



# 2020 ANNUAL REPORT



# Letter from the President

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Dear shareholders:

I am writing to present to you Cencosud Shopping's second Integrated Annual Report for the 2020 financial year, a year that will go down in history as a complex scenario caused by the COVID-19 pandemic.

While by the end of 2019 there was some notion of what was brewing, it was impossible to anticipate the profound degree to which the virus would be affected globally. The death of more than 2 million people in 2020 and the strong economic deterioration of the countries have been the most evident consequences of the pandemic, which, as we have seen, has significantly changed the daily lives of all of us.

In this context, the countries in which the Company participates recorded sharp declines in economic activity and increases in unemployment as a result of the paralysis of some productive sectors. In Chile, GDP closed the year 2020 with a 6% decline -the largest drop in almost three decades-, despite the financial support measures provided by the government to families and the liquidity lines provided by the country's Central Bank. In Colombia and Peru, the decline was 6.8% and 11.1%, respectively.

Our main focus during the year was to maintain the impeccability seal -applied to the shopping centers- of our parent company Cencosud S.A., in order to ensure the health and safety of our tenants, customers, suppliers and employees at all times. I emphasize that our shopping centers have never been 100% closed, since items defined as essential, such as supermarkets, home improvement stores, banks, pharmacies and health- related services, are part of our value offer.

Therefore, before continuing, I would like to give special thanks to all our collaborators for their work throughout the year, which certainly implied a greater effort and dedication from each one of them. I also extend this recognition to our strategic partners, to all our tenants, who have faced this critical situation without neglecting their collaborators and the customers who visit us.

Despite the complications of living with the pandemic on a daily basis, we believe that the changes that have been generated -and others that are still in the making- even though they have represented a complex challenge, have also allowed us to find ways to make our operations more efficient. We have managed to offer alternatives that allow end customers to continue to enjoy a distinctive experience in our shopping centers.

Our commitment to sustainability was reaffirmed when Cencosud Shopping was selected to join the new index launched by the S&P Dow Jones Index and the Santiago Stock Exchange, the S&P IPSA ESG Tilted Index, which includes 26 Chilean companies and was designed to offer investors specific exposure to local companies that meet ESG (Environmental, Social and Governance) management criteria.

At the end of these lines, I would like to thank once again the Cencosud Shopping team in Chile, Colombia and Peru for their dedication and professionalism in a year in which we were all subjected to a tough test. I am confident that together with our tenants and suppliers we will be able to successfully overcome the challenges of 2021, a year in which we hope to continue to fulfill the trust that our shareholders and customers have placed in us.

► **Manfred Paulmann**  
President of Board of Directors  
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## Letter from the General Manager

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Dear shareholders:

The fiscal year 2020 has probably been one of the most challenging periods for the shopping center industry due to the effects caused by the COVID-19 pandemic. As part of the sector and aligned with our parent company Cencosud S.A., Cencosud Shopping's priority was to face the emergency, adopting the necessary measures in the three markets in which we participate (Chile, Colombia and Peru) to maintain our quality of service without jeopardizing the health and safety of customers and tenants.

The sanitary care, results and performance of the year were possible thanks to the support and commitment of all the teams of collaborators, whom I thank for their efforts to maintain the Company's operational continuity throughout the year. At this point, the priority was to generate health and safety protocols in all our shopping centers, aligned with the requests of the health authorities of each country, thus allowing Cencosud's shopping centers to never be completely closed, as they continued to operate through the essential areas. This reflects the solid strategy of our varied and diversified commercial proposal, where more than 50% of the regional GLA corresponds to items associated with basic necessities, including supermarkets, home improvement stores, pharmacies, banks and medical services.

I would also like to thank our tenants, who with effort and flexibility supported the agreed measures and allowed our customers to continue visiting our shopping centers safely. In anticipation of the evolution of the pandemic, we promoted a series of measures to support them, some of which involved discounts on rents during the different stages of the emergency, which persists to this day.

The support also included the implementation of the "*Shopping al Auto*" ("Shopping to your Car") pilot plan in Portal La Dehesa, which sought to boost online sales, especially during restricted hours and prioritizing customer safety. For this purpose, a pick-up point was installed in the parking lot, where the customer, without having contact with other customers, could receive their purchase in an easy and safe way.

In line with the requests made by the Chilean Chamber of Shopping Centers and the National Chamber of Commerce, the Company carried out a campaign to anticipate Christmas shopping, thus avoiding crowds in our shopping centers for the safety of all our stakeholders.

Cencosud Shopping has the proper health and safety protocols in place, which were already being tested during the events of October 2019. All this, in turn, is part of the governance defined by the Cencosud Group for crisis situations. Therefore, the measures adopted once the health emergency was activated in the country are part of this approach and focus on the end customer, so that they feel safe to return to our shopping centers, as well as protecting the health and safety of employees and tenants. Likewise, all the actions carried out (capacity reduction, signaling and extensive communication of sanitary measures and recommendations both in the stores and in our social networks, temperature control through various technologies, online scheduling and virtual lines to enter stores, digital store directories with QR code, among others) were aligned with the guidelines issued by the Ministry of Health, and were also implemented in Colombia and Peru.

The context experienced in 2020 led the three countries in which the Company operates to record drastic declines in their gross domestic product (-6.0% in Chile, -6.8% in Colombia and -11.1% in Peru), which was expressed in the paralysis of some productive sectors and an increase in unemployment. In this context, the sanitary measures adopted by the authorities in the period since March -which involved partial closures and reopenings of our shopping centers-, as was to be expected, had an impact on Cencosud Shopping's revenues. However, in the latter part of the year, the outlook was more promising, given that at the consolidated level the operating GLA trended upwards (85.8% in October, 86.5% in November and 91.0% in December). We hope that the health situation in the countries will return to normal as soon as possible, so that we can resume the rhythm we showed before the pandemic and apply the experiences gained during the year to improvements in our shopping centers.

Of the events that were not related to COVID-19, I would like to highlight in particular the investment plan for the period 2021-2023 announced in mid-January 2021 by our parent company Cencosud S.A. Of this plan, the resources allocated to Cencosud Shopping will be used to adapt our commercial proposal based on new growth projects, remodeling and major expansions, in response to trends in the demand of our customers. We will also invest in digitizing our shopping malls, focusing on parking payment, restaurant reservations, geolocation within the mall, among others; basically, applications that integrate digital solutions to improve the omnichannel experience of our customers before, during and after their visit.

In another area, I would like to highlight the alliance between Costanera Center and the Ministry of Housing to install the latest generation thermal cameras on the roof of the capital's shopping mall, which will be aimed at the southeast slope of the Metropolitan Park. The location was chosen because it has a privileged perspective to maintain a permanent observation that will allow early identification of possible fire outbreaks, which are more recurrent during the summer season. In this way, we demonstrate our commitment as a company to the preservation of the environment and the long-term sustainability of resources; a commitment that we have reaffirmed by adhering to the United Nations Global Compact, integrating its principles and standards into our policies and practices aimed at our different stakeholders.

Before concluding these words, I would like once again to thank the executive team, all the collaborators, directors, tenants and suppliers. The commendable work that all of them develop is what makes customers continue to favor us with their preference.

Thank you very much,

► **Germán Cerrato**  
General Manager



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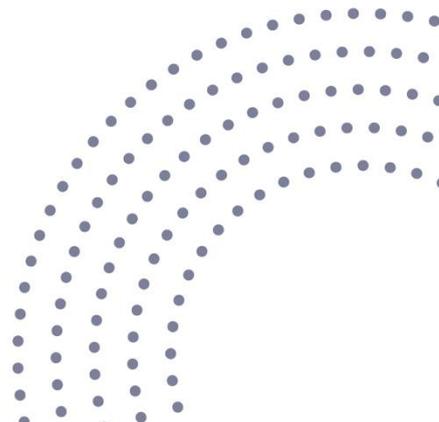
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# 01.

## PRESENTATION OF CENCOSUD SHOPPING



# 01. Presentation of Cencosud Shopping

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## 1.1. About the Integrated Annual Report

In accordance with the provisions of Article 74 of Law No. 18,046 on Corporations, each year companies must prepare a balance sheet as of December 31, or as of the date determined by the Bylaws, and present an annual report. The Board of Directors is the body responsible for submitting both documents for the consideration of the Annual General Shareholders Meeting. The periodicity of this report is annual, and the date of its last publication was April 2020.

Cencosud Shopping S.A. 2020 Annual Report reflects that the integration of its material issues -that is, those that reflect the significant economic, environmental and social impacts of the Company or that substantially influence the assessments and decisions of stakeholders- is part of its business model and is present in each of the decisions that Cencosud Shopping makes. Therefore, the financial result is a consequence of management in the environmental, social and corporate governance (ESG) areas.

When in this document we refer to Annual Report, Annual Statement or Annual Review, we are referring to the Integrated Annual Report of Cencosud Shopping for the period 2020; likewise, for Cencosud Shopping S.A. we will indistinctly use Cencosud Shopping or the Company. The Report is available in digital version on the website, in the Investors section.

### Scope of information

This Report contains the main processes and results of the management of Cencosud Shopping S.A. from January 1 to December 31, 2020 in financial and ESG matters, information that covers Cencosud Shopping S.A. and its subsidiaries as detailed in the Financial Statements. This Report strictly follows the General Rule No. 30 of the Financial Market Commission (FMC).

### Frameworks for the elaboration

The 2020 Integrated Annual Report has been prepared taking into account the Integrated International Reporting Council (IIRC) framework and the GRI Sustainability Reporting Standards (GRI Standards) Sustainability Reporting Guidelines. This report was made in accordance with the Essential option. Cencosud Shopping will omit if the response to any indicator is considered confidential or strategic information for the Company.

### Sustainability Accounting Standards Board (SASB)

In this fiscal year, the Company decided to proceed with disclosure by adhering to the SASB standard, which is designed to meet the information needs of investors and other capital providers. These require that the content around sustainability management must be comparable, consistent and reliable, with clear links to the business strategy and the financial profitability of the company. Therefore, this standard seeks to disclose information in a common language between companies and investors with the objective of measuring performance on financially relevant sustainability issues.

## Cencosud Shopping Standard

Sustainable Industry Classification System® (SICS®) FB-FR  
Real Estate



### Preparation process

For the realization of our Integrated Report, we formed a team composed of multiple areas. Once the Report was prepared, it was reviewed and approved by the Board of Directors. Subsequently, it must be submitted to the respective Annual General Shareholders Meeting for approval.

### Global Compact, Chile Network

In Chile, Cencosud Shopping is part of the companies adhered to Global Compact Chile Network. In this line, this Integrated Annual Report presents the Company's work and commitment to advance in the fulfillment of the United Nations 2030 Agenda and its 17 Sustainable Development Goals (SDGs). <https://pactoglobal.cl/empresas-adheridas/>



### To facilitate the reading of this Report

When the following icons appear in the document, they are referring to the Company's strategic sustainability pillars.



## 1.2. Information about Cencosud Shopping

### Incorporation documents

The public deed evidencing the incorporation of Cencosud Shopping S.A. was executed on October 31, 2005, at the Santiago Notary Office of Mr. José Musalem Saffie. An extract of said deed was registered on page 48235, No. 34387 of 2005 in the Commercial Registry of the Land and Property Registrar of Santiago and published in the Official Gazette No. 38,349 of December 29, 2005.

### Summary of the Company's Formation

Cencosud Shopping S.A., formerly Costanera Center S.A. (hereinafter "the Company") was incorporated by public deed dated October 31, 2005, before the notary public, Mr. Emilio Pomar Carrasco, alternate notary of the holder of the 48th Notary Office of Santiago of Mr. José Musalem Saffie, under the corporate name "Costanera Center S. A." changing its corporate name to "Cencosud Shopping S.A.", dated October 23, 2018. The Company as of May 6, 2019 is registered in the Registry of the Financial Market Commission (FMC) under No. 1164 and lists its shares on the Santiago Stock Exchange.

### Stocks Information

The registration number in the Registry of Securities of the FMC is 1164 dated May 6, 2019.

## Corporate purpose

Since the beginning of the Company's history, Cencosud S.A., controller of Cencosud Shopping, developed the shopping center business in Chile. In 2018, as part of the plan to carry out an initial public offering of shares of the shopping center business, a corporate reorganization was carried out, thus creating Cencosud Shopping S.A.

The object of the Company is the construction of works, real estate and real estate developments, the purchase, sale, lease, subdivision, construction and in general the execution and administration on its own account or on behalf of others of all kinds of real estate investments. Cencosud Shopping S.A. develops, builds, administers, manages, operates and leases premises and spaces in shopping centers of the "shopping mall" type.

## General Background

General Background	
<b>Corporate Name</b>	Cencosud Shopping S.A.
<b>Legal Address</b>	Av. Andrés Bello 2425, Providencia, Santiago, Chile.
<b>Contact Chile</b>	Ignacio.barriosescobar@cencosud.cl
<b>Contact Colombia</b>	Oscar.diaz@cencosud.com.co Av. 9 No. 125 - 30, Bogotá
<b>Contact Peru</b>	Natalia.garcia@cencosud.com.pe Augusto Angulo 130, Miraflores, Lima
<b>Taxpayer's Identification Number</b>	76.433.310-1
<b>Phone Number</b>	(56-2) 2916 9544
<b>Registration in Registry of Securities</b>	No. of Registration 1164 from May 6, 2019.
<b>Website</b>	<a href="https://www.cencosudshoppingcenters.com/">https://www.cencosudshoppingcenters.com/</a>
<b>Stock Mnemonic</b>	CENCOSHOP-ISI: CL0002539816 (Chilean Stock Market)
<b>Stock markets in which it is listed</b>	Santiago Stock Exchange, Digital Stock Exchange
<b>Indexes in which it participates</b>	<b>Indexes</b> S&P/CLX IPSA, S&P/CLX IGPA <b>ESG Indexes</b> S&P IPSA ESG Tilted
<b>Contact information for shareholders and investors</b>	Sercor S.A. El Golf N° 140 floor N° 1 Las Condes, Santiago tel. (562) 2364 6786 María Soledad Fernández, Investor and Sustainability Relations Manager mariasoledad.fernandez@cencosud.cl
<b>Investor and Sustainability Relations</b>	Natalia Nacif, Investor Relations Assistant Manager natalia.nacif@cencosud.cl Mafalda Torres Mafalda.torres@cencosud.cl
<b>Communication Area</b>	Danica Radnic, Corporate Affairs Assistant Manager danica.radnic@cencosud.cl.
<b>External Auditors</b>	Price Waterhouse Coopers Consultores Auditores SPA
<b>Credit Rating Agency</b>	<b>Local</b> Clasificadora de Riesgo Humphreys Limitada <b>Local</b> Feller Rate Clasificadora de Riesgo Limitada

### 1.3. Historical Review

ALTO  
LAS  
CONDES



**1993**

The Cencosud group's shopping centers business in Chile began with the **opening of the Alto Las Condes mall**, built on the site where the Jumbo Kennedy hypermarket had operated since 1976.



**1999**

Inauguration of the Power Center **San Juan de Lurigancho**, located in one of the most densely populated districts of **Lima**.



**2000**

Beginning of the **expansion of Cencosud Shopping outside the Metropolitan Region** with the opening of Portal Rancagua.

**2002**

**The presence of Cencosud Shopping in Santiago** was expanded with the opening of the Shopping Centers Portal La Reina and Florida Center. In addition, two Power Centers were opened in regions: **Portal Viña** and **Temuco Caupolicán in Temuco**.



**2003**

Opening of **Portal La Dehesa in the municipality of Lo Barnechea**, strengthening its presence in the eastern sector of the Metropolitan Region (RM). In addition, five Power Centers were inaugurated that year: three in the regions and two in Santiago.



**2004**

Inauguration of the **Portal Temuco** and **Portal El Llano**.



## 2005

The **expansion in regions** continued with the opening of **Portal Puerto Montt, Concepción Barros Arana and Temuco Centro**, as well as the opening of **Portal Copiapó**, in the Atacama Region.

## 2006

The company's presence in the regions was increased with the opening of **three new Power Centers: Portal Valparaíso, Portal La Serena and Portal Antofagasta**.



## 2008

Inauguration of **Portal Belloto and Portal Ñuñoa**. In addition, **three new Power Centers** were opened in Osorno, Talca and Cerrillos.



## 2009

The **Portal Osorno** opened to the public, consolidating its presence in the Los Lagos Region.

## 2010

Inauguration of a **Power Center in Puente Alto**. In addition, **a plot of land was acquired in Vitacura**, in the city of Santiago, in front of the Alto Las Condes shopping center.

## 2011

**Opening of a Power Center in the city of Calama**, Region of Antofagasta.



## 2012

**Inauguration of Costanera Center**, the super-regional Shopping center **the largest in Chile**, with two office towers -one of them is **the tallest building in South America-** and a hotel. In that year a **Power Center was also opened in Hualpén**, Biobío Region. Cencosud Shopping acquires four locations in Colombia.



