countries**, CMPC presents its **2019 Integrated Report: Somos la Fibra del Futuro** (We are the Fiber of the Future).

● **August:** Issuance of the first facility structured as a **Sustainability Linked Loan** (SLL) for **MM USD 100 for a two-year term**, associated with sustainability compliance in Chile.

● **September:** Fundación CMPC (CMPC Foundation) celebrates **20 years** committed to early education, promotion of the environment, outdoor life, and culture.

● **November:** CMPC launches the Desafío Agua para Chile (Water Challenge for Chile) initiative with Desafío Levantemos Chile (Let's Raise Chile), with **more than 20 projects that are expected to benefit more than 200 families.**

● **December:** Along with the launch of the **Sustainability Goals in Innovation**, the long-term macro-project **CMPC Beyond** is implemented, linked to a circular economy, understanding of the future consumer, and efficient use of water.



Executives of Empresas CMPC in celebration of the 100 years of the Company.

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3. Highlights

Forests

Our total forest assets are **1,287,115 ha**

90.1% of which is certified

99.8 % % of our fiber is Chain of Custody certified.

We conserve and protect **385,726 ha** equivalent to **29.9%** of the total assets

People

We are **19,641** direct collaborators of **30** nationalities and **16.8%** are women

We attend **19,349** customers

The company accounts with **28,540** indirect contractors

24,233 suppliers, of which **31%** are MIPYMEs (MSMEs)

Industry

We have industrial and commercial presence in **11** countries

We operate with **46** plants

We consumed **36,527 Mm³**

Equal to a **17%** of the total water withdrawn, while we returned the **83%** to the sources

CMPC released

10,850 MtCO₂e/year

of GHGs in Scope 1, 2, and 3

Sustainable finance

Our equity is

MMUSD 7,896

With an Ebitda of

MMUSD 990 and **MMUSD 5,280**

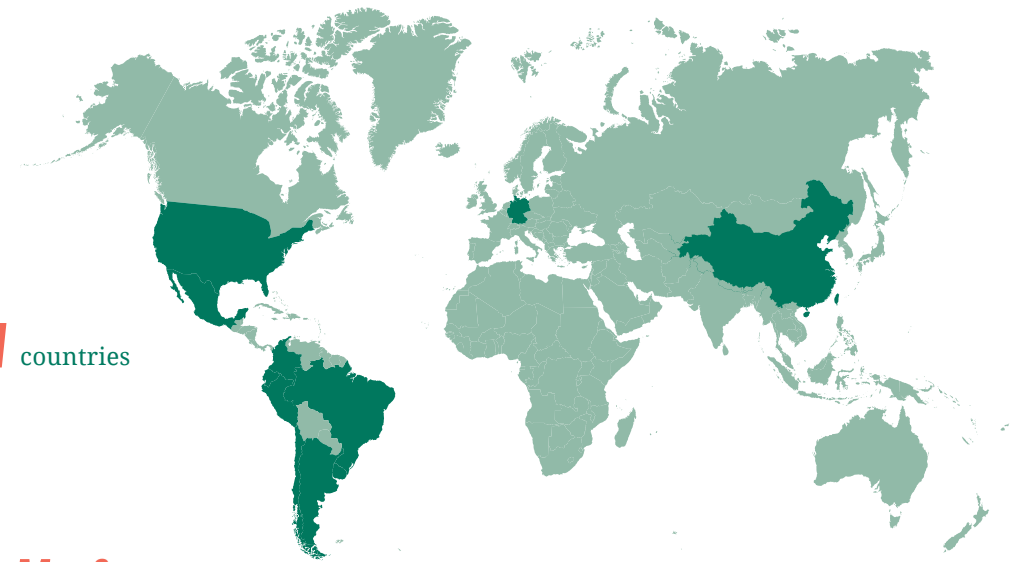
of sales to third parties

We have issued

3 Green Bonds,

1 Syndicated Loan and

1 related to the Environmental Sustainability Goals



We consumed **36,676 GWH**
Of which **81,1%** is renewable energy

In Chile, our energy matrix is **100% NCRE**

We recovered **78.8%** of our non-hazardous waste

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4. Corporate strategy and sustainability approach

