Costa Rica RISE Report

More than 25 years innovating and investing in Costa Rica

Our Commitment to Community, Corporate Responsibility and Sustainability

intel®

2022 Impact

25 years of Intel in Costa Rica: turning passion into value

Our purpose at Intel is to create technology that enriches the lives of everyone on the planet, and this mission becomes increasingly relevant. We are currently living in the era of the continuous digitization of everything, and everything depends on technology. Intel and the industry need a more balanced and secure supply chain, and for that, we are leading the way; our country is participating in this process and keeping local operations competitive is essential for our country to capitalize on the benefits of the growth of the digital age.

In 2022 we reached great milestones, where I highlight the official inauguration of the Assembly and Test Factory, in which 27% our workforce are part of the manufacturing and supply chain organization for assembly, testing, packaging and direct shipment to customers products offered by Intel to the market.

What's more, the Long-Term Retention and Support Laboratory was expanded, housing 6,000 hardware and software platforms to support globally, and besides this, the addition of three new business units to Intel's Research and Development Center in Costa Rica: Intel Microsoft Technology Center, Processor Validation Engineering with emphasis on performance and power, and Chipset Development.

One of the biggest news was the possibility of resuming face-to-face volunteer activities, which represents a huge opportunity to reconnect in a closer way with our community, and for our collaborators to contribute to different causes at the local level. In 2022 we achieved more than 14,500 volunteering hours , where more than 800 employees got involved and offered their skills and knowledge to contribute and enable more opportunities for improvement in education, environment, innovation and community work.

I feel an immense pride of what we have achieved this year, and we are excited to continue collaborating with the different community leaders, government entities, non-profit organizations, school, universities, and of course, with all our wonderful collaborators who make these achievements possible. I am pleased to share with you the Corporate Social Responsibility report with the results of 2022, which reflects the values and commitment that each person who is part of the Intel Costa Rica demonstrates every day.

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"With more than 25 years of having started operations in Costa Rica, Intel continues to invest and innovate in our country, offering opportunities to the great talent and passion that characterizes our people."

Ileana Rojas

Global Vice President of Design Engineering

Intel Costa Rica General Manager

Intel's RISE Strategy

Intel has a long history of leadership in corporate responsibility. We have a track record of setting ambitious goals and transparently reporting on both our progress and our challenges. For decades, we have worked to advance progress on complex issues together with our customers and other stakeholders. Our new 2030 corporate responsibility strategy and goals reflect even greater ambition for ourselves, as well as a growing sense of urgency to work with others to address challenges no one can tackle alone. We are committing to accelerate the adoption of responsible, inclusive, and sustainable practices in key areas in our operations and supply chain, and across the technology industry and society.

To understand how our RISE strategy will influence Intel in Costa Rica, read on.

Responsible

Drive to even higher levels of safety, wellness, and responsible business practices in our own operations and supply chain. We will also collaborate with others and revolutionize how technology will improve health and safety through strategic healthcare, manufacturing, and transportation initiatives.

Inclusive

Advance diversity and inclusion at Intel, including doubling the number of women and underrepresented minorities in senior leadership roles. Together with a broad range of stakeholders, we will strive to make technology fully inclusive and expand digital readiness for everyone.

Sustainable

Continue to invest in reducing our own environmental footprint, including goals for absolute carbon emissions reductions, 100% renewable energy use, net positive water use, and zero total waste to landfill. We will also take on the challenge together with our customers and others to achieve carbon neutral computing through improved product energy efficiency and sustainable design – and the increased application of technology solutions to reduce emissions in high-impact industries.

Enabling

Accelerate the ways in which we will enable progress through our technology and the expertise and passion of Intel employees. We believe that the health of our community depends on an increasingly inclusive community of innovators prepared for the jobs of the future. We are collaborating with others to broaden access to opportunity, support community needs, and inspire the next generation of innovators.

For more on Intel's RISE strategy and our 2030 goals, visit www.intel.com/2030goals

Responsible

Lead in advancing safety, wellness, and responsible business practices across our global manufacturing operations, our value chain, and beyond.

We believe in providing a workplace that is safe for employees and the community while maintaining responsible business practices across our operations. We value collaborating with others to further advance health, safety and wellness across our global manufacturing operations, our value chain, and beyond.

Building a strong safety culture

Summarizing our results in mandatory training compliance, we have invested over **17,400** hours in safety training, manager safety talks and others for our people (which represents 86 times what is needed for a human to go to the moon) . Estamos seguros de este dato?

Costa Rica is one of the sites where the Ergonomic Assessment adoption is voluntary, and we are proud to have **99% adoption**.