## 2013

Inauguration of a **Power Center in San Bernardo**, at the south of Santiago. In **Peru, Portal Arequipa** was inaugurated in the city of Arequipa, the country's second largest urban center in terms of population.



## 2015

**Sky Costanera**, the highest observation deck in Latin America, which is part of the Costanera Center project, opens to the public.

## 2019

**Cencosud Shopping made a capital increase** to acquire the assets of the companies from Peru and Colombia. On June 30, **the Company opened its listing on the Stock Exchange in Chile**, an operation in which 27.7% of the Company's ownership was placed on the market.

### 1.4. 2020 Milestones

#### S&P IPSA ESG Tilted (ESG)

As of January 2021, Cencosud Shopping is part of the 26 companies selected in the new index launched by S&P Dow Jones Index and the Santiago Stock Exchange. **S&P IPSA ESG Tilted Index** follows selection criteria based on relevant ESG (environmental, social and governance) principles in order to identify and weight components from the S&P IPSA.



#### Sustainalytics

Risk Rating which provides in-depth analysis of companies' strengths and weaknesses in terms of ESG, compared to their competitors and industry performance. For Cencosud Shopping the **ESG Risk Rating is 19.9**, which implies **Low Risk**.



### Openings in the Period

In October, new tenants joined the Tower Costanera. These were Cementos Bío Bío (1,288 m<sup>2</sup>), Glaxo SmithKline (1,140 m<sup>2</sup>), Legrand (1. 697 m<sup>2</sup>) and Beiersdorf (1,236 m<sup>2</sup>), bringing occupancy to a 56.4%. Between Tower 2 and 4, there are 65,000 m<sup>2</sup> available for lease, out of a total of 108,988 m<sup>2</sup>. Meanwhile, the Hotel located in said complex, which began operations in January and had to stop them in April 2020 due to the effect of the pandemic, reopened in October.

### Investment Plan

In January 2021, Cencosud S.A. (parent of the Company) announced its Investment Plan for the period 2021-2023, which considers resources for approximately USD 1.8 billion in the period. The focus in shopping centers will be on adapting our commercial proposal based on the expansion and remodeling of the 13 existing projects and 2 new shopping centers, meeting the demand trends of our customers. We will focus our efforts on improving our customers' shopping experience through the launch of a new app in Chile in 2021, which includes geolocation within the mall, parking payment, restaurant reservations, virtual line for stores, among others.

### Alliance between Costanera Center and Minvu (Ministry of Housing and Urban Planning)

As part of the promotion of relations with the community, an alliance was created between Costanera Center and the Minvu (Ministry of Housing and Urban Planning, by its acronym in Spanish) to install the latest generation of thermal cameras in Santiago's Metropolitan Park, in order to monitor early and permanently the occurrence of fires in this important green area of Santiago. The devices were installed on the rooftop of the shopping center, from where there is a privileged view of the southeastern slope of the park. These are hybrid cameras with PTZ technology with intelligent view, high temperature detection and 360° viewing angle, which are connected through a 5GHZ speed transmitter antenna. Thus, two icons of the capital joined forces in the important task of preventing forest fires, which are more frequent during the summer season.

## 1.5. Measures in the context of COVID-19

One of the priority focuses of the support measures for the crisis caused by the COVID-19 pandemic was the tenants, who have been affected by the quarantines imposed by the authorities in the context of the national state of emergency. In Cencosud Shopping we promoted various measures, among which we highlight efficiencies in common expenses, implementation of a plan of discounts on fixed income, in a gradual manner, to those local tenants with less than 4,000 m<sup>2</sup> of non-essential items; in addition, we maintained constant communication regarding the actions implemented. In relation to parking, in the most critical periods, payment was released in order to support customers and tenants.

**Marketing actions:** During the entire pandemic, including periods when the operations were in phase 1 (highest mobility restriction according to the scale reported by Chilean authorities), we reinforced the utility contents and protocols associated with the recommendations of the Ministry of Health (Minsal), through its Step-by-Step Plan. As a way of facilitating the day-to-day life of tenants and customers, we maintained constant communication through our various digital and telephone channels, allowing us to maintain the link with both interest groups.

**Take away & delivery:** alternative services modalities so that the gastronomic tenants could reactivate their sales. Through them, customers were able to order online and pick up at the Shopping Centers. In addition, online scheduling was implemented for our shopping centers and specific stores with higher flows. Meanwhile, at Portal La Dehesa we carried out a pilot plan for a pickup "*Shopping al Auto*"

service, in order to support the sales through alternative channels (online), especially during restricted hours, where a pick-up point was installed in the parking lot so that the customer, without having any contact, could receive their purchase easily and safely.

In the Shopping Centers, the Company focused on implementing different safety protocols, aligned with the measures proposed by the Ministry of Health (Minsal) and the Chamber of Shopping Centers, in Chile. This considered, among other measures, reducing the permitted capacity according to protocols and phases of the Step-by-Step plan<sup>1</sup>, temperature control at all mall entrances, installation of alcohol gel dispensers, control of the use of face masks, digital store directories with QR code and order in lines to maintain distance.

At Cencosud Shopping we proactively activated a training plan for our collaborators, tenants and suppliers to carry out a safe management of their stakeholders. Thanks to these measures, the Shopping Centers remained operational meeting all standards and aligned with the authority's request. In addition, educational campaigns on responsible shopping were developed, focusing on the self-care of the customers during visits to the Shopping Centers, which was reinforced on retail dates, thus avoiding crowds in the Shopping Centers for the safety of people and promoting sales for the shoppers.

## 1.6. Cencosud Shopping in a glance

Our Company is one of the leading shopping center operators in Chile, Peru and Colombia based on leasable area and number of locations. Our commitment is to have an impeccable operation for the tenant and end customers, delivering a memorable shopping and visiting experience to the Shopping Centers. The focuses of the business strategy are oriented toward efficiency in the use of space, enhancing the strategic categories in each of our formats; an increasingly complete and efficient omnichannel proposal; and enhancing the relationship with the customers through tools such as CRM, Advanced Analytics and others that allow the optimization of the use of resources. The Company operates, directly or through its subsidiaries and affiliates, in the different formats, including: Shopping Centers Super-Regional, Regional, Neighborhood and Power Center (according to the nomenclature of the International Council of Shopping Centers, ICSC). We have 1,338,761 GLA (m<sup>2</sup>) through 13 Malls, 26 Power Centers and Costanera Center (Chile).

On December 31, 2020, the stock market capitalization amounted to USD 2,700 million and the free float was 27.7% with an average traded volume of USD 2.7 million. We are one of the leading industry players in the country, employing more than 380 people, of which 25.5% are women.

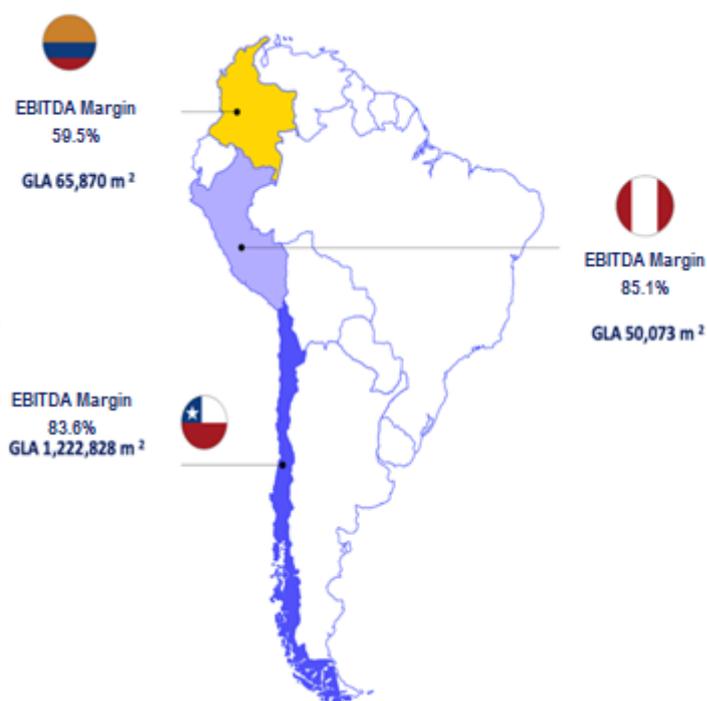
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<sup>1</sup> Review details of the Chilean Government's Step by Step Plan at <https://www.gob.cl/pasoapaso.c/>

## Main Figures

**GLA:** 1,338,761 m<sup>2</sup>  
**Occupancy rate:** 98.4%  
**Visits:** 71,037 thousand.  
**Tenants' sales:** CLP 2,832,088 million.  
**% of expiration of contracts (by GLA):** 5 years is 73.9%.

**Income:** CLP 146,755 million (year 2020)  
**EBITDA /NOI:** CLP 121,892 million.  
**% EBITDA:** 83.1%  
**Net income revaluation:** CLP 68,735 million.



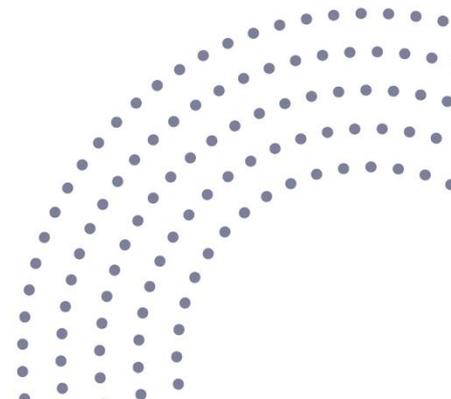
Figures in million CLP	2020	2019
Revenue	146,755	228,990
EBITDA	121,892	207,810
Total Assets	3,978,398	3,804,442
Gross Financial Debt	559,022	544,656
Net financial debt / EBITDA (times)	4.1x	2.1x

Figures in million CLP	2020	2019
% Adjusted EBITDA / NOI	83.1%	90.8%
FFO (million CLP)	85,634	162,679
Net income from revaluation of assets (CLP millions)	68,735	119,545
GLA (m <sup>2</sup> )	1,338,761	1,334,943
Occupancy Rate (%)	98.4%	98.7%
Visits (thousands)	71,037	137,815
Sales of Tenants (CLP millions)	2,832,088	2,999,381



# 02.

## MATERIALITY



## 02. Materiality

### 2.1. Macroeconomic and Regulatory Context

Since its beginnings, 2020 was marked by the COVID-19 pandemic, an event that has claimed more than two million lives worldwide and, due to the economic effects of the health crisis, has driven about 90 million people into extreme poverty. It has been an episode with important repercussions for everyone, particularly for people in vulnerable situations<sup>2</sup>.

However, according to estimates by the International Monetary Fund (IMF) in the January 2021 update of its World Economic Outlook, global growth contraction in 2020 was -3.5%, 0.9 percentage points better than previously projected. This reflects a greater than expected dynamism in the second half of the year and provides more encouraging signs with respect to the performance of the most critical period that the global economy experienced during the first half of the fiscal year.

But the pandemic continued to spread, leading many countries to slow the pace of reopening or to reinstate partial lockdowns to protect vulnerable populations. In this context, the recent approval of vaccines has raised hopes that the breakthrough of COVID-19 will mark a turning point, although new waves and variants of the virus raise concerns.

Furthermore, the recovery and opening of trade has shown considerable variations between countries, depending on the sanitary measures adopted, the effective implementation of trade policies, and the structural characteristics of each economy at the beginning of the crisis. Many economies, particularly those with lower incomes, already had high levels of debt at the beginning of the crisis, which will tend to increase during the pandemic.

#### Latin America

The IMF stated that Latin America has been particularly struck by the effects of the pandemic. The health crisis combined with social unrest -expressed in various protests and demonstrations in different countries- led most of the region's economies to end 2020 with significant declines in activity. In its January 2021 update, the international organization estimated that in the period Latin America and the Caribbean recorded a contraction of 7.4%.

Closing Exchange Rate	2020	2019	Var %
CLP/USD	710.95	748.74	-5.1%
CLP/PEN	196.36	226.14	-13.2%
CLP/COP	0.21	0.23	-8.7%

Average Exchange Rate	2020	2019	Var %
CLP/USD	761.96	755.98	0.8%
CLP/PEN	211.61	224.78	-5.9%
CLP/COP	0.21	0.22	-6.0%

<sup>2</sup> FMI. <https://www.imf.org/es/Publications/WEO/Issues/2021/01/26/2021-world-economic-outlook-update>

**Inflation**

Country	2020	2019
Chile	3.0%	3.0%
Peru	2.2%	1.9%
Colombia	1.6%	3.8%

**Chile**

Although in its December 2020 Monetary Policy Report the Chilean Central Bank stated that the local economy improved with respect to the sharp fall recorded in the second quarter, the prolongation of health restrictions, the slow recovery of the most affected sectors and the traces left by the crisis had a negative impact on the dynamism of the recovery. Finally, Chile's Gross Domestic Product (GDP) fell 5.8%.

**Peru**

In a context marked by COVID-19 and after 21 years of uninterrupted growth, the Peruvian GDP contracted 11.1%, its worst performance in three decades, as reported by the National Institute of Statistics and Informatics. The extensive confinement forced to contain the spread of the coronavirus led to a reduction in domestic demand by -10.1%, mainly due to the decline in household consumption (-8.8%) and gross fixed investment (-15.6%).

**Colombia**

Colombia's Gross Domestic Product recorded a historic contraction of 6.8% year-on-year in 2020, compared to the growth of 3.3% in the previous year, the largest contraction in the Andean economy since records began in 1975. The drop was due to the impact of the pandemic on construction, commerce, hotels, and mining and quarrying activities, which recorded historic declines, according to data published by the National Administrative Department of Statistics.

**Industry Sector and Regulatory Dimension**

According to the International Council of Shopping Centers (ICSC), there are six types of shopping centers in the industry:

**Super-regional**

Shopping centers of more than 80,000 m<sup>2</sup> GLA, containing anchor stores, specialty stores oriented mainly to fashion, cinemas, games, restaurant, offices and hotels.

**Regional**

Shopping centers of between 40,000 m<sup>2</sup> and 80,000 m<sup>2</sup> GLA, impacting multiple geographies, with anchor stores, specialty stores oriented primarily to fashion, cinemas, gaming and restaurant.

**Neighborhood Center**

Shopping centers of between 10,000 m<sup>2</sup> and 40,000 m<sup>2</sup> GLA, with impact on nearby communes. It offers a variety of products and services including its anchor stores, specialty stores oriented mainly to fashion, cinemas and/or games.

**Power Centers**

Shopping centers of between 10,000 m<sup>2</sup> and 40,000 m<sup>2</sup> GLA, whose offer is centered on their anchor stores (no more than two) and a reduced number of commercial premises and/or services.

**Strip Centers**

Shopping centers of up to 10,000 m<sup>2</sup> of GLA that include one or more anchor stores of maximum 5,000 m<sup>2</sup> plus a small number of retail and/or service premises.

**Lifestyle Centers**

A set of exclusive stores oriented to high-end consumers, in an open-air environment with restaurants and entertainment.

**Factory Outlet**

Malls with brand name discount stores.

Cencosud Shopping has four types of shopping centers: super-regional, regional, neighborhood and power centers. Its main competitors include Mall Plaza S.A. and Parque Arauco S.A.; however, it competes not only with other shopping centers, but also with a large number of individual retail stores.

**Regulatory Framework****Chile**

Cencosud Shopping S.A. is an open stock corporation, and as such, is subject to the provisions of Laws No. 18,046 on Corporations and No. 18,045 on the Securities Market, in addition to the regulations issued by the Financial Market Commission and its supervision, among others. With respect to the regulations related to the development of the activities of its operation, the Company and its subsidiaries in Chile must comply not only with the regulations of the civil life and commercial activity of any entity such as the Consumer Protection Law, Free Competition Law and Criminal Liability Law, but also with specific regulations such as the General Law of Urbanism and Construction, Universal Accessibility, Law of Contributions to Public Space, Law No. 20.967 on the regulation of parking service charges and a series of regulations on land use, commercial real estate, environmental regulations and municipal ordinances, among others.

## Peru



With respect to our subsidiaries in Peru, these are governed under various regulations that regulate their operations. For this purpose, the following should be considered at an initial stage: (i) General Law of Corporations, (ii) National Building Regulations and (iii) Law of Regulation of Urban and Building Allotments, as well as everything related to authorizations, permits and licenses, such as the Construction License, Operating License and Certificate of Technical Inspection of Safety in Buildings (ITSE Certificate). In its operation stage: (iv) Law on Timely Relief, (v) Consumer Protection regulations, (vi) Law on Repression of Anti-Competitive Conduct, (vii) Law on General Administrative Procedure, (viii) Law on Integral Solid Waste Management, and (ix) Law against Acts of Discrimination, among other generally applicable regulations. Likewise, to regulate the commercial relationship with the tenants, the provisions of the Peruvian Civil Code apply, which establishes several provisions regarding leasing, assignment in use, surface rights, usufruct, easement, among others. Finally, also relevant are the Labor Productivity and Competitiveness Law, the Occupational Safety and Health Law, the General Labor Inspection Law, among others.