Our corporate strategy is built based on five work focuses:

1. Productivity and efficiency

- To be leaders in customer service, brand value and procurement

2. Efficient growth

- To expand with capital efficiency and improve the CAPEX execution

3. People

- To consolidate the culture of talent attraction and development

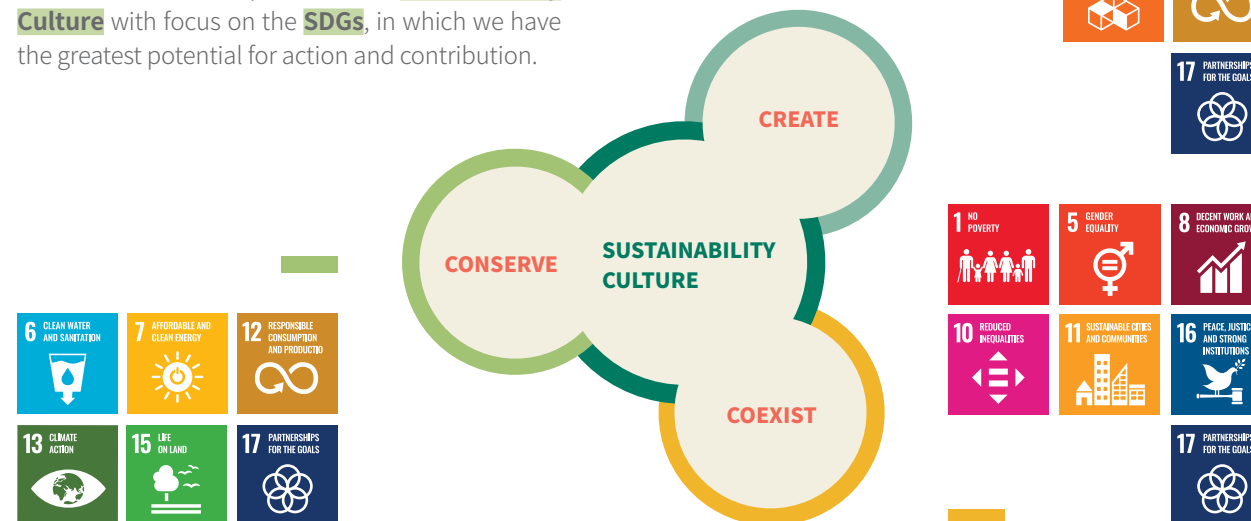
4. Innovation

- To be leaders in innovative solutions and products

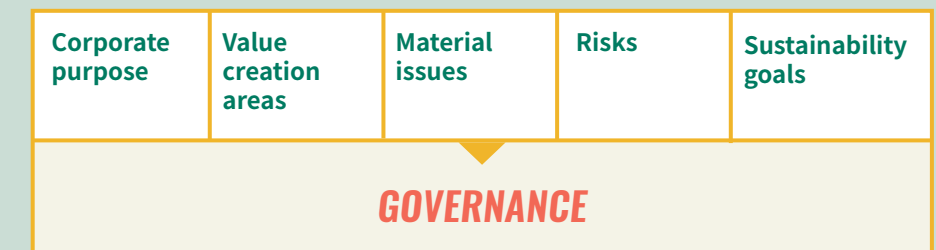
5. Sustainability

- To lead in sustainability and be an active player in our communities

Guided by our **Corporate Purpose** -Create, Coexist and Conserve- we shape the CMPC **Sustainability Culture** with focus on the **SDGs**, in which we have the greatest potential for action and contribution.



The **Sustainability Approach** brings together the company's long-term vision and is composed by **5 elements** plus one **transversal**:



Sustainability Committee

Chairman	Board Director (2)	Chief Executive Officer	Chief Corporate Affairs Officer	Chief Sustainability Officer	Chief Environmental Officer
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Materiality

We moved forward, creating an underlying purpose; that of; **Sustainability Culture**, along with identifying areas of value creation, and the stakeholders served. We also broke down materiality into tiers: **tier 1 issues** have a definition of specific goals, with specific years, and **tier 2 issues**, are managed with relevance, but without concrete goals yet.