RBA perfect score

We conducted this year an RBA audit ([Responsible Business Alliance](#)) of our manufacturing operations in Costa Rica, earning full marks of **200/200** and setting the record of the first site ever getting a perfect score in the first attempt.

We were also certified as ISO 14001 (Environment) and 45001 (Occupational health and safety).

Investing to reduce tech gap

We believe in the potential of Artificial Intelligence technology to create positive global change, empower people with the right tools, and improve the life of every person on the planet. In 2022, we launched (*AI4Youth* program), an agreement between Ministry of Education and Intel Costa Rica to enable the specialization of Artificial Intelligence in **4** Technical High Schools. **79 students** will be able to opt for a specialization in AI and by 2024, ten more schools will be part of the program, whose model, content, and teacher's training were provided by Intel to the Ministry of Education at no cost. Costa Rica was the first country to formalize it in Latin America as a countrywide specialization approved by the National Education's Council from the Ministry of Education.

As part of our Safety Culture, we work aligned with different response teams to define and coordinate processes to prevent incidents, and action mechanisms in case of emergencies. One of the response teams we work with, is the Costa Rica Fire Department

Representatives from Intel, Ministry of Education and CINDE during the launch event of AI4Y

By Numbers

17.400

training hours in safety for our people , as part of our commitment to prioritize the safety of employees, contingent workers, suppliers and the community.

90%

Of safety culture, in which more than 3.307 employees completed a total of 22.608 safety trainings and assessments.

Inclusive

Advance diversity and inclusion across our global workforce and industry, and expand opportunities for others through technology, inclusion, and digital readiness initiatives.

We believe current and future workforces need to reflect the makeup of this nation. Together with a broad range of stakeholders, we're working to make careers in technology fully inclusive and expand digital readiness for everyone.

Elevating workplace diversity

In Costa Rica, we have representation of **6** Employee Resource Groups (ERG) to provide support and foster an inclusive environment for employees to express and embrace their identities. We have 1.423 employees that are part of the inclusion communities of Women, African Ancestry, Cristian Bible-based, Disability and Accessibility, LGTBIQ+, and Men Advocating for Change, this last with sole representation in Costa Rica.

Advancing STEM Education accessibility

One of our main goals is to continue advancing the accessibility of STEM Education and build a more diverse and equitable future and tech industry. In 2022, we launched the program *TecnoChicas* in collaboration with the non-profit organization Fundamentes, aimed to train girls from rural areas in technical skills, to encourage and bring them closer to explore and consider technical careers.

Empowering students for employment success

NIA Costa Rica, the only chapter of this ERG outside of the United States (US), mobilizes impact to advance social equity beyond the US. In December 2022, NIA Costa Rica was recognized with US **Corporate Excellence Award** (only 4 companies worldwide were recognized) for its *Skills For Life* program, which provides access to technology training in Limon Province, one of the lowest income regions in the country, and is home for a large population of Afro-descendent and indigenous people, groups that have been considerably underrepresented in higher education. The STEM training program consists of up to 16 months of capacity building, English as a second language, and internship placement to prepare students for future employment at high-tech companies. Since 2021, the program has positively impacted approximately **160 young people**, **65%** of whom are **underrepresented minorities** and **43%** of whom are **women**.

Leaders of NIA Costa Rica (Network of Intel African Ancestry) and Intel Costa Rica General Manager receiving the US Secretary of State ACE Award for Inclusive Economic Growth. Learn more.

By Numbers

$ 154,000

Invested in programs to support underrepresented communities to advance STEM education, English language and employability skills.

1,600+

People reached by STEM and employability programs, including 1,000+ women and 140+ African descendants.

35

STEAM projects and volunteering education initiatives, with focus on diversity and inclusion.

Sustainable

Be a global leader in sustainability and enable our customers and others to reduce their environmental impact through our actions and technology.

At Intel, we continually strive to improve our operations and minimize our impact on the environment. In our view, a commitment to sustainability requires a broad portfolio of efforts; we pursue new ways to reduce emissions, conserve energy, and invest in renewable energy, efficient building design, water conservation and restoration, and more.

Water restoration project

As a part of our 2030 RISE goals, we aim to achieve net positive water by conserving **60 billion gallons** of water and funding water projects that will restore more fresh water than we consume to our local watersheds. In Costa Rica, we provided the resources to **protect 150 hectares of forest** in the highlands of the Central Volcanic Cordillera and restore the Virilla River's sub watersheds in Central Valley . This effort returns to nature around **46 million gallons** of water every year. Learn more.

Comprehensive Waste Management

Our goal is to achieve zero waste to landfill and implementing circular economy strategies for our manufacturing waste streams. In Costa Rica, we continue identifying opportunities to reduce waste generation and improve the revaluation of construction waste. By the end of 2022, we achieved **95% of waste recycling**.