## Colombia



In Colombia, the group's subsidiary operates under the form of a simplified corporation S.A.S. and is supervised by the Superintendency of Corporations, to which it must present its results and financial statements annually, as well as any relevant corporate changes. The operation of shopping centers entails compliance with different regulations. During the construction stage, licenses must be obtained, urban development charges must be met, and buildings must comply with safety and stability regulations. Commercial activity is regulated mainly by the Colombian Commercial Code, the Consumer Protection Statute and the Law for the Defense of Free Competition and Unfair Competition, the latter two being regulated and supervised by the Superintendence of Industry and Commerce. The commercialization and exploitation of the spaces may be by way of sale regulated by the Civil Code, lease regulated by the Commercial Code or concession, which, being an atypical contract, admits agreements that combine both regulations. The Colombian State has been characterized by protecting labor relations in favor of the worker, mainly through the Colombian Labor Code and the jurisprudence of the High Courts.

## 2.2. Main Trends

### Digitization of purchasing habits



The emergence of virtual commerce has implied a real transformation for retail, as companies have had to update and adapt to an increasingly demanding and empowered consumer. The implementation of the omnichannel strategy is becoming increasingly necessary in the face of consumer habits that combine physical and online shopping. The pandemic has also contributed to the use of digital means over face-to-face purchases, mainly due to health issues.

Smartphones are playing an increasingly relevant role. Several surveys indicate that 71% of consumers, 83% of whom are between the ages of 18 and 44, report using their phones to shop in stores, to find help with purchasing decisions, search for user reviews of products, look up nutritional information, search for deals, scan barcodes and QR codes using special apps to minimize or eliminate checkout wait times. One of the great advantages of digital technology is that it allows to offer consumers a more personalized service, because artificial intelligence helps retailers to better understand their needs.

## Systemic Vision



Shopping center marketing, which traditionally has the function of generating flow through events and promotions on retail dates, must have a more systemic vision of the business, integrated with the other areas that are fundamental to increase NOI (net operating income), improve performance, seek new revenue opportunities and reduce operating costs, among others.

Today's marketers must understand CX, UX and CS (customer experience, user experience and customer success), and they must also specialize in content marketing and digital products, to apply all of that to sales conversion. Consumer data analysis is another point to work on strategically. This goes far beyond registration in promotional actions, as specific platforms are necessary for this to be applied correctly.

## Agility and Flexibility



According to a survey conducted by Deloitte<sup>3</sup>, agility will continue to be the keyword in 2021. Marketers must be able to adapt to change and better understand the evolving marketplace. And these adaptations to the needs are taking place through digital tools. More and more professionals need to be updated to understand how to bring these solutions to the shopping center business.

### 2.3. Materiality

Materiality is a fundamental concept to understand the structuring of corporate reports, reflecting the management of externalities (positive and negative) in economic, social and environmental terms, or elements (positive and negative) that substantially influence the relevant stakeholders for our Company.

An issue is considered material when its management and/or impacts are relevant to the business and/or influence the decision of stakeholders. This interest stems from the implications of the risks associated with the management of these issues.

To advance in the integration of all these elements into its model, Cencosud Shopping produced its second Integrated Annual Report. The identification of social and environmental externalities has been key in the elaboration process. This exercise has helped us to detect potential risks to the business and identify opportunities to create additional value for society and the environment.

#### Materiality Matrix of Cencosud Shopping

As part of the process, we review our materiality matrix to identify the main priorities. This work was conducted based on a detailed analysis of the main Standards for Sustainability Reporting (GRI), investor expectations, market trends, best practices observed in the real estate sector and beyond, as well as the view of NGOs and experts.

<sup>3</sup> <https://www2.deloitte.com/content/dam/Deloitte/es/Documents/operaciones/Deloitte-es-operaciones-global-marketing-trends-agilidad.pdf>.

## Stakeholders



In today's environment, stakeholders are increasingly demanding greater commitments from companies in terms of socially and environmentally responsible management. Also, they are capable of affecting company results through their decisions. In this context, the importance of stakeholder engagement increases for any organization seeking to be responsible and sustainable.

Companies that remain close to these groups are able to respond in advance to their concerns, avoiding conflicts with them and capturing business opportunities. Communication with stakeholders makes a difference in the management and integration of sustainability in the companies' business. Finally, it is important to point out that dialogue also allows organizations to increase their reputation and trust in them.

Our stakeholders are a central part of Cencosud Shopping's daily management and they help it maintain its position as the most prestigious retailer. Therefore, we work to establish the basis of the relationship with our collaborators, customers, tenants, suppliers, shareholders and investors, the community and society, in order to know their expectations, respond adequately to them and maintain their trust. Through its Policies and Commitments, the Company establishes the principles behind the creation of long-term value for its most relevant stakeholders. In turn, it defines and identifies key aspects of its relationships with the different stakeholders doing so in a focused, aligned, collaborative and fair manner.

Group	Definition	Why is it important?
 Financial market	This interest group includes: Financial and ESG market analysts who follow the Company. Local and international financial risk and ESG rating agencies. Shareholders, Cencosud's creditor financial institutions.	Transparency in the disclosure of information to the market is a priority for our Company.  For this reason, we are working to improve practices in this area, adopting the best international standards.
 Collaborators	This group includes all employees in all of the Company's operations, who at the end of the reporting period had contracts with 384 employees, of whom 25.5% were women.	To fulfill the promise of quality service to our tenants and customers, committed collaborators trained to understand the changing needs of customers and with a strong customer service-focused culture are required.
 Community (Organizations of Civil Society)	This group includes all civil society organizations that gather the community related to Cencosud Shopping.  These include trade unions, neighbor associations, NGOs, consumer associations and the community in general.	We evaluate and manage social and environmental external factors, which makes it possible to identify and mitigate potential risks to the business. Likewise, the Company detects opportunities for new initiatives that allow the creation of shared value with its stakeholders.
 Suppliers	These are all the suppliers that are in the supply chain of the services necessary for the operation.	The supply chain is a key link for operational continuity.
 Tenants	The tenants are our direct customers, since they rent the premises. In turn, the end customers are the visitors to the shopping centers, in all operations and through physical and online channels.	At Cencosud Shopping, tenants -our strategic partners- and visitors (end customers) are at the core of our business model.  For them, our purpose is to work daily with passion, respect, transparency and trust, to improve the physical and online visitor experience.
 Government and regulator	These are the organizations with which the Company interacts in each country. In Chile, since we are a corporation open to the capital market, we are regulated by the Financial Market Commission (FMC).	Cencosud Shopping is a company listed on the Chilean Capital Market, and therefore must comply with the requirements of the regulator, the FMC.

Group	Definition	Why is it important?
 End Customers	They are the indirect customers, the visitors to our shopping centers, in all operations and through physical and online channels.	Our purpose is to work daily with passion, respect, transparency and trust, to improve the physical and <i>online</i> visit experience,

Communication channels	Financial market	Collaborators	Community	Suppliers	Tenants	Government	End Customer
Corporate website	x	x	x	x	x	x	x
Meetings	x	x	x	x	x	x	x
Press	x	x	x	x	x	x	x
Social media		x	x	x	x	x	x
Integrated Annual Report	x		x	x	x	x	x
Interviews				x	x	x	x
Conferences and/or Video Conferences	x	x		x		x	
Complaints					x		x
Physical and Online Channels					x		x
Surveys		x		x			x
Corporate Intranet		x					
Training		x		x	x		
Presentations	x	x					
Reports	x	x				x	

## Material issues

For the preparation of Cencosud Shopping's second Integrated Report, the 2020 materiality process included the following specific stages:



## Identification

In this period the relevant issues raised in 2019 were reviewed, based on GRI recommendations and the AA1000 standard (developed by the Institute of Social and Ethical Accountability). In addition, the materiality analysis proposed by the Sustainability Accounting Standards Board (SASB) was incorporated in its capacity as stakeholder investor representative; the standard that corresponds to Cencosud Shopping is that of the Real Estate industry. In addition, the material issues of the companies that are part of its peer group and the specific subjects of the Dow Jones Sustainability Index (DJSI) questionnaire -one of the main sustainability benchmark stock market indexes- were reviewed in relation to corporate responsibility and sustainability for the industry and category under which the Company is analyzed. In addition, the GRESB methodology -the leading benchmark ESG for infrastructure and real assets- was used for preliminary identification of material issues and key questions. The result of this evaluation led to an update of the list of material issues proposed in 2020. Once the elements considered as inputs for the analysis of the materiality review had been defined, the methodological steps were as follows:

**Issue Unification:** The material issues proposed by the comparables described above were unified and grouped into a long list.

**Classification by Domain and Dimension:** The concepts of the list of material issues were classified into environmental, social and governance domains and dimensions: planet, people, product/properties and governance,

**SASB Materiality:** Due to the relevance of the stakeholder group they represent (investors), a higher level of importance was assigned to the topics proposed by SASB to ensure their vision.

**List of 2020 Issues:** An analysis and validation session was held with the reporting team of Cencosud Shopping to finalize the list of 2020 material issues.

**2020 Cencosud vs Cencosud Shopping material issue crossing:** In order to maintain a line between the parent company and its subsidiary, the labels of the common material issues were aligned.

**Prioritization:** It responded to an exercise that considered information from secondary sources, including ESG investor questionnaires. The incorporation of other stakeholders in the preparation of the Integrated Report was achieved through the results analysis of the different channels of permanent communication available to the business units.

**Validation:** in 2019, surveys and in-depth interviews were conducted with all stakeholders. Finally, the prioritization of material issues was performed by the Corporate Sustainability area and validated by the General Manager.

Planet	People	Properties	Governance
Environmental management	Commitment with the Community	Quality and Safety of Shopping Centers	Data security
Water management	Tenant relationship management and visitor purchase experience	Real estate asset quality	Corporate Governance
Energy management	Employee welfare		Risk management

### Crossing of material issues with SASB matrix

Below, the material issues, sub-aspects and crossing with SASB sector materiality for Cencosud Shopping are detailed:

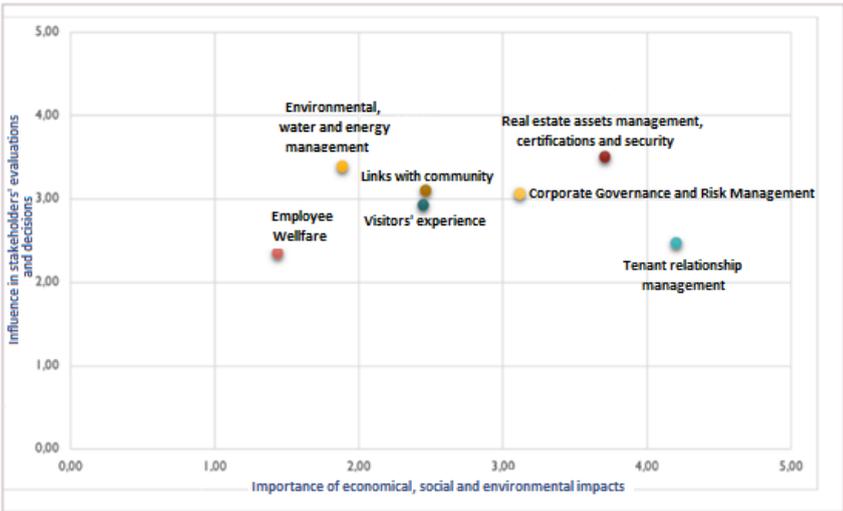
Sustainability pillar	Material issue	Subtheme considered	SASB material issues for the sector	
 Planet	<b>Environmental management</b>	Emissions management	<b>Climate Change Adaptation</b>	
		Waste Management	<b>Water management</b>	
		Water management	<b>Energy management</b>	
		Energy management		
 People	<b>Employee welfare</b>	Care and promotion of human rights		
		Care and promotion of health and safety		
		Care and promotion of diversity and inclusion		
		Employee development		
 Properties	<b>Commitment with the Community</b>	Link with communities		
		<b>Visitors' experience and links with tenants</b>	Relational Marketing	<b>Management of tenant sustainability impacts</b>
			Innovation and Digitization	
	Safe and quality experience			
	<b>Properties</b>	Asset quality; location and Security		

Sustainability pillar	Material issue	Subtheme considered	SASB material issues for the sector
 Governance	<b>Corporate Governance and risk management</b>	Effectiveness of the Board of Directors Code of Ethics and Compliance	
	<b>Information security</b>	Care and protection of customer data Protection of information Cybersecurity	



**Materiality matrix**

Materiality is composed of two main items, which in turn are translated into two processes: the first is related to the definition of the list of issues that in their operation (management) and/or impacts are relevant to the business and/or influence the decision of stakeholders. The second seeks to prioritize this list of issues through different techniques. The materiality matrix is detailed below, in which it can be seen that in the upper quadrant are the priority issues for Cencosud Shopping and its relevant stakeholders, both from the point of view of the investor and its stakeholders.



## Management Approach

### Environmental Management (Water and Energy)

Real estate assets consume significant amounts of energy, mainly related to space heating, ventilation, air conditioning, water heating, lighting and the use of equipment and appliances. In addition, they use municipal water for their operation, which is more relevant in water-stressed areas. We want to generate a conscious and eco-friendly experience.

Commitment	Project	2020 Advances
<p><b>Emission management</b></p> <p>Measure and reduce our Carbon Footprint</p> <p><b>Water management:</b></p> <p>10% reduction in water use<sup>4</sup></p> <p><b>Energy management</b></p> <p>Supplying our shopping malls with energy from renewable technologies</p>	<p>Cencosud Shopping Chile's Carbon Footprint management model.</p> <p>Peru Carbon Footprint.</p> <p>Corporate Water Reduction Strategy Statement.</p> <p>Water footprint Chile.</p> <p>Maintenance and renewal of NCRE contracts</p>	<p><b>2020 Emissions Management</b></p> <p>The delivery of information related to energy and water was automated. This allowed us to have more accurate data, thanks to which we can say that our carbon footprint was reduced by 23%. 100% in 2020.</p> <p>We included Arequipa Center Perú in the measurement and management of our carbon footprint, giving way to a regional approach. 100% in 2020.</p> <p><b>Water management</b></p> <p>We implemented an Action Plan for the Efficient Use of Water Resources, which aims to: Reduce Consumption, Efficient Use and Search for New Sources while maintaining the proper use of services. 68% progress to 2020.</p> <p>Monthly measurement of water use was implemented in order to have the Water Footprint of Shopping and begin to manage it in a standardized way. In early 2021 we will have the first reports. 100% in 2020</p> <p>We want to be at the forefront and reduce our major impact associated with energy, so we seek to integrate new shopping centers to the management of <i>ERNC</i> (Renewable Energies Non-Conventional, by its acronym in Spanish) Chile.</p>
<p>Maintenance and expansion of the Recycling project.</p>	<p>We seek to promote the recycling of our shopping centers in a comprehensive manner.</p> <p>During 2020 in line with safety measures, we removed recycling garbage cans from common areas, but continued with cardboard recycling in our operations.</p>	<p>55% common areas recycling by 2020</p> <p>100% cardboard recycling operations by 2020</p>

### Employee welfare

Employees are an important part of the Company; therefore, developing and attracting the best talent is key.

Commitment	Project	2020 Advances
<p>Promote instances to integrate sustainability into the Shopping culture.</p>	<p>Company in sustainability issues, aligned to business requirements.</p>	<p>A sustainability training was implemented through e-learning for all employees, incorporating it as mandatory content to be reviewed once a year. 100 % in 2020.</p> <p>Development of the Community Relations E-Learning and CR Manual Cencosud Shopping. We expect its launch in 2021. 90 % in 2020.</p>

<sup>4</sup> Reduction commitment acquired with the Ministry of Public Works.

Commitment	Project	2020 Advances
Annual training plan and COVID -19 preventive measures.	Several training sessions were held on COVID-19 and teleworking, in addition to support from specialized teams from the Chilean Mutual Insurance Society for team support.	100 % in 2020.
Encuentros Shopping: design and implementation of a Corporate Volunteer Program.	During 2020, six Encuentros Shopping ("Shopping Meetings") were held, led by the General Manager and attended by all the Company's employees in Chile, Peru and Colombia. On each occasion, approximately 50% of the staff has always participated.  We maintained the Corporate Volunteering program.	100 % in 2020.

### Link with Communities

Having the community and society trust is key to maintain the social license to operate.