	VALUE CREATION	STAKEHOLDER	MATERIAL ISSUES TIER 1 9 TOPICS	MATERIAL ISSUES TIER 2 13 TOPICS
CREATE   	Innovating to solve Direct communication	• Clients • Consumers • Service companies	• Innovation and digitalization	• Product and by-product quality and safety • Procurement and logistics • Customer satisfaction • Brand value
COEXIST       	Contribute to the development of the territories Positively transform the environments	• Communities • Indigenous people • Local suppliers • Collaborators • Service companies • Society	• Community engagement • Relationship with indigenous people • Diversity and inclusion • Occupational health and safety	• Local development • Corporate citizenship • Work life cycle
CONSERVE      	Conservation of forests, ecosystems, and biodiversity Climate emergency response		• Conservation • Water management • Waste recovery • Climate change and GHG	• Sustainable forest management • Rural fire prevention and firefighting • Energy efficiency • Environmental impacts
SUSTAINABLE CULTURE  	Sustainable economic performance To be leaders in ethics and compliance	• Collaborators • Clients • Consumers • Investors • Shareholders • Service companies • Trade associations • Academia • NGOs		• Green financing • Ethics and compliance

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5. Value Creation Model

INPUT

Financial Capital

Equity
Debt

Manufactured Capital

Productive land
Tons of recycled fibers

Intellectual Capital

CMPC Beyond focuses

Human Capital

Collaborators
Women
Suppliers and Service Companies

Natural Capital

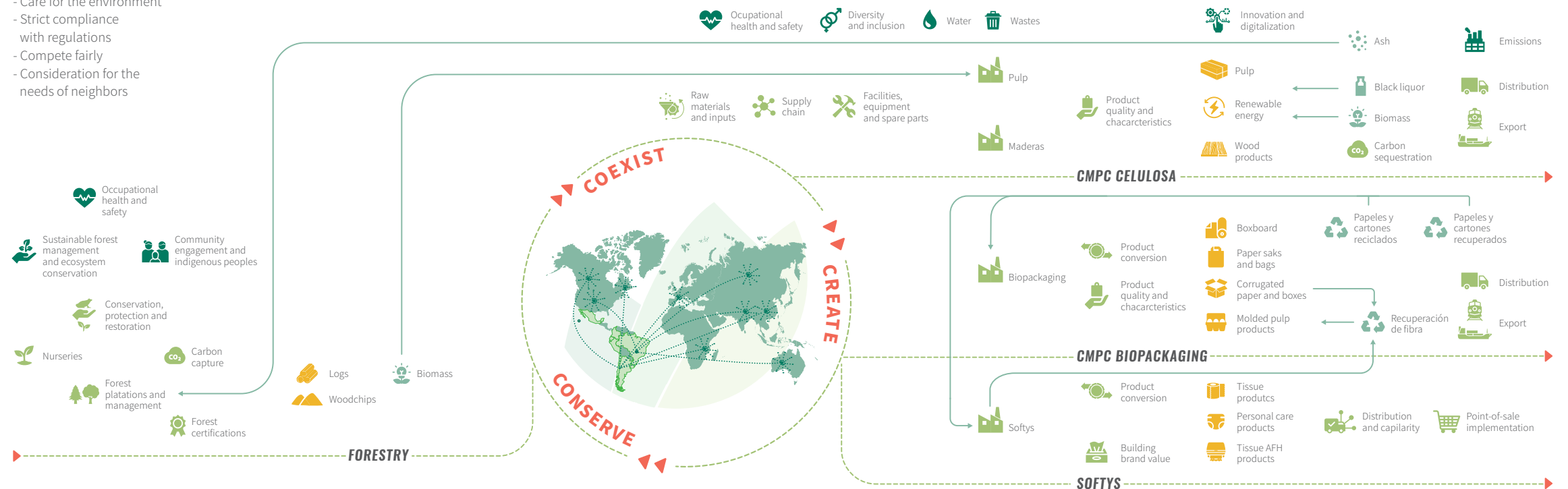
Captured water
Energy consumption

Social Capital

Communities
Suppliers
Clients

OUR VALUES:

- Respect for people
- Care for the environment
- Strict compliance with regulations
- Compete fairly
- Consideration for the needs of neighbors



OUTPUT

Financial Capital

Sales to third parties
Ebitda

Manufactured Capital

CMPC Celulosa sales
Softys sales
CMPC Biopackaging sales

Intellectual Capital

Macro-trends prioritized
by CMPC Beyond

Human Capital

Zero fatalities
Trained collaborators
Turnover
Organizational climate score

Natural Capital

Non-hazardous waste
Discharged water
Emissions in scope
1 and 2

Social Capital

Invested in communities

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6. Corporate Sustainability Goals

	MAT 1	CORPORATE GOALS	BASELINE	PERFORMANCE 2020	COMPLETION %	GOAL	SDG
CREATE	Innovation and digitalization	A 30% of process improvements by 2025 should come from digital innovation and the use of data.					8 DECENT WORK AND ECONOMIC GROWTH 8.2
		A 20% of the specific sustainable development goals must be achieved through innovative technology.					9 INDUSTRY, INNOVATION AND INFRASTRUCTURE 9.4
		A percentage of the sales of the three business areas by 2025 must come from new products, businesses or business models that the areas did not offer as of January 1, 2020.					
COEXIST	Diversity	Increase the number of women in the organization by 50% by 2025.	2,750 women (2019)	3,304	40.2%	4,125	5 GENDER EQUALITY 5.5
		Increase the number of women in the organization by 50% by 2025.	230 women (2019)	266	31.3%	345	
	Inclusion	Achieve 2.5% of the workforce with people with disabilities by 2025.	1.0% (2019)	1.1%	6.6%	2.5%	10 REDUCED INEQUALITIES 10.2
	Health and safety	0 fatalities in operations, both in direct collaborators and in service companies, whether in industrial plants or in forest operations.	(annual)	0	100%	Zero	8 DECENT WORK AND ECONOMIC GROWTH 8.8
CONSERVE	Water	Reduce industrial water use per ton of product by 25% by 2025.	30.84 m³/t (2018)	30.00	10.9%	23.13	6 CLEAN WATER AND SANITATION 6.4
	Emissions	Reduce absolute greenhouse gas emissions (direct and indirect) by 50% by 2030.	2,396 MtCO ₂ e (2018)	2,142	21.2%	1,198	13 CLIMATE ACTION 13.3
	WASTE	Achieve zero waste to final disposal by 2025, through the reduction of waste generation, the recovery of by-products, and the strengthening of circular models.	714,299 t (2018)	509,843	28.6%	Zero	12 RESPONSIBLE CONSUMPTION AND PRODUCTION 12.4 - 12.5
	Conservation	Add 100,000 hectares of conservation or protection by 2030, to the more than 320,000 hectares that the Company already has for these purposes.	321,529.0 ha (2018)	385,725.6	64.2%	421,529	13 CLIMATE ACTION 15.1 15 LIFE ON LAND 13.1 - 13.3

OUR PERFORMANCE

Create

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7. Our
Performance

These are the most representative indicators of our ESG performance, aligned to the **Corporate Strategy and Sustainability Approach** according to the action areas covered by the **Corporate Purpose: Create, Coexist and Conserve, and Sustainability Culture**.

Most of these indicators are **verified**.

 **Create** solutions to people's genuine needs

MATERIAL
ISSUES

● *Innovation*

SDG



INNOVATION GOVERNANCE AT CMPC

Future and Innovation Committee (CFI)	
Champion of CMPC Beyond	
Future and Innovation Team (EFI)	Beyond Ambassadors