Globally, Intel continues to purchase renewable electricity from our utility suppliers and green attributes from multiple sources to meet 100% of our energy use. In Costa Rica, our utilities supplier provided 99.3% of our electricity use from sustainable sources during 2022.

We also work to reduce our energy consumption, adopting several energy-saving measures, including improvements in our air conditioning systems to provide efficient cooling in our data centers and office space.   Our newest systems use refrigerants with zero ozone depleting and reduced global warming potential
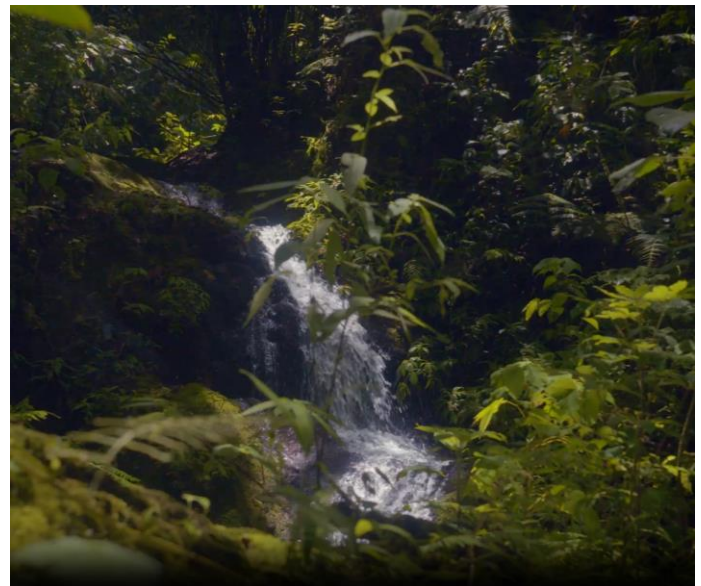
By Numbers

$ 6.3 M

Invested in environmental management to operate systems and process for excellence y environment and sustainability.

99%

Of efficiency achieved in the treatment of wastewater.

Water restoration project "Agua Tica" in Costa Rica Central Valley. Learn more.

Enabling

Through innovative technology and the expertise and passion of our employees, we enable positive change within Intel, across our industry, and beyond.

In Costa Rica, we work strategically with community leaders, schools and non-profits to make our communities a better place to live and develop. We do this through the talent and the passion of our employees, and our commitment is to encourage and amplify their work to continue generating positive impact.

25 years in Costa Rica being an asset in the community

In 2022, Intel celebrated 25 of operations in Costa Rica and as part of that, more than **800** employees volunteered to contribute to our communities working in different focus areas. **67** volunteering and CSR initiatives were executed, supporting **24 non-profits organizations** and more than **35 schools and high-schools.**

Amplifying Employee Impact

Intel employees volunteered over **14,500 hours** with Costa Rica schools and non-profits supporting different causes focused on education, innovation, community and impact. Through the Intel Foundation, this volunteer time will be amplified by way of matching grants to these same qualified organizations. Learn more.

Our employees' expertise, dedication to making lives better in their communities, and passion for solving global problems are critical to the achievement of our RISE goals. We have long cultivated a culture aimed at enabling and strongly encouraging employees to be involved in their communities, To continue this tradition of impact, we aim to increase the impact of our skills-based volunteering to represent 70% of the volunteering initiatives.

Adding value through skills-based volunteering

A team of Intel volunteers offered their skills and expertise to lead a public-private alliance between Ministry of Economy, Ministry of Science, Innovation, Technology and Telecommunications, Industries Chamber (CICR), University of Costa Rica, Intel, and small and medium enterprises (SMEs), to strengthen to digital transformation and **Data Science** as SMEs are being supported in applying methodologies to tackle business opportunities through data science to make more strategic decisions.

Skills based volunteering, STEAM Training for Girls.

First in person volunteering activity after COVID-19 pandemic. Tree planting campaign.

By Numbers

$ 525,000

Total charitable contributions from Intel, the Intel Foundation, and Intel Costa Rica employees to Costa Rica-based organizations in 2022

18,600+

People reached by the different volunteering and CSR projects Intel led or supported in 2022.

Engage With Us

We'd love to hear from you

We share Costa Rica's values and vision, and we're committed to creating a better tomorrow for communities throughout our country. After all, we don't just work here - we live here too. We're raising our families here, volunteering in classrooms and nonprofits, protecting our environment, and helping to make our community a more vibrant place for everyone.

Visit www.intel.com/CostaRica to learn more about Intel's commitment to Costa Rica, sign up for updates, and share your feedback.

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