Commitment	Project	2020 Advances
Implementing community engagement strategies and commitments in our shopping centers.	Community Strategy Relations	Management of Links: we advance in the update of the main community stakeholders of the Shopping Centers after the social crisis and COVID-19 pandemic to take actions in line with them.
Encouraging entrepreneurship and community development.		Strategic positioning: development of activities aligned with the country's reality through three main focuses: Showcase for Entrepreneurship, Culture, Safety & Wellbeing and Environment.
Sky Costanera <i>Aula a Cielo Abierto</i> ("Open Sky Classroom") Program.		100% in 2020.  The " <i>Portal Emprende</i> " initiative was created in which the <i>Portales</i> provide free spaces to entrepreneurs in the municipalities where they are located in alliance with Sercotec and/or municipalities.

### Tenant relationship management

It is essential to maintain a close relationship and dialogue with your tenants in order to understand their requirements, as they are strategic partners. We must both work together side-by-side to attract more customers to have a memorable online or physical shopping and visiting experience.

Commitment	Project	2020 Advances
Turning our tenants into allies for mutual growth.	Generate Pandemic safety training aligned with MINSAL.	We carry out several E-learning trainings to take care of our tenants and carry out a safe operational management. 100 %. It is relevant to note that the Cencosud Shopping occupancy did not vary significantly despite the Pandemic.

### Visitors' Experience

It is important to manage it, as it allows to count with the loyalty of customers and visitors to the center. For this, the memorable shopping experience must be managed.

Commitment	Project	2020 Advances
To be the leading company in diversity and inclusion	Universal accessibility	Diagnostics were developed at the beginning of 2020 to update our UA mapping. Part of the continuous management of our operation, with 100% of the operation diagnosed to date. Gap work at 85% in all shopping malls.
Enhance marketing with meaning, aligned with brands and customer expectations.	Redefinition of the branding of the three brands, incorporating sustainability criteria.	We made progress in being brands with meaning or purpose in the different campaigns developed during 2020 aligned to the national context. 100%. We focus on delivering experiences and omnichannel tools to our different stakeholders, with the purpose of being an ally. 100%. In addition to the above, we integrate a community perspective in the different actions we carry out. 100%.
Generation of safe spaces and experiences	Expansion of the Risk Management project to other shopping centers. COVID-19 Protocols	Risk Management Project expanded on issues associated with the COVID-19 pandemic to ensure that our shopping centers complied with the regulations required by the authorities 100%. Development of protocols aligned with the measures proposed by the Ministry of Health (Minsal) and the chamber of shopping centers. 100%.

### Promotion of the relationship with our suppliers

Key to offer a safe experience.

Commitment	Project	2020 Advances
Generate Pandemic safety training in line with Minsal.	We carry out e-learning trainings with all the preventive measures around COVID-19 for cleaning, security and customer service personnel.	100%

### Generated and Distributed Economic Value

Based on the reported values in the Consolidated Cash Flow Statement consigned the Consolidated Financial Statements for the fiscal year concluded on December 31, 2020, the economic value generated, economic value distributed and economic value retained are presented (values are expressed in thousands of CLP).

	2020
Direct Generated Economic Value	185,340,789
Distributed Economic Value	193,463,369
Benefits and Salaries	2.5%
Payments to Suppliers	35.9%
Other Operational Costs	0.1%
Payments to the Government	18.1%
Paid Dividends	50.6%
Investments in Community	0.0%
Retained Economic Value	13,122,580

### Commitment to the SDGs

#### UN Sustainable Development Goals

The Sustainable Development Goals -also known as the Global Goals- were adopted by all UN Member States in 2015 as a universal call to end poverty, protect the planet and ensure that all people enjoy peace and prosperity by 2030. Cencosud Shopping is determined to align its sustainability strategy, program and commitments in accordance with the actions and priorities determined by the SDGs and thus contribute to the development of a better world for all.

Objectives	SDGs Goals in the Region	Cencosud Shopping Contribution
 <b>Affordable and non-polluting energy</b>	<p><b>By 2030:</b> ensure universal access to affordable, reliable and modern energy services; significantly increase the proportion of renewable energy in the energy mix; promote investment in clean energy infrastructure and clean technologies; and expand infrastructure and improve technology for the provision of modern and sustainable energy services for all.</p>	<p>Cencosud Shopping's goal is for all its shopping centers to be supplied by renewable energy sources. Likewise, by measuring and reducing its carbon footprint, the Company seeks to collaborate with more efficient energy use processes.</p>
 <b>Decent Work and Economic Growth</b>	<p><b>To progressively improve, by 2030,</b> the efficient production and consumption of the world's resources and strive to disassociate economic growth from environmental degradation, in accordance with the 10 Year Framework of Programs on Sustainable Consumption and Production Patterns, starting with the developed countries.</p>	<p>Cencosud Shopping is aware of the environmental impact generated by the operation of its shopping centers. For this reason, it seeks to reduce the effect, taking care of resources and creating awareness about the preservation of the environment among its collaborators, suppliers, tenants, customers and communities.</p>
 <b>Sustainable cities and communities</b>	<p><b>By 2030:</b> ensure access for all people to adequate, safe and affordable housing and basic services and improve poor neighborhoods; reduce the negative environmental impact per capita of cities, including by paying particular attention to air quality and municipal and other waste managements; provide universal access to safe, inclusive and accessible green spaces and public spaces, in particular for women and children, the elderly and persons with disabilities.</p>	<p>Cencosud Shopping seeks to reduce its environmental impacts by measuring the consumption of natural resources through tools such as carbon footprint and water footprint. But it also seeks to evaluate and safely and efficiently manage its waste, taking care of the surrounding communities. Likewise, the Company promotes various community development initiatives on environmental issues.</p>
 <b>Responsible production and consumption</b>	<p><b>By 2030:</b> achieve sustainable management and efficient use of natural resources; significantly reduce waste generation through prevention, reduction, recycling and reuse activities; encourage businesses, especially large companies and transnational corporations to adopt sustainable practices and incorporate sustainability information into their reporting cycle; ensure that people around the world have the information and knowledge relevant to sustainable development and lifestyles in harmony with nature.</p>	<p>Cencosud Shopping is implementing sustainable management and efficient use of water and energy, thus reducing its atmospheric and water footprint and minimizing the impact on people and the environment. It also seeks to encourage its tenants to incorporate sustainable and responsible practices in their daily operations.</p>
 <b>Climate action</b>	<p>Improve education, awareness and human and institutional capacity with respect to climate change mitigation, adaptation, reduction of its effects and early warning. Also promote mechanisms to increase capacity for effective climate change planning and management.</p>	<p>All the Company's actions are aimed at generating eco-friendly experiences and contributing to the education and awareness of all its stakeholders so that these issues become relevant in their daily actions.</p>

## 2.4. Cencosud Shopping Strategy

As stated at the Annual General Shareholders Meeting on April 30, 2020, the pillars of the Cencosud Shopping strategy are **profitability, experience, sustainability and innovation**, which are part of the Cencosud group's culture. With those, it seeks to contribute to the quality of life of customers, making available an attractive commercial offer that makes it possible to respond to and anticipate their needs, developing different strategies so that shopping centers are safe and respond to the role they play in society.

One of the strengths mentioned was that in 2019 Cencosud Shopping was recognized among the best places to work in Chile, obtaining the N°11 position at the national level, which shows not only the commitment with excellence, quality of service and respect for the communities, but also that the

relationship with the collaborators is based on trust, mutual respect and cooperation, both individually and collectively. It also was stated that the digital transformation, the rise of social networks and digital media had had a high impact on consumers' lifestyles, generating a challenge and a great opportunity that should be captured. For this reason, the Company works on technological projects that allow it to meet the needs of its customers and their expectations.

## ESG (Environmental, Social and Governance) Strategy

### Our aspiration

At Cencosud Shopping we work we daily with passion, respect, transparency and trust to generate a memorable, sustainable and high-quality standard experience. As a subsidiary of Cencosud, this is managed through its brands Alto Las Condes, Costanera Center and Portal, with the objective of promoting them to be more inclusive, honest and transparent. One of our fundamental values has been the commitment **to always** do the right thing, to uphold the promises through consistent and coherent actions, allowing us to seek how to strengthen the bond of trust with our stakeholders in every decision we make.

### How to manage sustainability integration?

Integration is related to the business model and is understood as a key aspect, in which our Company is responsible for and manages the links with each of the stakeholders with which it relates.



For Cencosud Shopping, sustainability is a way of doing business, so it is managed through a "Pure Commitment" that is present in the daily decisions of the operation. This commitment was worked through a Commitment Management Model, which sought to integrate aspects and needs of the areas of Cencosud Shopping into the Sustainability Strategy. This plan consists of several commitments grouped into four main areas: Memorable Experience, Committed Team, Integration and Community Development and Environmental Awareness.

Sustainability Strategy Pillar	Detail	How Cencosud Shopping Manages It <sup>5</sup>	Chapter that Details How it is Managed
	This aspect considers the management of issues that impact the environment.	<b>Environmental Awareness</b>	<b>Chapter 7: Planet</b>
	Social aspects linked to our collaborators, customers and communities in which our installations are in.	<b>Memorable Experience</b>	<b>Chapter 5: People</b>
	This aspect considers the management of issues related to quality, innocuousness, security and everything that impacts the product (buildings). This includes the supply chain management.	<b>Memorable Shopping Experience Integration and Community Development</b>	<b>Chapter 5: People</b>
	This focus considers Corporate Government, strategic and risk management issues.		<b>Chapter 3: Governance</b>

<sup>5</sup> For more details check: [www.cencosudshoppingcenters.com](http://www.cencosudshoppingcenters.com).



03. 

GOVERNANCE



## 03. Governance

### 3.1. Corporate Governance Structure

Cencosud Shopping is aware of its role in the community, so in recent years it has been adapting its strategic pillars to develop a sustainable business model over time. From this sustainable approach, the Company's 2020 strategy was based on the development of four pillars: People, Planet, Product/Property and Governance. The latter has to do with the development of the Company's internal governance and the relationship it maintains with its various stakeholders.

For Cencosud Shopping it is key to have the trust of its stakeholders, so it aims to be responsible in all its business actions undertaken and seeks to generate trust and solid relationships with its stakeholders, accounting for its progress during 2020 in relation to:

- Effectiveness of the Board of Directors
- Code of Ethics and Compliance
- Risk Management
- Care and protection of customer data
- Protection of information and Cybersecurity
- Law N° 20,393 Crime Prevention Model

The aforementioned aims to improve the functioning of the corporate government in order to guarantee efficient management and creating value for all shareholders. In this context, it is crucial for Cencosud Shopping to have a good governance that prioritizes transparency and adoption of the best practices to safeguard all the interests of its shareholders and stakeholders.

The Corporate Governance structure aims to ensure efficient and effective management to generate value for all shareholders. For the Company it is key to have the best practices that permanently enable the adoption of the appropriate standards to safeguard the interests of all its shareholders and stakeholders.

To this end, it has an effective government, management and risk control system that is aligned with its business model and is fundamental for the integration of ESG dimensions (environmental, social and governance).

In this context, Cencosud Shopping's Corporate Government has different governance bodies:



### 3.2. Corporate Governance Practices

Cencosud Shopping's actions are based on its values, which are reflected in its principles, policies, commitments and regulations. Doing the right thing is what guides our Company, which is why it does its job in a respectful, clear and transparent way, always taking into account the consumer first, offering the best quality of service. The key is delivering the right tools to collaborators so that they can positively perform in the communities where we are in, and thus generate shared value.

#### **Cencosud's Corporate Governance Policies that Apply to Cencosud Shopping:**

##### **Code of Ethics**

It reflects the corporate principles and values, being a guide for internal coexistence and relations with stakeholders. It is the cornerstone of the Company's way of acting and culture.

##### **Directors' Code of Conduct**

It identifies the main situations of conflict of interest, describing the procedure to be followed by a Director to declare and resolve them. This code refers to situations that could end up affecting the social interest if not resolved.

##### **Corporate Governance Practices**

On the website of the Financial Market Commission (FMC), the Company has at its stakeholders' disposal the response to the General Standard No. 385 regarding Corporate Governance Practices.

##### **Information of Market Interest Management Manual**

The Company complies with the provisions of Securities Market Law No. 18,045 and Corporations Law No. 18,046, in addition to the provisions of General Standard No. 270. This manual was approved at the Board meeting held on August 7, 2019. This document stems from the conviction that prompt and adequate disclosure of information to the public increases the efficiency of the markets and provides greater transparency of transactions carried out by directors, managers and senior executives, among other aspects.

#### **As a subsidiary of Cencosud, Cencosud Shopping adheres to its policies and commitments, which are summarized below:**

##### **Cencosud Shopping Sustainability Policy**

In Cencosud Shopping we believe that our path is to develop our business in a sustainable manner in the three countries where we currently operate, building a future for society through a Pure Commitment, which leads us to maintain a close relationship with the community, respecting its particularities, adapting to the environment and seeking new ways of doing things. For more details check the following link: <https://www.sostenibilidadcencosudshopping.cl/wp-content/uploads/2020/11/Politica-de-sostenibilidad-2020.pdf> (Document in Spanish).

##### **Diversity and inclusion Policy<sup>6</sup>**

We are aware of the opportunity we have as a company to contribute to the construction of a fairer and more egalitarian society that promotes inclusion and diversity. We are convinced that, in order to be a real contribution, we must be a reflection of the community and represent the vast diversity that characterizes the world with a commitment that will build meaningful footprints for future

<sup>6</sup> For more details check: <https://www.sostenibilidadcencosudshopping.cl/wp-content/uploads/2019/05/POLITICA-DIVERSIDAD-E-INCLUSION-CENCOSUD-SHOPPING-CENTERS.pdf>

generations. Only in this way we will be able to listen and respond authentically to our customers' needs and contribute to sustainable development.

### **Customer Satisfaction Policy<sup>7</sup>**

At Cencosud we work daily with passion, respect, transparency and trust, seeking to improve the quality of life of our customers through a unique, sustainable experience with unmatched standards of quality in our products and services. Our Sustainability Strategy and Business Model, based on the principles of Sustainable Sourcing, Production and Consumption, aims to lead the different Business Units towards the transformation of the organization into a sustainable business.

### **Information Security / Cybersecurity Statement<sup>8</sup>**

Aware of this, the "Information Security Statement" was created to provide a summary of the security controls and processes within the Cencosud Group. This document is to be used with third parties (including customers, investors, suppliers, and others) who are related to or engaged with Cencosud, and who wish to know about the security arrangements within the group. This statement will be reviewed and updated annually.

### **Supplier Commitments<sup>9</sup>**

Cencosud seeks to establish relationships with its Suppliers based on trust, mutual respect and transparency. This way, we hope to build sustainable value chains, foster growth on both sides and economic development in harmony with the environment, social environment and cultural diversity. Regulatory compliance Suppliers seek to comply in good faith with all applicable laws and regulations applicable to the work, service, product or goods to be delivered. Furthermore, in addition to the necessary preventive actions and procedures for any legal non-compliance, especially in the protection of free competition, bribery, money laundering, financing of terrorism and receiving, conflicts of interest, intellectual property and confidentiality.

### **Link with Communities Policy<sup>10</sup>**

As a Company, we care about the communities surrounding us. Our objective is to generate a positive impact in the society, supporting social integration, community development and inclusive growth wherever we are through our supply chain. Being good neighbors is part of our essence. This is why we seek to generate social value, to position ourselves as relevant actors in the region development and build connections based on participation, trust and respect.

### **Environmental Policy<sup>11</sup>**

We are aware that environmental care is a growing concern for people and organizations, as well as the heightened attention to the management of daily waste. In turn, we have to deal with climate change, a phenomenon which has increased in recent years, causing negative impacts in the environment and our natural resources.

<sup>7</sup>[https://www.cencosud.com/cencosud/site/artic/20160120/asocfile/20160120161255/esp\\_poli\\_tica\\_de\\_satisfaccio\\_n\\_de\\_clientes.pdf](https://www.cencosud.com/cencosud/site/artic/20160120/asocfile/20160120161255/esp_poli_tica_de_satisfaccio_n_de_clientes.pdf).

<sup>8</sup>[https://www.cencosud.com/cencosud/site/artic/20160120/asocfile/20160120161255/esp\\_declaracio\\_n\\_de\\_ciberseguridad.pdf](https://www.cencosud.com/cencosud/site/artic/20160120/asocfile/20160120161255/esp_declaracio_n_de_ciberseguridad.pdf).

<sup>9</sup> For more details check:

[https://www.cencosud.com/cencosud/site/artic/20160120/asocfile/20160120161214/esp\\_compromiso\\_proveedores.pdf](https://www.cencosud.com/cencosud/site/artic/20160120/asocfile/20160120161214/esp_compromiso_proveedores.pdf).