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INNOVATION FOCUSES AND OUTSTANDING INITIATIVES

CIRCULAR BIOECONOMY	ENHANCED DIGITAL TRANSFORMATION	LINKAGE WITH THE INNOVATION ENVIRONMENT
<div>Biomaterials:<ul style="list-style-type: none">• Tall Oil production• Portfolio of projects for the use of hydrogen in operations• Methanol production for the chemical and biofuels industry.• Development of lignin applications• Production of cellulose varieties with different degrees of whiteness• Development of strategies to produce microfibrillated cellulose</div> <div>Sustainable construction:<ul style="list-style-type: none">• Thermally modified wood, called Thermo solutions• Plywood and sawn wood with micronized copper• G and G wood profiles• Easy-to-install wood panels• Gypsum board wood panels</div> <div>Sustainable packaging:<ul style="list-style-type: none">• Molded pulp seedlings trays• CMPC Biopackaging products for delivery• Pet Food Packaging• 100% recyclable and biodegradable primary Elite Eco packaging</div>	<div>Creation of Data Management:<ul style="list-style-type: none">• Monitoring, control and use of data for business decision making</div> <div>Best 4.0:<ul style="list-style-type: none">• Advanced analytics program for operations, Best 4.0 (at CMPC Celulosa Laja and Pacifico, and CMPC Biopackaging in Maule)• Best 4.0 Academy with the Universidad de Concepción</div> <div>Automatización:<ul style="list-style-type: none">• Track Digital Automation: first steps in RPA (robotic process automation)</div>	<div>Agreement with the Universidad de Concepción:<ul style="list-style-type: none">• ‘Mentors Program’• ‘Technology Exploration’ Program</div> <div>Programs at CMPC Brazil:<ul style="list-style-type: none">• Studies for industrial process optimization using business intelligence with the Escuela Superior de Agricultura Luiz de Queiros, ESALQ (Luiz de Queiros College of Agriculture) and the Universidad de Sao Paulo</div> <div>Startups:<ul style="list-style-type: none">• CMPC Ventures• Start Up Day 2020</div>

To ensure the quality of our **processes and products**, our supply chain focuses on **responsible local procurement**:

NUMBER AND PROPORTION OF TOTAL AND LOCAL SUPPLIERS, AND MICRO AND SME

	2019		2020	
No. of suppliers	25,339		24,233	
No. of local suppliers	24,466	96.55%	23,175	95.63%
No. of Micro and SME suppliers	6,815	26.90%	7,563	31.21%

TOTAL EXPENDITURE ON TOTAL AND LOCAL SUPPLIERS, AND MICRO AND SME (USD MM)

	2019		2020	
Total expenditure	4,629		4,583	
Expenditure on local suppliers	3,837	82.89%	3,852	84.05%
Expenditure onMicro and SME	873	18.86%	837	18.26%

AVERAGE DAYS OF PAYMENT TO SUPPLIERS

	2019	2020
Average days of payment to suppliers	34	32
Average days of payment to Micro and SME	25	19

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We seek feedback from our clients and consumers to further develop our business:

CUSTOMER SATISFACTION ON PRODUCTS

Net Promoter Score	2019	2020
CMPC Celulosa		
Pulp	88%	86%
Maderas	82%	88%
CMPC Biopackaging		
Boxboard	79%	69%
Sack Kraft	53%	56%
Corrugados	84%	85%
Edipac	84%	-

CUSTOMER AND CONSUMER SATISFACTION BY COUNTRY IN RELATION TO BUSINESS SERVICE, ACCORDING TO POSITION AND PROGRESS

B2C- Advantage de Softys	2019	2020
Argentina	14 (+5)	8 (-6)
Brazil	9	9
Chile	4	2 (-2)
Mexico	15	16 (+1)
Peru	3 (+8)	4 (+1)



Production lines with molded pulp trays. One of the CMPC Biopackaging products present in millions of homes.

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Coexist with the stakeholders
for mutual development

MATERIAL
ISSUES

Diversity and
inclusion

SDG



Health and safety



Community
engagement



Local development



Indigenous
communities



People inspires us, as well as its diversity and inclusion. That is why we want to continue to grow in the participation of women and people with disabilities:

WOMEN IN
THE ORGANIZATION

	2019	2020
% of the total	15.4%	16.8%

NUMBER OF WOMEN PROMOTED TO
SENIOR MANAGEMENT POSITIONS

	2019	2020
N°	54	47

AVERAGE WAGE GAP BY CATEGORY

	2019	2020
Hires by reporting year*1		
Managers and senior executives	76.71%	109.94%
Professionals and technicians	60.21%	81.42%
Operators	76.27%	81.83%
Consolidated by category*2		
Managers	-	77.71%
Professionals and technicians	-	94.25%
Operators	-	82.66%