<sup>10</sup> For more details check:

[https://www.cencosud.com/cencosud/site/artic/20160120/asocfile/20160120161151/esp\\_poli\\_tica\\_de\\_vi\\_nculo\\_con\\_las\\_comunidades.pdf](https://www.cencosud.com/cencosud/site/artic/20160120/asocfile/20160120161151/esp_poli_tica_de_vi_nculo_con_las_comunidades.pdf)

<sup>11</sup> For more details check:

[https://www.cencosud.com/cencosud/site/artic/20200206/asocfile/20200206175631/politica\\_medioambiental.pdf](https://www.cencosud.com/cencosud/site/artic/20200206/asocfile/20200206175631/politica_medioambiental.pdf)

### **Climate Change Strategy**

The challenge of climate change requires the joint action and commitment from several actors, countries, companies and citizenship. Aware of our responsibility to our planet today and to our future generations, as a company we are committed to implement concrete actions that respond to the progress in the challenges proposed by the Nationally Determined Contributions (NDC) through all our business units and their value chain. Such actions stem from our Sustainability Strategy, which aims to address our impact on the environment, through innovation in our processes, with the ultimate goal of minimizing the footprint of our operations and products, and thus contribute to achieving the objectives of Sustainable Development<sup>12</sup>.

### **Company Administration**

The shareholders meetings bring together the Company's shareholders, who together elect and designate a Board of Directors, which -in accordance with the Company's bylaws- is composed of seven members to whom the General Manager reports. This Board approves the appointment of the General Manager and is responsible for defining business objectives, making strategic decisions, approving policies and creating value for the various stakeholders. The General Manager is responsible for directing the management of the business, proposing strategies and action plans to the Board of Directors, and implementing corporate objectives or results. The corporate managers are responsible for managing their areas, meeting the established objectives, leading the work teams, participating in strategic definitions and in the various Committees.

Directors may or may not be shareholders and may be reelected indefinitely. The Board of Directors shall serve for a term of three years. The election of directors will be made at the corresponding General Shareholders Meeting.

The Board of Directors, at the first meeting following its election, shall appoint a President from among its members, who shall also be the President of the corporation and of the Shareholders Meetings. The President or acting President shall have the final vote in the event of a tie voting.

The Board of Directors delegates part of its authority to the General Manager, who is the legal representative of the Company and has the right to speak at Board meetings. In accordance with the provisions of Article No. 49 of Law No. 18,046 of Corporations Law, the position of manager is incompatible with that of president, auditor or accountant of the corporation, and in open corporations, also with that of director.

### **Induction of the Board of Directors**

The Board of Directors has approved an induction procedure for new directors joining the Company, intended to provide information related to all matters of interest to them, meeting especially with the Company's main managers and receiving a significant amount of relevant information concerning them.

The process includes meetings with the General Manager, as well as with the Company's divisional managers, in order to provide general information about Cencosud Shopping, its history, financial situation, main businesses, risks, policies, general procedures, existing corporate governance practices, its main accounting criteria and the most relevant current legal framework applicable to the Company and the Board of Directors, including the Board Minutes containing the resolutions adopted by the Board, as well as a meeting with the Corporate Manager of Legal Affairs.

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<sup>12</sup> For more details check: [https://www.cencosud.com/cencosud/site/artic/20160421/asocfile/20160421091905/estrategia\\_cc.pdf](https://www.cencosud.com/cencosud/site/artic/20160421/asocfile/20160421091905/estrategia_cc.pdf)

**At the same time, the following documents are submitted:**

- Last Annual Report of the Company and the two last annual Financial Statements with their respective reasoned analysis; last annual budget;
- Minutes of the Board of Directors meetings for the last 12 months;
- Cencosud Code of Ethics and Free Competition Manual;
- General Policy on regular operations; Policy on hiring advisors to the Board of Directors; Crime Prevention Model; Policy on Minimum Monthly Time in the Exercise of their Duties as Directors;
- Directory Documentation Safeguarding Policy;
- Code of Conduct of the Board of Directors;
- Information of Market Interest Management Manual; Procedure on the evaluation of the delivery of information to the market;

**Board Sessions**

The Company's Bylaws establish that the Board of Directors must hold at least one monthly meeting and that Board meetings shall be Ordinary and Extraordinary. The first meetings shall be held on the dates predetermined by the Board of Directors and will not require a call for the meeting. The second meetings shall be held when especially called by the President on his own, or at the request of one or more directors, in the manner determined by the Rules, following qualification by the President of the need for the meeting, unless the meeting is requested by an absolute majority of the directors, in which case no prior qualification shall be required.

Extraordinary sessions may only deal with the matters specifically indicated in the notice of the meeting. Average attendance during 2020 was as follows:

**Board meetings: 100%**

**Directors Committee meetings: 100%**

**Remuneration of the Board of Directors**

In accordance with the provisions of Article No. 33 of the Corporations Law No. 18,046, the General Shareholders Meeting held on April 30, 2020 resolved on the remuneration of the Company's directors, as from the first Board of Directors following this meeting and until the next General Shareholders Meeting. It was proposed to establish for the remuneration of the Directors for the year 2020 the amount of 30 *Unidades de Fomento* (UF), for those who hold the position of Director and double this amount for the President of the Board of Directors.

In the formulation of these remunerations, market and productivity references were taken into account. Total compensation expense in 2020 was CLP 83,592 thousand and for 2019 reached CLP 14,613 thousand, as detailed in the following tables:

2020 (CLP thousands) <sup>13</sup>				
Director	Position	Board Sessions	Directors Committee	Total
Peter Paulmann Koepfer <sup>14</sup>	President	17,247		17,247
Juan Antonio Gálmez Puig <sup>15</sup>	Ex Director	10,335		10,335
Rafael Fernández Morandé	Director	10,335	2,586	12,921
Victoria Vásquez García	Director	10,335	2,586	12,921
Matías Videla Solá	Director	10,335	2,586	12,921

<sup>13</sup> Contains information on fees accrued during 2020.

<sup>14</sup> On March 26, 2021, he resigned as President, remaining as a Director.

<sup>15</sup> As of December 31, 2020, the directors were no longer members of the Board of Directors.

2020 (CLP thousands) <sup>13</sup>				
Director	Position	Board Sessions	Directors Committee	Total
José Raúl Fernández	Director	10,335		10,335
René Javier Lehuedé Fuenzalida <sup>14</sup>	Ex Director	6,912		6,912
<b>Total</b>		<b>75,834</b>	<b>7,758</b>	<b>83,592</b>

2019 (CLP thousands) <sup>16</sup>				
Director	Position	Board Sessions	Directors Committee	Total
Peter Paulmann Koepfer	President	3,370		3,370
Juan Antonio Gálmez Puig	Ex Director	4,219		4,219
Rafael Fernández Morandé	Director	4,219	843	5,062
Victoria Vásquez García	Director	1,681	281	1,962
Matías Videla Solá	Director	0		0
José Raúl Fernández	Director	0		0
Andreas Gebhardt	Ex Director	0		0
<b>Total</b>		<b>13,489</b>	<b>1,124</b>	<b>14,613</b>

### Expenses of consultants hired by the Board of Directors

Cencosud Shopping's Board of Directors approved a policy that determines the manner in which it may hire specialist advisors in accounting, financial and legal matters, among others. The hiring of a specialist advisor in the aforementioned matters shall be agreed upon by the Board of Directors at the corresponding meeting and shall be duly recorded in the Minutes of said meeting, being able to appoint an executive of the Company for the direct hiring and the fixing of his or her fees. Likewise, and in accordance with the legal provisions in force, the Board of Directors must report the expenses incurred for these concepts at the General Shareholders Meeting and in the Company's Annual Report. For the years 2020 and 2019, the Board of Directors did not incur any additional expenses for external advisors.

### Meeting with the external audit firm

The Board of Directors of Cencosud Shopping or its Directors Committee meets quarterly with the representatives of the external audit firm in charge of auditing the Financial Statements, to analyze aspects related to what is suggested in the standard. The respective sessions analyze, besides other matters, different aspects suggested by the regulations as a practice of Corporate Governance.

### Minimum monthly time policy for directors in the performance of their duties

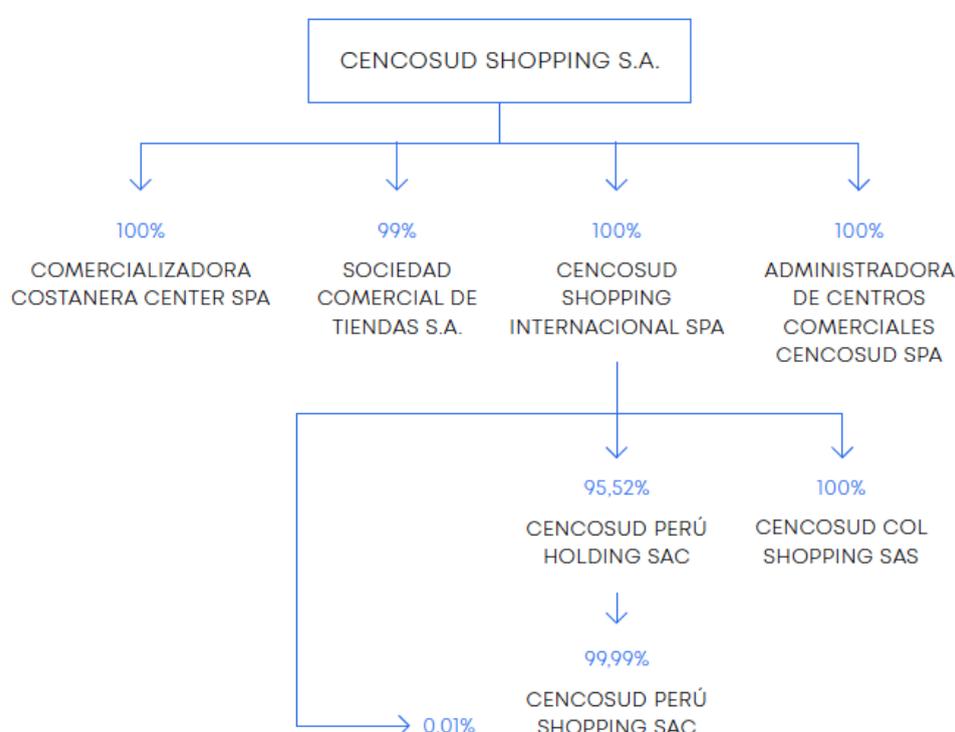
Cencosud Shopping's Board of Directors has approved a policy that establishes that the amount of time that each Director must devote to his or her function depends on his or her particular situation, experience, training, knowledge of the business, among others. However, it states that each Director is expected to devote exclusively to the performance of his duties as such all the time required for the proper and diligent execution of his duties as a Director, including especially the preparation for and attendance at Board meetings. This policy acknowledges the importance of continuous and periodic attendance to the respective Board or Committee sessions they are a part of, which is recognized by directors' participation, both in Board and Committee sessions and in permanent meetings with management teams. Likewise, it is established that in the event of a Director being absent from a meeting, he or she must be informed of the progress of the Company by the General Manager. This policy is available to shareholders and general public via Cencosud Shopping's website.

<sup>16</sup> Contains information on remunerations paid as reported in the company's 2019 Financial Statements.

### Election process of directors

For purposes of the nomination and election of directors, the Board of Directors has approved a policy and procedure that establishes that in the event that at the next shareholders meeting the Board of Directors is to be renewed, either due to the end of the term or the election of a new Board due to a vacancy generated in the immediately preceding term, the Corporate General Manager must inform the shareholders, by the means he deems appropriate, and on Cencosud Shopping's website, the list of candidates for Director who, if applicable, have accepted their nomination and declared that they are not disqualified from holding the position. Such information shall be provided at least two days prior to the meeting. The aforementioned list must contain, at least, the full name, identity card number, professional profile and experience of each candidate for Director.

### 3.3. Ownership and control



#### Shareholder structure

As defined in Title XV of Law No. 18,045, Cencosud Shopping S.A. is an open stock corporation, whose market capitalization as of December 31, 2020 amounted to USD 2,700 million, divided into 1,705,831,078 registered shares of a single series and no-par value, distributed among 303 shareholders. The controlling shareholder has a 72.3% share.

Shareholder structure			
Shareholders	Taxpayer's ID Number	N° Shares	Percentage of Share
Cencosud S.A.	93.834.000-5	1,222,123,217	71.6%
Cencosud Retail S.A.	81.201.000-K	11,707,465	0.7%
Inversiones Quinchamalí Limitada	86.193.900-6	396	0.0%
<b>Controlling Shareholder</b>		<b>1,233,831,078</b>	<b>72.3%</b>
Pension Funds	-	316,633,108	18.6%
Other shareholders	-	155,366,892	9.1%
<b>Total</b>			

At the end of the period, the Company's shareholders do not have a joint action agreement.

### Twelve major shareholders

The following are the 12 main shareholders at the end of the 2020 period:

Major shareholders and relevant shareholdings				
N°	Shareholders	Taxpayer's ID Number	N° Shares	Percentage of Share
1	Cencosud S.A.	93.8340.00-5	1,222,123,217	71.6%
2	Banco Santander - JP Morgan	33.338.330-6	40,166,754	2.4%
3	Provida Pension Fund Type C	33.500.103-6	35,635,695	2.1%
4	Habitat Pension Fund Type C	33.500.000-5	31,635,812	1.9%
5	Banco de Chile on behalf of State Street	33.338.812-K	23,930,043	1.4%
6	Banco de Chile on behalf of third parties	33.338.248-2	23,083,381	1.4%
7	Habitat Pension Fund Type A	33.500.028-5	21,051,701	1.2%
8	Cuprum Pension Fund Type C	33.500.011-0	18,997,590	1.1%
9	Cuprum Pension Fund Type A	33.500.040-4	17,853,240	1.0%
10	Provida Pension Fund Type B	33.500.102-8	16,825,851	1.0%
11	Capital Pension Fund Type C	33.500.002-1	16,110,364	0.9%
12	Provida Pension Fund Type A	33.500.101-K	15,481,737	0.9%
	Other 291 shareholders	-	222,935,693	13.1%
	<b>Total</b>		<b>1,705,831,078</b>	<b>100.00%</b>

There are no government shareholders or state entities that hold shares of the Company that exceed 5% of its ownership.

### Property of Directors in Cencosud Shopping S.A.

As reported to Cencosud Shopping, no director -excluding those who are part of the controlling family- owns more than 1% of the Company's shares.

### Property of Executives in Cencosud Shopping S.A.

At the end of the fiscal year, it is noted that there are no ownership requirements for the CEO and Senior Executives.

### Comments from Shareholder and Board of Directors

Cencosud Shopping S.A. did not receive any comments or proposals regarding the progress of the Company's business from January 1 to December 31, 2020 from the Directors Committee or shareholders owning or representing 10% or more of the issued voting shares, in accordance with the provisions of Article 74 of Law No. 18,046 and Article 136 of the Company's Bylaws

### Communication with Shareholders

Cencosud Shopping has an Investor Relations Sub-Department, which responds in a timely manner to the concerns raised by shareholders and local or foreign investors, regarding the situation, progress and publicly known business of the entity, guiding them to obtain the information that by law can be provided to shareholders and the general public.

Cencosud Shopping has a procedure that establishes that the Board of Directors must analyze and evaluate every six months, in meetings held in January and June of each year, the adequacy and timeliness of the information that has been delivered to the market by Cencosud during the previous six months. For such purposes, the information disclosed to the market during the last six months is systematically presented at the respective Board of Directors meeting. The Company also has a Manual

for Handling Information of Interest to the Market, which regulates, among other matters, the manner in which it must disclose Essential Information and Information of Interest to the market in general, which is published on its website.

### **Existence of shareholder agreements**

As of the closing date of this report, there were no shareholder agreements.

### **Shareholders' rights**

Cencosud Shopping's Bylaws state that the shares will be registered, common, and from a single issue, all of them conferring the same rights to their holders.

### **Annual General Shareholders Meeting**

The shareholders shall meet in general and extraordinary meetings. Ordinary meetings shall be held between January 1 and April 30 of each year, to decide on the matters within their knowledge, without the need to state this in the respective summons. The following shall be matters of the General Shareholders Meeting: the examination of the Company's situation and of the external auditors' reports, and the approval or rejection of the annual report, balance sheet, statements and financial statements presented by the administrators or liquidators of the Company; the distribution of the profits of each year and, in particular, the distribution of dividends; the election or revocation of the members of the Board of Directors, the liquidators and the management auditors; and in general, any matter of corporate interest that is not proper to an Extraordinary Shareholders Meeting. The General Shareholders Meeting of Cencosud S.A. for the period 2020 was held on April 30, 2020, at Avenida Andrés Bello No. 2457, 61st floor, Costanera Center Building.

At the Meeting, the shareholders were informed that the following names had been proposed to serve as Directors of the Company:

- Peter Paulmann Koepfer: not independent, proposed by the Controller;
- Matias Videla Solá: not independent, proposed by the Controller;
- Juan Antonio Gálmez Puig: not independent, proposed by the Controller;
- José Raúl Fernández: not independent, proposed by the Controller;
- René Lehuedé Fuenzalida: not independent, proposed by the Controller;

The President, having submitted the item under discussion to a voting process, the Board approved by majority, by voice vote, the election of the members of the proposed Board of Directors, being composed of the following gentlemen, for the statutory period 2020- 2023:

- Peter Paulmann Koepfer: not independent, proposed by the Controller;
- Matias Videla Solá: not independent, proposed by the Controller;
- Juan Antonio Gálmez Puig: not independent, proposed by the Controller;
- José Raúl Fernández: not independent, proposed by the Controller;
- René Lehuedé Fuenzalida: not independent, proposed by the Controller;
- Victoria Vásquez García: independent, proposed by AFP Habitat;
- Rafael Fernández Morandé: independent, proposed by AFP Habitat;

### **Attendance**

Total shares present and represented: 1,673,576,128 Total voting shares: 1,705,831,078 Percentage of attendance: 98.109%.

### Summary of relevant facts reported to the FMC

During the 2020 fiscal year, Cencosud Shopping S.A. reported to the FMC the following relevant or essential facts, which are summarized below:

**01/10/2020:** Mr. Andreas Gebhardt Strobel's resignation from the Board of directors of the Company is reported.

**04/03/2020:** At a meeting held on April 3, 2020, the Board of Directors resolved to call a General Shareholders Meeting to be held on April 30, 2020.

**04/30/2020:** Reports the holding and main resolutions reached at the General Shareholders Meeting held: Distribution of Dividends, election of the Board of Directors 2020-2023, remuneration of the Board of Directors and the Directors Committee for the 2020 period, election of the external audit and risk rating firms for the 2020 fiscal year, designation of the newspaper to carry out the corporate publications.

**12/21/2020:** Mr. Juan Antonio Gálmez Puig and Mr. René Lehuedé Fuenzalida have resigned from the Board of directors of the Company.

**03/26/2021:** As an essential matter, the Company informed that in view of the vacancies in the position of director of the Company, the Board of Directors of Cencosud Shopping S.A. has decided to appoint Mr. Manfred Paulmann Koepfer and Mr. Stefan Krause Niclas as new directors. In accordance with current regulations, the replacement directors appointed will remain in office until the next General Shareholders Meeting.

It is also reported that in conjunction with the above, the Board of Directors of Cencosud Shopping S.A. took notice of the resignation of Mr. Peter Paulmann Koepfer, for personal reasons, as President of the Board of Directors of the Company and appointed as President the Director Manfred Paulmann Koepfer.

Cencosud Shopping S.A. is grateful to Mr. Peter Paulmann for his leadership as President of the Company, who led a successful stage in the history of our Company, full of important challenges and innovations.

As a result, the Board of Directors of Cencosud Shopping S. A. is formed by the following persons:

- Mr. Manfred Paulmann Koepfer, President
- Mr. Peter Paulmann Koepfer.
- Mr. José Raúl Fernández.
- Mr. Stefan Krause Nielas.
- Mr. Matías Videla Solá.
- Mrs. Victoria Vásquez García.
- Mr. Rafael Fernández Morandé.

### 3.4. Board of directors

At the Annual General Shareholders Meeting held on April 30, 2020, the Board of Directors of the Company was appointed for the period which at the closing date of the fiscal year is composed of the following Directors, this is the Board of Directors as of December 31, 2020, the closing date of the annual fiscal year.

**Mr. Peter Paulmann Koepfer<sup>17</sup>****President**

Taxpayer Number: 8.953.509-3

Nationality: Chilean

Profession: Business Engineer

Age: 53 years old

Date of admission to the board of directors: August 23, 2019

**Experience**

Mr. Paulmann has been a member of Cencosud's Board of Directors since September 1996. He is currently President of Cencosud Shopping and General Manager of Genial Gift Stores. He is a Business Engineer from the Pontificia Universidad Católica de Chile. He has been with Cencosud S.A. for more than 23 years.

**Mr. Matías Videla Solá****Director**

Taxpayer Number: 22.162.881-0

Nationality: Argentinean

Profession: Business Administration

Age: 48 years old

Date of admission to the board of directors: August 23, 2019

Date of admission to Cencosud: 1997

**Experience**

Mr. Videla has been the Corporate General Manager of the Parent Company Cencosud S.A since December 2019. He joined the Company in 1997 as a Trainee and later became Head of Management Control of Supermercados Argentina. In 2003, he was appointed Controller of the Company and in 2009 he was promoted to General Manager of Supermercados Argentina. In 2018, he assumed the General Management of the Shopping Centers Division and subsequently as Corporate Manager of Administration and Finance. He holds a degree in Business Administration from Universidad del Salvador (USAL) and an Executive MBA from IAE (Universidad Austral).

**Mrs. Victoria Vásquez García****Independent Director**

Taxpayer Number: 6.458.603-3

Nationality: Chilean

Profession: Business Engineer

Age: 67 years old

Date of admission to the board of directors: August 23, 2019

**Experience**

She is a board member of Sofofa, director of Puerto Ventanas and Compañía Minera del Pacífico (CAP Minería), member of the board of directors of Inacap, of the Risk Classification Commission CCR and member of the Board of Directors of the Instituto de Salud del Trabajo (IST), as well as alternate director of Engie Energía Chile S.A., among other positions. Before becoming a company director, she held important positions in different public institutions and important private companies.

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<sup>17</sup> As an Essential Event, on March 26, 2021, the Company informed that in view of the vacancies in the position of director of the Company, the Board of Directors of Cencosud Shopping S.A. appointed Mr. Manfred Paulmann Koepfer and Mr. Stefan Krause Nielas as new directors. In accordance with current regulations, the replacement directors appointed will remain in office until the next General Shareholders Meeting.

**Mr. José Raúl Fernández**  
**Director**

Argentinean DNI (National Identity Document)  
 Nationality: Argentinian  
 Profession: Engineer  
 Age: 59 years old  
 Date of admission to the board of directors: August 23, 2019

**Experience**

Director of Cencosud Shopping since August 2019. He is also a member of the Board of Directors of Arcos Dorados Holdings, Inc. (NYSE ARCO) since October 2013. He began his career at McDonald's in 1986 and held the positions of Director of Development, Vice President of Development and General Manager of McDonald's Argentina and South Cone before becoming President of Operations of the South America Division (SLAD) in 2007, a position he held until 2013, when he was appointed to the Board of Directors. He is an engineer from the Instituto Tecnológico de Buenos Aires and in 1998 he completed a Post Graduate Program in Administration IAE. He lives in Miami, United States, where he currently leads his own- and third-party real estate projects in retail, development and real estate investment.

**Mr. Rafael Fernández Morandé**  
**Independent Director**

Taxpayer Number: 6.429.250-1  
 Nationality: Chilean  
 Profession: Industrial Civil Engineer  
 Age: 64 years old  
 Date of admission to the board of directors: August 23, 2019

**Experience**

He is an Industrial Civil Engineer from the Pontificia Universidad Católica de Chile and has advanced studies in Business Administration at the same university and the Advanced Management Program (AMP) at Duke University in the United States. He has been a director of Cencosud Shopping since August 2019 and also a director at Empresas CMPC S.A. and Australis Seafoods S.A. He was previously director and general manager of Petrobras Chile. His experience is linked to the electricity, natural gas, oil and forestry industries.

Directors of Cencosud Shopping of the last two years <sup>18</sup>					
Taxpayer's ID Number	Name	Profession	Nationality	Designation Date	Cessation Date.
6.429.250-1	Rafael Fernández Morandé	Industrial Civil Engineer	Chilean	08-23-19	
6.458.603-3	Victoria Vásquez García	Business Engineer	Chilean	08-23-19	
8.953.509-3	Peter Paulmann Koepfer	Business Engineer	Chilean	01-08-19	
22.162.881-0	Matías Videla	Business Administration	Argentinean	01-08-19	
0-E (Foreigner)	José Raúl Fernández	Engineer	Argentinean	08-23-19	
4.882.618-0	Juan Antonio Gálmez Puig	Businessman	Chilean	08-23-19	12-18-20
5.523.074-9	René Javier Lehuedé Fuenzalida	Civil Construction	Chilean	04-30-20	12-18-20
7.033.726-6	Andreas Gebhardt Strobel	Civil Engineer	Chilean	01-08-19	01-09-20
12.584.647-5	Ricardo Bennett de la Vega	Industrial Civil Engineer	Chilean	01-08-19	08-23-19
0-E (Foreigner)	Felipe Bayly	Publicist	Peruvian	01-08-19	08-23-19
0-E (Foreigner)	Marta Henao	Business Administration	Colombian	01-08-19	08-23-19
22.118.310-K	Carlos Alberto Mechetti	Lawyer	Argentinean	04-27-16	05-27-19

<sup>18</sup> Information as of December 31, 2020.

	Years in the Board of Directors (years)	Other Boards he or she is a member	Experience in Risk	Experience in Cybersecurity
Peter Paulmann	2	1		
Matías Videla	2	0	x	x
Victoria Vásquez	2	2	x	x
José Raúl Fernández	2	1		
Rafael Fernández	2	1		

	Energy	Basic Necessities and Consumer Goods	Finances	Telecommunications	Public Services	Transport and Logistics
Peter Paulmann	0	20	0	0	0	0
Matías Videla	0	10	15	0	0	0
Victoria Vásquez	0	0	0	6	16	18
José Raúl Fernández	0	0	0	0	0	0
Rafael Fernández	28	16	0	0	7	0

### Diversity in the Board of Directors

The following table summarizes the diversity in the Board of Directors as of December 31, 2020:

Diversity of the Board of Directors			
By gender		By nationality	
Number of women	1	National	3
Number of men	4	Foreigner	2
<b>Total</b>	<b>5</b>	<b>Total</b>	<b>5</b>
By age		By years in the Company	
Younger than 30 years old	0	Less than 3 years	4
Between 30 and 40 years old	0	Between 3 and 6 years	0
Between 41 and 50 years old	1	Between 6 and 9 years	0
Between 51 and 60 years old	2	Between 9 and 12 years	0
Between 61 and 70 years old	2	More than 12 years	1
<b>Total</b>	<b>5</b>	<b>Total</b>	<b>5</b>

### Independent Directors

In accordance with the definition of independence in Article 50 bis of Law No. 18,046 of the Corporations Law, open corporations must appoint at least one independent director and the Directors Committee referred to in this article, when they have stock market equity equal to or greater than the equivalent of UF 1,500,000 UF and when at least 12.5% of their issued voting shares are held by shareholders who individually control or own less than 10% of such shares. Those who were at any time within the last 18 months in any of the following circumstances will not be considered independent:

1. Maintain any connection, interest or economic, professional, credit or commercial dependence, of a relevant nature and volume, with the company, the other companies of the group of which it forms part, its controller, or with the chief executives of any of them, or have been directors, managers, administrators, chief executives or advisors of them.
2. Maintain a kinship relationship up to the second degree of consanguinity or affinity, with the persons indicated in the number above.

3. Had been directors, managers, administrators or chief executives of non-profit organizations that have received contributions, contributions or relevant donations from the persons indicated in number 1).
4. Had been partners or shareholders who have owned or controlled, directly or indirectly, 10% or more of the capital; directors; managers; administrators or main executives of entities that have provided legal or consulting services, for relevant amounts, or external auditing, to the persons indicated in number 1).
5. 5) Had been partners or shareholders who have owned or controlled, directly or indirectly, 10% or more of the capital; directors; managers; administrators or principal executives of the company's main competitors, suppliers or clients.

In order to be eligible for election as independent directors, candidates must be proposed by shareholders representing 1% or more of the shares of the Company, at least ten days prior to the date scheduled for the shareholders meeting called to elect directors. In accordance with this definition, Cencosud Shopping S.A. has two independent Directors:

**Mrs. Victoria Vásquez García**  
**Independent Director**

**Mr. Rafael Fernández Morandé**  
**Independent Director**

Meanwhile, according to the Corporate Sustainability Assessment (CSA) definition of independence, independent directors are those who have not fallen into any of the following categories during the last 18 months: i) Had a relevant relationship, interest or dependency in us, our subsidiaries, controlling shareholders, principal officers or who have held a senior position in any of the foregoing; ii) who have a close family relationship with any person referred to in paragraph i); iii) had worked for a non-profit organization that received significant funding from the persons referred to in paragraph i); iv) had been a partner or shareholder (with an indirect participation of more than 10%) in a company that has provided significant services to, or had a position senior to, the persons specified in paragraph i); v) had been a partner or shareholder (with a direct or indirect participation of more than 10%) in or had a senior position with our principal competitors, suppliers or customers. Under this definition the following are independent:

- Mrs. Victoria Vásquez García - Independent Director
- Mr. Rafael Fernández Morandé - Independent Director
- Mr. José Raúl Fernández - Director

### **3.5. Directors Committee**

#### **Members of the Directors Committee**

In accordance with Chilean Corporate Law, Cencosud Shopping S.A. has established a Directors Committee composed of Directors Mrs. Victoria Vásquez García, Sr. Rafael Fernández Morandé, both independent directors, and by Mr. Matías Videla Solá.

#### **Fees of the Directors Committee**

The remuneration of the members of the Directors Committee for the period 2020 was fixed at the General Shareholders Meeting held on April 30, 2020 in accordance with the provisions of Article 50 of Law No. 18,046 of the Corporations Law, at which the Shareholders were informed that, in

accordance with current legal regulations, this Company has appointed a "Directors Committee", which is comprised of three members. Also, and as the law states, the Directors who are members of this Committee must be remunerated, and it is up to this Board to determine such remuneration. In consideration of the previously mentioned, it was proposed, for fiscal year 2020, a remuneration that amounts to 10 UF for each Director. Likewise, it was proposed that the operating budget of the committee and its possible advisors should amount, for the 2020 fiscal year, to 2,500 UF per year, which may be modified according to the committee's needs.

### **Cencosud Shopping S.A. Directors Committee Management Report**

During the 2020 fiscal year, the Directors Committee held ten meetings and carried out the following activities.

#### **January 22, 2020**

He learned about the company's executive and professional compensation policy, organization chart, salary gaps and bonuses.

It reviews and approves the text of the Annual Report of its management during the 2019 fiscal year to be presented at the General Shareholders Meeting.

#### **March 19, 2020**

It learned about the external auditors' conclusions regarding Cencosud Shopping's Financial Statements as of December 31, 2019.

It reviewed and approved the Consolidated Financial Statements of Cencosud Shopping S.A. as of December 31, 2019.

#### **March 24, 2020**

It learned about the conclusions of the external auditors regarding the 2019 Internal Control Report.

It reviewed and agreed to make available to the Board of Directors of the Company, the proposal of external auditing firms and Private Risk Rating Agencies for the 2020 fiscal year.

It reviewed transactions with related parties as of December 2019.

It reviews the information that will be provided in response to General Standard No. 385 of the SVS, currently FMC.

#### **April 28, 2020**

The Committee receives a presentation on WACC and Flow from investment properties.

The Committee is informed of the Uncollectible Debtors Policy.

The Committee is aware of the presentation on note 12 of the Financial Statements, corresponding to Civil Contingencies.

It receives presentation on the accumulated results as of March 2020 and on the consolidated balance sheet at the end of the first quarter.

#### **May 11, 2020**

The President of the Committee is elected.

The Committee learned about the conclusions of the external audit firm regarding the limited review of Cencosud Shopping's Financial Statements as of March 31, 2020.

The Committee reviewed and approved the Financial Statements of Cencosud S.A. as of March 31, 2020.

#### **July 28, 2020**

The Committee reviewed the related party transactions as of June 2020.

The Committee is informed of the Company's results and consolidated balance sheet as of June 30, 2020.

The Committee receives a presentation on the revaluation of investment properties.

The Committee receives a presentation on matters related to Free Competition.

#### **August 25, 2020**

The Committee is informed of the Company's results, consolidated balance sheet and cash flow as of June 30, 2020.

The Committee was informed of the conclusions of the external audit firm regarding the limited review of Cencosud Shopping's financial statements as of June 30, 2020.

The Committee reviewed and approved the Financial Statements of Cencosud S.A. as of June 30, 2020.

The Committee receives a presentation from Human Resources regarding compensations to Company executives.

#### **October 28, 2020**

The Committee is informed of the presentation made by the external audit firm regarding the 2020 Audit Plan.

The Committee reviewed the related party transactions as of September 2020.

The Committee is informed of the Company's results and consolidated balance sheet as of September 30, 2020.

The Committee receives a presentation on the revaluation of investment properties.

#### **November 12, 2020**

The Committee learned about the conclusions of the external audit firm regarding the Financial Statements of Cencosud Shopping as of September 30, 2020.

The Committee reviewed and approved the Financial Statements as of September 30, 2020.

#### **December 16, 2020**

The Committee is informed of the result of the bidding process for the external audit firm for the 2021 fiscal year and approves to propose PwC to the Board of Directors as the external audit firm for the 2021 fiscal year.