*Note 1: The wage gap for 2019 hires is recalculated and verified, which increases in coverage
*Note 2: In accordance with General Rule No. 386 of the CMF in Chile

PERCENTAGE OF PEOPLE WITH DISABILITIES BY COUNTRY

	2019	2020
Argentina	0.0%	0.0%
Brazil	2.5%	3.2%
Chile	1.1%	1.0%
Colombia	0.0%	0.2%
Ecuador	2.3%	4.4%
Mexico	0.0%	0.0%
Peru	0.0%	0.0%
Uruguay	0.3%	0.6%
United States	0.0%	0.0%
Total	1.0%	1.1%

- Create
- Coexist**
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TRAINING

	2019	2020
Training hours per hours worked	0.71%	0.85%

PERFORMANCE EVALUATION

	2019			2020		
	Women	Men	Total	Women	Men	Total
No. of collaborators evaluated	1,725	5,386	7,111	2,021	6,320	8,341
% of total	62.8%	35.6%	39.8%	61.2%	38.7%	42.5%

LABOR TURNOVER

	2019		2020	
	N°	%	N°	%
Total	3,407	19.1%	2,939	15,0%

UNIONIZATION AND COLLECTIVE BARGAINING

	2019	2020
Total	63.4	64.8%
% of unionized workers	60.4%	58.3%
% of workers covered by collective bargaining agreements	3.1%	6.5%

Committed to the safety of its workers, at CMPC we have a **Zero Fatalities Corporate Goal** in operations, both direct employees and service companies in plants and forestry operations. **In 2020, no fatalities were recorded.**



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2020 ACCIDENT RATE OF EMPLOYEES AND CONTRACTORS

	CMPC Bosques*		CMPC Pulp*		CMPC Maderas*		CMPC Biopackaging		Softys	
	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020
Collaborators	0.23	0.00	0.54	0.56	0.36	0.76	0.93	0.90	1.80	1.30
Contractors	0.29	0.28	0.20	0.12	0.88	0.74	1.10	1.00	1.80	0.90

*Note: Only the data of CMPC Bosques, CMPC Pulp, and CMPC Maderas, corresponding to the CMPC Celulosa business, is verified.

SOCIAL INVESTMENT IN CORPORATE CITIZENSHIP (COMMUNITY ENGAGEMENT, LOCAL DEVELOPMENT, AND AND DONATIONS) (USD)

	2020	
Total	31,447,854	
Community engagement	8,952,544	28.47%
Entrepreneurship	1,084,540	
Education and culture (CMPC Foundation programs included)	5,773,781	
Outdoor life and environment	2,094,223	
Indigenous and traditional communities	5,876,285	18.69%
Local development	1,596,169	5.08%
Donations and social contributions	13,204,856	41.99%
Donations CMPC Brazil	1,818,000	5.78%

CORPORATE CITIZENSHIP AND OTHER TYPES OF DONATIONS (USD)

	2020	
Total	33,064,585	
Corporate citizenship	31,447,854	95.11%
In-kind	839,172	2.54%
CMPC Foundation administration costs	777,559	2.35%

We build close relationships with our neighboring communities through a **permanent community engagement and the search for local development opportunities**, based on Entrepreneurship; Outdoor life and environment; and Education and Culture.

This year, the **Fundación CMPC celebrated its 20th anniversary**. To read its Annual Report and learn more about its contribution to the education and culture of children from CMPC's neighboring communities, please visit

<https://www.fundacioncmpec.cl/>



Nayarett Paillao with her son Tomás Sandoval from the Marileo community in the Lautaro region of Araucanía, enjoying drinking water at their fingertips for the first time.