The Committee receives a presentation from Human Resources regarding compensations to Company executives.

It is also reported that regular transactions with related parties are monitored and reviewed periodically by the Directors Committee of Cencosud Shopping S.A.

### 3.6. Executive Team<sup>19</sup>

The following table shows information regarding Cencosud Shopping's principal executives as reported to the Financial Market Commission as of December 31, 2020:

Taxpayer's ID Number	Name	Position	Appointment Date	Age	Profession	Nationality
24.031.501-7	Germán Cerrato	General Manager	January 15, 2019	46	Bachelor's Degree in Business Administration and Management	Argentinean
13.273.024-5	Sebastián Bellocchio	Commercial Manager	January 11, 2019	42	Business Engineer	Chilean
24.721.131-4	Sebastián Núñez	Center Management Manager	June 1, 2019	43	Auditing Accountant (UADE)	Argentinean

#### Mr. Germán Cerrato General Manager

Date of admission to Cencosud: June 2007

Date of admission to current position: January 15, 2019

#### Experience

He joined the Cencosud Shopping team in 2007, having a total of 12 years of experience in the industry. In January 2019, he was appointed general manager of Cencosud Shopping S. A's Shopping Centers Division, previously moving through the areas of operations, commercial and real estate development, functions he performed in Argentina, Colombia and Chile. Born in Argentina, he holds a degree in Business Administration from Universidad Argentina de la Empresa and graduated from the General Management Program, PDG Inalde Business School, in Bogota, Colombia.

#### Mr. Sebastián Bellocchio Commercial Manager

Date of admission to Cencosud: September 2002

Date of admission to current position: January 11, 2019

#### Experience

Commercial Manager of the Company since his appointment in April 2013. Prior to that, he held various positions (including management positions) in Cencosud's Shopping Centers Division between 2010 and 2013 and in Paris between 2002 and 2009, totaling 17 years of experience with the controlling shareholder. Mr. Bellocchio has 19 years of experience in the industry, was born in Chile and holds a degree in Commercial Engineering from Universidad Finis Terrae.

<sup>19</sup> Until April 3, 2020, Mr. Santiago Mangiante (Taxpayer's ID Number: 23.474.063-6) held the position of Administration and Finance Manager. None of the principal executive officers and directors holds more than 1 % of the Company's shares.

**Mr. Sebastián Núñez**  
**Center Management Manager**

Date of admission to Cencosud: 1996

Date of admission to current position: June 1, 2019.

**Experience**

Operations Manager since November 2018. He has been part of the Cencosud S.A. group since 1996 in various positions (including management positions). He was born in Argentina and holds a degree in Accounting from UADE (Argentina), an MBA from Universidad Católica Argentina and a CSM certification in Management of Shopping Centers from ICSC.

**Remunerations of Main Executives**

Main Executives have a remuneration system that includes a fixed monthly salary and an annual performance bonus that depends mainly on the Company's results for the year, in addition to the performance and permanence evaluation. Approximately 35% of the annual salary corresponds to variable remuneration.

The short-term incentive model considered for the payment of the General Manager's annual bonus consists of two important components: a component associated with the fulfillment of Cenco-Shopping business variables (KPI) that considers EBITDA, Revenues, Efficiency of manageable expenses and other business management variables; and a discretionary component associated with the Performance Evaluation and individual achievements that is applied directly by the company's Board of Directors. At its best performance the variable income would be equivalent to 55% of its annual remuneration.

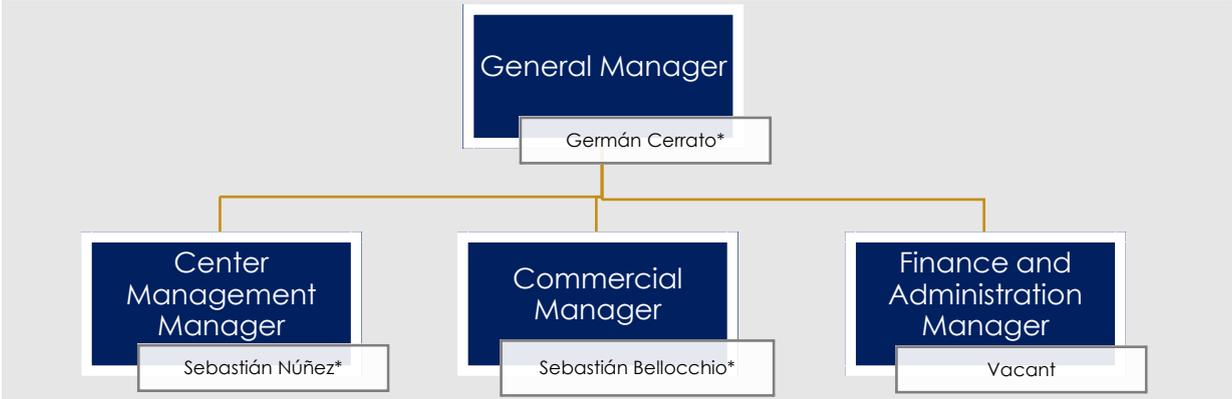
For 2020, the total amount of remuneration paid to senior executives reported to the FMC was CLP 459 million, corresponding to a fixed remuneration and CLP 284 million for variable remuneration. In 2019, the total amount was CLP 1,233 million, amount that considers the six Main Executives who held office as of December 31, 2019 and who were reported in the 2019 Annual Report, page 54.

**Diversity in the Executive Team**

The following table shows relevant information about the team's diversity formed by the Company's main executives as of December 31, 2020:

<b>Diversity in the Executive Team</b>			
<b>By gender</b>		<b>By nationality</b>	
Number of women	0	National	1
Number of men	3	Foreigner	2
<b>Total</b>	<b>3</b>	<b>Total</b>	<b>3</b>
<b>By age</b>		<b>By years in the Company</b>	
Younger than 30 years old	0	Less than 3 years	3
Between 30 and 40 years old	0	Between 3 and 6 years	0
Between 41 and 50 years old	3	Between 6 and 9 years	0
Between 51 and 60 years old	0	Between 9 and 12 years	0
Between 61 and 70 years old	0	More than 12 years	0
<b>Total</b>	<b>3</b>	<b>Total</b>	<b>3</b>

3.7. Organization chart<sup>20</sup>



3.8. Supporting Committees

Supporting Executive Committees of Cencosud, its parent company:

Information Security and Cybersecurity Committee

Members

- Director
- CEO
- Corporate Systems Manager

Functions

It's intended exclusively to the tasks of definition and implementation of all measures and actions to prevent, detect and respond to internal or external threats and cyberattacks.

<sup>20</sup> Reported to the FMC.

## **Ethics Committee**

### **Members**

CEO

Corporate Human Resources Manager

Corporate Internal Audit Manager

Legal Affairs and Institutional Relations Corporate Affairs Manager

### **Functions**

The Ethics Committee is responsible for knowing all the violations to the Code of Ethics and the decisions implemented. Also, has to act/make decisions regarding the more complex cases of complaint, as determined by the Corporate Management of Internal Audit and approving the suggested modifications to the Code.

### **Sessions**

The Committee held one session in the 2020 period with 100% attendance.

## **Investment Committee**

### **Members**

Directors

Country Manager/Business General Manager

Business Operations Manager (Ad.doc)

CFO Country (*if applicable*)

Work Manager

Expansion Manager

### **Functions**

Approve Capex investments of Cencosud and Cencosud Shopping.

### **Sessions**

The Committee held one session in the 2020 period with 85% attendance.

## **Tax Committee**

### **Members**

CEO

Regional Tax Manager

Regional Accounting Manager

### **Functions**

Inform about situations that could involve tax or reputational (tax) risks at Group level, inform about the status and make decisions regarding tax litigation (actual or potential) that may have an impact on the Financial Statements, ensure compliance with tax regulations in our operations, make business decisions and restructurings that may impact the Group or the corporation, and define the hiring of advisors in matters involving the Group or the corporation.

### **Sessions**

The Committee held three sessions in the 2020 period with 90% attendance.

## **Finances Committee**

### **Members**

Corporate General Manager

Corporate Control Management Manager

Corporate Accountability Manager

Investor and Sustainability Relations Manager

Finances Manager Chile

**Functions**

Report on the company's financial situation, review of cash flow and monthly income statement. Recommendations of financial operations such as changes in exchange rate exposure, interest rate, repurchase plans or debt or equity issuance.

**Sessions**

The Committee held eleven sessions in the 2020 period with 100% attendance.

**Free Competition Enforcement Committee****Members**

Independent Director

Non-Independent Director

CEO

Corporate Internal Audit Manager

Legal Affairs and Institutional Relations Corporate Affairs Manager

**Functions**

Among its main functions are to ensure the proper observance of Cencosud's Free Competition Enforcement Program; to ensure the enforcement of the duties of the Free Competition Enforcement Officer; and to propose to the Board of Directors the appointment or removal of the Free Competition Enforcement Officer.

**Sessions**

The Committee held one session per country in the 2020 period, with 100 % attendance.

**3.9. Code of Ethics and Compliance****Ethical Framework and Compliance*****Cencosud Shopping's essence and commitment: Always doing the right thing***

The Code of Ethics, widely disseminated within the Company, reflects the way things are done in Cencosud, its parent company, to which Cencosud Shopping adheres. It states the commitments that guide the work and is an essential part of the Company's culture. Every time a decision is made, all the ways in which the ties of trust with the clients and the stakeholders can be strengthened must be considered. Details do matter, and the consumer's trust must be earned every day. Due to the role and the function executed by Cencosud Shopping, it is essential to comply with the principles stated in the Code of Ethics and to use all available resources to channel concerns. Creating a reputation is an ever-evolving process and it is generated by each person through their relations with the stakeholders. Cencosud Shopping establishes long-term relationships with its stakeholders.

The Code of Ethics recognizes the existence of a procedure that allows any Cencosud Shopping employee to report, anonymously or not, possible illicit acts and irregularities, safeguarding in all cases the corresponding confidentiality. It relies on the services of an independent third party with extensive international experience to receive and then channel to the Company all complaints made for breaches of the code or doubts about it. In this regard, Cencosud Shopping has a toll-free telephone line, a special web page for this purpose managed by KPMG, fax, e-mail for complaints, mailbox and the possibility of arranging personal interviews for those who require them.

Cencosud, the parent company, issued in 2010 a first version of the Code of Ethics for the Company and all its subsidiaries, starting in that year a procedure for the delivery of copies of the same, registering their receipt, as well as a publicity campaign to make it known throughout the Company

through various media. It was modified in 2012 and 2014. Cencosud Shopping is constantly concerned with training the majority of its executives in relation to the principles contained in the code, through face-to-face or remote talks to different units, inductions and through visual information displayed in various locations of the Company. Cencosud, the parent company, has approved a Crime Prevention Model to anticipate the risks of committing the crimes established in Law No. 20,393 and has appointed a Crime Prevention Supervisor for its proper implementation.

In 2012, the Company initiated a Free Competition Enforcement Program in order to prevent and detect the risks associated with this matter. For such purposes, it appointed a Free Competition Committee, composed of directors and executives of the parent company Cencosud.

This document is the cornerstone that reflects the Company's principles, culture and values and serves as a guide for internal coexistence, determining the expected way of acting in the relationship with customers, suppliers, collaborators, the protection of the Company's assets and the care of corporate information.

The scope of the Code of Ethics includes the directors and all the collaborators of the companies and divisions where Cencosud Shopping holds control or a controlling interest. It is mandatory for each one of them to fully respect, know and comply with everything stipulated in it. The five core areas of the Code of Ethics are specified below:

The scope of the Code of Ethics includes the directors and all the collaborators of the companies and divisions where Cencosud holds control or a controlling interest. It is mandatory for each one of them to fully respect, know and comply with everything stipulated in it. The five core areas of the Code of Ethics are specified below:

#### **Relation with Customers and Tenants**

What drives Cencosud and Cencosud Shopping every day is total satisfaction of its tenants and customer. Therefore, we seek to provide them with excellent service and make available to them shopping centers with the best security and shopping experience through the following principles, practices and procedures:

- Respect, transparency, dignity and equality in the interactions with tenants and customers;
- Enforcement with regulations in matters of hygiene and safety in its shopping centers;
- Attention to the needs and complaints of the tenants and customers, which must be duly processed and replied;
- Cencosud and Cencosud Shopping's employees do not accept gifts or rewards from any of its clients;
- Under no circumstances is there any kind of promotion or misleading advertising;
- Respecting the privacy of customers and tenants, we safeguard and protect any type of information they provide.

#### **Interaction with suppliers**

As leaders of the industry, the Company has a great responsibility to its suppliers, to whom it promises a fair treatment, always promoting mutually beneficial relationships through the following principles, practices, and procedures:

- It is forbidden to receive gifts, rewards or incentives from suppliers. Also, it is absolutely forbidden to receive commissions or payments from suppliers;
- A fair and equal assessment of suppliers, prioritizing integrity, business reputation, compliance of delivery dates, among other conditions;

- No participation in any kind of business decision when doing so could represent a conflict of interest;
- It is strictly forbidden to recommend or request from a supplier a job for a family member or friend;
- Compliance from the part of the suppliers with healthy and safe working conditions.

### **Interaction with collaborators**

Cencosud and Cencosud Shopping's essential pillar are its collaborators, who, with their daily commitment, make this a leading Company through the following principles:

- Respect and dignity;
- Safe and healthy environment;
- Respect towards labor rights;
- Collaborators' confidential and personal information;
- Personal relationships;
- Respect towards the community and the environment.

### **Protection of information**

One of Cencosud and Cencosud Shopping's most valuable assets is its corporate information. That is why the Company takes care to administer it carefully and manage it responsibly, safely, and objectively through the following principles, practices and procedures:

- Respect and care with the dissemination of information;
- Information confidentiality;
- Responsible use of the information within the Company;
- Use of insider information;
- External communication.

### **Protection of the Company's assets**

All the Company's collaborators are responsible for making good use of the assets they use in their operations. These are provided in order for them to be able to work effectively and efficiently on the promise of being responsible and of using them modestly under the following principles, practices and procedures:

- Integration of risks function;
- Compliance with protocols regarding: fraud, theft and larceny;
- Use and protection of the Company's assets;
- Respect towards trade secrets;
- Respect and compliance with the Company's practices regarding conflicts of interest;
- Compliance with donation policies;

Freedom of association, follow child labor legislation in each country.

- Compliance with the policies regarding the interaction with government employees;
- Compliance with the policies regarding political activities;
- Compliance with the policies regarding crime prevention.

### **Advertising media and implementation processes**

A digital version of the Code of Ethics is available on the different Cencosud intranets and on the Company's website (<https://www.cencosudshoppingcenters.com/gobierno-corporativo>). Cencosud

Shopping's current and future collaborators must confirm receipt and reading of the Code of Ethics by signing the "Letter of Commitment". A "Confirmation" process is considered, where the collaborators are asked for confirmation of having read and of possessing updated knowledge of the Code, stating any exception to its observance.

Moreover, an e-learning training is carried out every year for all employees. The statistics of the employees who have failed the final e-learning exams are kept and then personalized work is done with each one to ensure that they completely understand the basis of the Code of Ethics before being reexamined.

Additionally, the performance evaluation system takes into account the observance of the Company's ethical culture. The new competence system specifically includes behaviors related to ethics and doing the right thing. The internal audit function is evaluated once a year using this competence model.

### **Method of enquiry and channeling of complaints**

As a complement of the Code of Ethics, Cencosud, the parent company, has established formal channels for reporting complaints which the collaborator can use in case of doubts or of non-observance of what is stated in the Code of Ethics. It is in the Company's mind to guarantee confidentiality regarding the reception of the reported situations and these channels are administered by an independent third party with international experience in channeling complaint reports.

### **Corporate Human Resources Area**

The Corporate Human Resources Management is in charge of the operative administration of the Code and is responsible for answering doubts regarding the contents of the document, as well as administering the e-mail address established for this purpose: [etica@cencosud.cl](mailto:etica@cencosud.cl).

The channels through which collaborators can report complaints are the following:

- Free telephone line;
- Independent webpage provided by a third party;
- Email;
- Personal interviews;
- Post office box.

### **Ethics Committee**

The Ethics Committee is responsible for knowing all the violations to the Code and the actions implemented regarding them; making decisions regarding the more complex cases of complaint, as determined by the General Management of Internal Audit; and approving the suggested modifications to the Code.