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Conserve because our work
has its origin in nature

**MATERIAL
ISSUES**

MAT

SDG

● **Water
management**



● **Climate change**



● **Waste recovery**



● **Ecosystem
conservation**



FOREST ASSETS AND AREAS (HA)

	2019	2020
Forest assets	1,198,681	1,287,115
Productive area	875,380	896,444
Conservation, protection and/or restoration area	325,995	*385,726

*Note: The total number of hectares of conservation, protection, and/or restoration area includes administrative uses, water bodies, and others.

CERTIFIED FOREST ASSETS

	2019	2020
% of certified forest assets out of the total	90.3%	90.1%

PERCENTAGE OF FIBER PRODUCED AND CERTIFIED OUT OF THE TOTAL CONSUMED (MM3)

	2019	2020
Raw material produced in-house	17,683	17,409
Certified raw material produced in-house	17,046	16,387
Raw material produced by third parties	3,790	3,680
Certified raw material produced by third parties	3,790	3,680
Total raw material	21,473	21,088
Total certified raw material	20,836	20,066
Certified raw material with in relation to total consumption (%)	96.4%	95%

PERCENTAGE OF CHAIN OF CUSTODY AND CONTROLLED WOOD CERTIFIED FIBER OUT OF THE TOTAL CONSUMED

	2019	2020
CMPC Bosques	97%	*99.80%
CMPC Pulp	100%	*100.00%
CMPC Maderas	100%	*100.00%
CMPC Biopackaging	-	69.60%
Softys	-	49.97%

*Note: the percentage of certified fiber is verified.

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PROGRESS OF COMPLIANCE WITH THE RESTORATION COMMITMENT TO 2026 (HA)

	Committed to 2026	Restored 2010-2018	Restored 2019	Progress	Restored 2020	Progress
Total	73,824	33,638	12,864	63%	14,024	81.85%
Brazil	65,086	31,648	12,466	68%	13,594	88.66%
Chile	8,738	1,890	398	26%	430	31.11%

WATER CATCHMENT, DISCHARGE, AND CONSUMPTION (M³)

	2019		2020	
Catchment	209,696,499		210,879,399	
Discharge	175,325,461	83.61%	174,352,400	82.68%
Consumption	34,371,040	16.39%	36,527,000	17.32%

ENERGY CONSUMPTION IN GWH

	2019		2020	
Total	36,174		36,676	
Renewable energy consumption	29,908	82.68%	29,756	81.13%

CONSOLIDATED ELECTRIC POWER (GWH)

	2019		2020	
Generation		3,335		3,712
Consumption		5,284		5,414
Generation/consumption (%)		63.1%		68.6%



Flora recovery in Santa Olga park (Chile). It was possible to create a place of recreation, meeting, and life in the open air for all its inhabitants.

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CARBON FOOTPRINT (MTCO₂e)

	2019		2020	
Total emissions	11,004		10.850	
Scope 1: Direct from stationary and mobile sources.	2,002	18.19%	1,965	18.11%
Scope 2: Indirect from power generation purchased from third parties	448	4.07%	177	1.63%
Scope 3: Indirect emissions in the supply chain	8,544	77.64%	8,708	80.26%

GREEN TAX ON EMISSIONS (USD)

	2019	2020
Amount paid in Chile	3,685,784	2,938,947

The majority of the waste from our operation is Non-Hazardous and its complete management -including that of the Hangerous- it is regulated in each country where we have presence.

WASTE (t)

	2019		2020	
Total	2,400,243		2,411,447	
Hazardous waste	3,424	0.14%	3,765	0.16%
Non-hazardous waste	2,396,819	99.86%	2,407,683	99.84%

NON-HAZARDOUS WASTE TREATMENT (T)

	2019		2020	
Total recovery	1,774,573		1.897.840	
Reusing	1,382	0.08%	16,065	0,85%
Recycling	162,073	9.13%	160.909	8,48%
Composting and biological degradation	636,091	35.84%	727.661	38,34%
Energy recovery	966,613	54.47%	993,215	52,33%
Disposal				
Final disposal	622,245		509,843	



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Sustainability culture based on ethics, integrity, compliance, and green finance

MATERIAL ISSUES

● *Ethics and compliance*

● *Financiamiento Verde*

SDG



CLAIMS RECEIVED PER YEAR

	2019	2020
Total No. of claims received	202	356
Anonymous	53.47%	60.39%
Not anonymous	46.53%	39.61%
Open (under investigation)	0.00%	3.65%
Not admissible	54.46%	59.83%
Resolved	45.54%	36.52%

CLAIMS RECEIVED BY CATEGORY (2020)

	Total	Not admissible	Admissible not proven	Admissible resolved
Workplace or sexual harassment	45	20	10	15
Affecting neighbors and/or communities	18	9	5	4
Conflict of interest / incompatible negotiation	39	24	4	11
Corruption	11	6	3	2
Damage to the environment / violation of environmental regulations	2	0	1	1
Discrimination / threats, mistreatment, violence or retaliation / inappropriate behavior	97	65	17	15
Fraud	37	20	7	10
Money laundering / financing of terrorism / receiving of stolen goods	2	2	0	0
Anti-competitive practices	6	3	3	0
Risk to health and/or safety	49	32	9	8
Misuse and/or unauthorized disclosure of confidential or privileged information	9	4	1	4
Other	28	28	0	0
Total	343	213	60	70

CRIME PREVENTION MODEL TRAINING

	General training course (1)		Specific training workshop (77)	
	attendees	%	attendees	%
Employees undergoing training	2,336		1,134	
Collaborators who passed	2,331	99.8%	985	86.8%
Pending collaborators	5	0.2%	149	13.1%

FREE COMPETITION TRAINING

	General training course (1)		Specific training workshop in Chile (27)		Specific training workshop in subsidiaries (30)	
	attendees	%	attendees	%	attendees	%
Employees undergoing training	4,055		555		747	
Collaborators who passed	3,922	96.7%	532	96%	652	87%
Pending collaborators	133	3.3%	23	4%	95	13%

CORPORATE PROBITY TRAINING

	Specific training workshop in all subsidiaries except for Chile (73)	
	No. of attendees	%
Employees undergoing training	1,387	
Collaborators who passed	1,356	98%
Pending collaborators	31	2%

FINES (USD)

	2019		2020	
	Amount	%	Amount	%
	671,384		18,855,895	
Free competition	0	0.0%	17,624,046	93.4%
Tax	589,767	88.0%	1,184,979	6.3%
Environmental	57,871	8.6%	16,870	0.1%
Labor	23,746	3.5%	30,000	0.2%



Brigades carrying out rural fire fighting tasks.

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8. Achievements and Recognitions

**Dow Jones
Sustainability Indices**
Powered by the S&P Global CSA

● CMPC is the **third most sustainable forest company**, according to DJSI 2020.



● A **List in water management and combating deforestation**, according to CDP ranking



● CMPC Biopackaging's 100% paper Pet Food receives the **Packaging Innovation Award** from the Plataforma de Innovación Co Inventa y Laben Chile (Innovation Platform Co Inventa and Laben Chile).

informe**reporta**

● Recognized among the 10 best companies in the Informe Reporta (Reporta Report) ranking

● Global Compact, by Conecta 2020 (Connect 2020), recognizes CMPC in the **SDG interconnection category** for the impact of its rural fire prevention and firefighting program on the Sustainable Cities and Communities, Climate Action, and Life on Land SDGs.

● **Leading company in energy efficiency** and clean energy, with Gold and Silver seals.

● It also received the Valor 1000 (Value 1000) Award for the best company in the pulp and paper sector.

● **In Brasil**, the company is awarded by the **Brazilian Association of Business Communication (Aberje)** as the **number one** among all companies in the southern region of Brazil.

Also:

● **1st place** as the company most remembered and preferred by the gauchos in the Environmental Brand category of the XXII Marcas de Quem Decide Award, promoted by Jornal do Comercio
● **1st place** in the People Management category,
● **2nd place** in Financial Performance,
● **4th place** in Sustainability in the Epoca Negocios 360° Yearbook.

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9. We work in partnership



 **Luis Felipe Gazitúa with Mónica Sepúlveda**, President of the Santa Olga Neighborhood Council, at the ribbon cutting of the inauguration of the Park in the same town, a milestone in the reconstruction after the mega-fires of 2017 in Chile.



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