### **Formal channels of enquiry and complaint**

- Free telephone line: Cencosud and Cencosud Shopping's collaborators can call this line free of charge. This will be available during office hours: 800 104 031;
- Webpage: Internet webpage provided by an independent third party, [eticacencosud.lineaseticas.com](http://eticacencosud.lineaseticas.com);
- E-mail: corporate e-mail address to which the collaborators can write, and which is checked exclusively by an independent third party: [lineaeticacencosud@kpmg.ar](mailto:lineaeticacencosud@kpmg.ar);
- Telephone number: 5411 4316 5800, "Cencosud's Ethical Line";
- Personal interviews: confidential personal interviews can be applied for at 800 104 031;
- Address to which the collaborators can send their letters: KPMG Forensic Services, Bouchard 710, 6th floor, Ciudad Autónoma de Buenos Aires, Argentina, Postal Code C1106ABL.

**Law N° 20,393 Certification Model**

Cencosud has a Crime Prevention Model in accordance to what is established by Law N° 20,303 of the Criminal Liabilities of Legal Entities. The model includes regulations, policies and procedures that prevent the crimes of asset laundering, financing of terrorism, and bribery. A total number of 28 of Cencosud S.A's companies adhere to the Prevention Model.

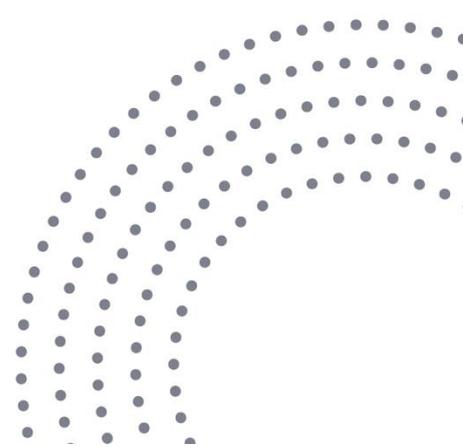
Since 2018, pro diversity and inclusivity measures are carried out in Cencosud, where training sessions and internal communication campaigns took place to promote these good practices. It is believed that as a result of these measures there will be an increase in the number of complaints.

	2020	2019
Complaints being processed	-	-
Investigated complaints	1	1
Effective complaints	-	-
Non-effective complaints	1	1



# 04.

## RISK MANAGEMENT



## 04. Risk Management

### 4.1. Context

In 2020, the risk of a global pandemic became a reality, which has moved the world to be more attentive to emerging problems. In this context, the 16<sup>th</sup> edition of the World Economic Forum's Global Risks Report presents an analysis of the risks and their impact on society, highlighting the increase in inequality and the fragmentation of society as a result of disparity in access to health, technology, food and housing, among others. Social divisions have widened, straining weak safety nets and economic structures beyond their capacity. The lack of proactive action on economic inequalities and societal division may further delay action against climate change, which remains one of the greatest challenges for humanity. For businesses, the economic, technological and reputational pressures that exist today may become a threat of falling behind future trends. The following are the main risks for the next two years according to the World Economic Forum Global Risk Perception Survey 2020.

### Global Risks Horizon

When do respondents forecast risks will become a critical threat to the world?



Source: World Economic Forum Global Risks Perception Survey 2020

### 4.2. Risk Governance

In an uncertain and constantly changing environment, risk management is essential for the long-term viability of companies. Our parent company, Cencosud, has a Risk Management System that is based on the identification and accounting of the main risk factors and uncertainties that may have a material impact on its activities, financial position or reputation, among others.

## Risk governance

Cencosud's risk governance structure is detailed below:



## Risk Management and Internal Control

The parent company of Cencosud Shopping, Cencosud, has developed practices for an integral management of its risks, in order to ensure both the integrity of the Financial Statements and their adequate treatment of the strategic level risks faced by the business.

In order to adopt best practices in these matters, the Cencosud Group has decided to voluntarily maintain compliance with the Sarbanes Oxley (SOX) standard, in addition to internationally accepted standards for Risk Management, such as ISO 31000. This has allowed, in addition to strengthening the Company's governance and planning, to be in line with global and local best practices, such as those suggested by the Dow Jones Sustainability Index (DJSI) or the General Standard (NCG) N°385 of the Chilean Financial Market Commission (FMC), in relation to risk management practices.

### Internal Control – SOX

Since 2012, the Company has worked on the formalization of key controls regarding the trustworthiness of the Financial Statements. In this sense, a management methodology was developed in which the occurrence of such controls is tested annually, which has allowed Cencosud to comply with the commitments adopted before the FMC, in which it declares the voluntary maintenance of the internal control framework implemented while it was listed on the New York Stock Exchange (NYSE).

### Strategic Risk Management

#### Corporate Risk Management Policy

Since 2012, Cencosud has developed its high-level Corporate Risk Management Policy. This document establishes guidelines to regulate the management of strategic risks, including those related to financial, operational, compliance and governance aspects.

In this sense, the Risk Management process is used as a strategic tool for decision making, since it is an exercise that emanates from the management itself, which is responsible for identifying, prioritizing, evaluating and managing its risks.

For the implementation and practical application of this Policy, the Directors Committee approved a procedure that organizes the risk management methodology. The Corporate Risk Management department is responsible for providing the necessary tools to facilitate the discussion and handling of risks, periodically reporting the main conclusions, risk maps and action plans to the Directors Committee. It is worth mentioning that the risk identification and assessment stages are confidential. In this regard, the Cencosud Group treats high-level risks with the same care with which it deals with an anonymous complaint on the ethics line. The Risk Management process is conducted every two years at the corporate level, with an extension for each of the countries and their main divisions.

During 2020, due to the health crisis, the normal Risk Management cycle was paused and instead the strategic risks identified in 2019 were analyzed, focusing on those related to the operational continuity of the business. Along with the management responsible for mitigating these risks, summaries of the main action plans adopted to address them in a pandemic environment were prepared.

### **Risks associated with climate change**

One of the most important and perhaps most misunderstood risks facing organizations today is related to climate change. While it is widely recognized that the continuous emission of greenhouse gases will further warm the planet and that such warming may cause harmful economic and social effects, it is difficult to estimate the exact timing and severity of the physical effects. As a large-scale, long-term problem, it becomes a unique challenge, especially in the context of economic decision-making.

Cencosud is working to measure and assess how the risks associated with climate change impact the Company and how they can be mitigated and even transformed into business opportunities. In a first stage, all material issues that are relevant to the business are being measured, so that in a second stage we can move forward in establishing a plan with KPIs and goals in order to advance in a roadmap. Next year the TCFD (Task Force on Climate Related Financial Disclosures) Standard will be reported.

This TCFD Standard states that the climate-related risks are the transition to a low-emission economy and the physical impacts of climate change.

### **Transitional Risks**

The transition to a low-carbon economy may entail major policy, legal, technological and market changes to address climate change-related mitigation and adaptation requirements. Depending on the nature, speed and focus of these changes, transition risks can pose financial and reputational risks of different levels for organizations.

### **Physical Risks**

Physical risks from climate change can lead to (acute) events or long-term (chronic) changes in weather patterns. Physical risks can have financial implications for organizations, such as direct damage to assets or indirect impacts caused by interruptions in the production chain. The financial performance of organizations can also be affected by changes in water availability, supply and quality; food safety; and extreme temperature changes affecting the organization's infrastructure, operations, production chain, transportation, and employee safety.

### Climate related opportunities

The efforts to mitigate and adapt to climate change also create opportunities, for example, through resource efficiency and cost savings, adoption of low-carbon energy sources, development of new products and services, access to new markets, and building resilience along the entire production chain.

### Resource Efficiency

There is increasing evidence and examples of organizations that have successfully reduced their operating costs by improving efficiency in all their production and distribution processes.

### Energy Sources

According to the International Energy Agency (IEA), to meet global emissions reduction targets, countries will need to produce a large percentage of energy using low-emission alternatives such as wind, solar, tidal, hydro, geothermal, nuclear, biofuels and carbon capture and storage. Organizations that switch their energy use to low-carbon energy sources could save on their annual energy costs.

### Products and Services

Organizations that innovate and develop new low-emission products and services can improve their competitive position and capitalize on changing consumer preferences.

### Markets

Organizations that proactively seek opportunities in new markets or asset classes can diversify their activities and better position themselves for the transition to a low-carbon economy.

### Resilience

The concept of climate resilience involves organizations developing implementation capacity to respond to climate change in order to better manage associated risks and take advantage of opportunities, such as the ability to respond to physical and transitional risks.

## 4.3. Main Risks

The following is the cross-referencing of the material issues with the risk classification of the TCFD Standard, indicated in the previous point, and the mitigation measures that Cencosud is carrying out and the opportunities associated with them:

### Environmental management

Subtheme	TCFD Standard climate change risks	Mitigation actions
<b>Emission management</b>	Transitional, regulatory; market; reputational risks.	Work is underway to measure Scope 1 and 2 emissions in all operations in order to establish an ESG management plan for the coming years, with goals and KPIs.
<b>Waste management</b>	Transitional, regulatory; market; reputational risks.	We are working on measuring the waste generated in all operations to establish a plan for the coming years, with goals and KPIs.

Subtheme	TCFD Standard climate change risks	Mitigation actions
<b>Water management</b>	<p>Transition risks: Regulatory risks; Market risks; Reputational risks. Physical risks:</p> <p>Water stress areas; Water quality and availability, affecting the supply chain;</p> <p>Extreme changes in temperature affecting agriculture, transportation and the safety of the Company's employees.</p>	Work was done on measuring water use in all operations and water stress zones were identified in order to establish a plan for the coming years, with goals and KPIs.
<b>Energy management</b>	Transition risks, Regulatory risks; Market risks; Reputational risks.	Work was carried out to measure energy use in all operations and percentage of renewable energy, in order to establish a plan for the coming years, with goals and KPIs.

## Information security

Subtheme	TCFD Standard climate change risks	Mitigation actions
<b>Care and protection of customer data</b>	Transition risks: Regulatory risks; Market risks; Reputational risks.	The Company has an Information Security and IT area that is in charge of managing these issues, where a plan is being developed to address these risks.
<b>Protection of information</b>	Transition risks: Regulatory risks; Market risks; Reputational risks.	Transition risks: Regulatory risks; Market risks; Reputational risks.
<b>Cybersecurity</b>	Transition risks: Regulatory risks; Market risks; Reputational risks.	

## 4.4. Emerging risks

Category	Time Horizon	Risks and Opportunities	Impact in the Business and Mitigation Actions
<b>Debt crises in large economies</b>	<b>Short-Term</b>	Interest rate risk and access to working capital in the creditor banks and/or financial markets; or the increase in interest rates.	Restricted access to sources of financing; rising interest rates. Maintain a low level of debt and a robust financial position.
<b>Transition to renewable energy matrix</b>	<b>Short-Term</b>	<p>Seek opportunities and transform the energy source to 100 % from renewable sources, which allows reducing operating costs and fits the requirements of tenants interested in managing their business in a way that integrates ESG variables.</p> <p>As tenant preferences shift toward renewable energies, there is a greater expectation that landlords will offer renewable energy sources to tenants.</p>	It may affect tenant preference or represent an opportunity to attract tenants interested in a sustainable operation.

Category	Time Horizon	Risks and Opportunities	Impact in the Business and Mitigation Actions
<b>Regulation</b>	<b>Short-Term</b>	Regulatory changes due to emerging demands resulting from climate considerations may limit the Company's ability to develop in certain locations (e.g., water, energy or land use/zoning restrictions).  Changes in laws that promote more sustainable land use due to climate change may also cause delays in development projects and increase the costs and development of development projects.	Regulatory changes with respect to land, water and energy use may affect the Company's operating costs.
<b>Cybersecurity</b>	<b>Short-Term</b>	The increase in online transactions has increased the risk and likelihood of cyber-attacks.  In 2020, we began the migration of 20 % of our computing to the public cloud and renewed 30 % of the HW in our Datacenters to move forward with the hybrid multi-cloud strategy.  This will allow us to achieve a reduction of approximately 27 % of the total operating cost.	Cencosud S.A., parent company of Cencosud Shopping has a Cybersecurity Program, composed of a set of projects aimed at preventing, detecting and responding to internal and/or external computer attacks.

## 4.5. Risk factors

### International Scenario

The rapid spread of COVID-19 in virtually the entire planet was what marked the economic, social and health development during 2020, not distinguishing whether these were developed or emerging economies.

The first response of the authorities was the implementation of severe containment measures to contain contagions. However, these had a strong impact on global economic activity and caused unemployment to rise in different countries, which in turn reduced the confidence of individuals and companies.

In exchange, the different governments implemented millionaire economic support plans, which were complemented with expansive monetary policies by the world's central banks.

However, as positive news regarding the discovery of COVID-19 vaccines became available, investors began to show signs of cautious optimism towards the end of the year. This led the International Monetary Fund - in its January 2021 update of its World Economic Outlook Report - to improve its contraction estimate for 2020 by 0.9 percentage points (pp) to -3.5%. One of the few countries that managed to close the year in positive numbers was China, as it was able to quickly reverse the effects of the economic paralysis it had to endure in order to cope with the pandemic.

But the markets not only moved in step with the virus, they also closely followed the development of the U.S. presidential campaign, which ultimately led to Democrat Joe Biden winning the election and gaining a majority in Congress. Although the United Kingdom's exit from the European Union took place on February 1, 2020, the Withdrawal Agreement which regulated an orderly exit or and maintained the application of the Community acquis in its relations with the European Union until December 31, 2020 was in force from that date. For more detail review the risk factors reported in the Reasoned Analysis in the Annexes of this Annual Report.

## 4.6. Information security

As part of IT's strategy to provide protection to the Company from threats, vulnerabilities and potential incidents that could affect our processes and technological platforms, during 2020 we began to deploy the Cybersecurity Program, a framework plan composed of a set of projects aimed at preventing, detecting and responding to internal and/or external IT attacks.

In particular, during 2020 we put special focus on generating a secure remote work environment. We have deployed new technologies to provide protection to our collaborative environment in the cloud, as well as in the personal computers (PCs & Notebooks) of our employees. Additionally, we strengthened digital identity protection by adding access controls based on double factor.

We accompany the expansion of E-commerce with the incorporation of more *gateways* for secure payment and greater penetration of EMV technology for means of payment in the physical world, seeking a secure omnichannel experience for our customers.

We enhance our security event monitoring and analysis capabilities through a world-class managed security service (Security Operation Center, SOC) that proactively alerts us to potential attacks or malicious activity. In addition, we developed the Incident Response service to contain and respond to a potential security breach and mitigate the possible impacts on the normal operation of the company.

Our customers have always been our priority. Committed to providing due care for personal information, we are working on the privacy initiatives required by the Personal Data Protection Law.

Aware of the importance of shaping a culture of security, we continue to invest in a continuous awareness program with employees at all levels of the Company with interactive activities and online training, with a special focus on the protection of sensitive information and the latest cybersecurity threats.

### Technology

Our parent company Cencosud has alliances with the most representative suppliers in the technology industry. With them, we constantly seek to research solutions that modernize the execution of our businesses and generate efficiency in the operation of Systems.

In January 2020, we implemented Microsoft Teams for virtual collaboration among all the Company's employees. In this way, we unify all platforms for chats, videoconferences, phone calls and file sharing, among others, to perform everything through PCs or mobile devices.

Subsequently, when the COVID-19 pandemic was declared in March, it was possible to immediately activate remote work for more than 10,000 employees of Cencosud companies in the region. Through Microsoft Teams and remote access to the Company's main systems, we maintained the normal pace of our business operations while preserving the health of our employees.

Likewise, and in the forced context of pandemic and virtual work, we continued with the progress of the Technological Infrastructure Modernization Program. This program seeks to ensure the availability of all Cencosud systems and to support the growth strategy with greater speed, flexibility and operational efficiency.

In 2020, we began the migration of 20% of our computing to the public cloud and renewed 30 % of the HW in our Datacenters to move forward with the hybrid multi-cloud strategy. This will allow us to achieve a reduction of approximately 27% of the total operating cost.

During the year we also initiated the implementation of software-defined networking (SD-Wan) technology to ensure connectivity with our cloud providers and in all our stores operating web services. We expect to complete 100% of the stores during the course of 2021.

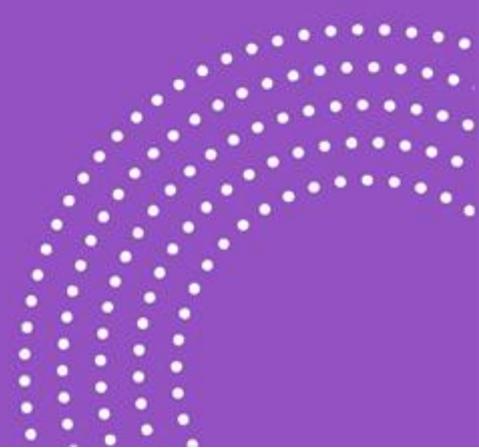
We began the installation of a secondary communications node to guarantee high availability of the data network and secure electronic payment systems in Chile.

We are strongly committed to ensuring the availability of all services that support the growth of E-commerce and ensure the best customer shopping experience in each of our shopping centers.



05.

PEOPLE



## 05. People

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### 5.1. Tenants and Customers

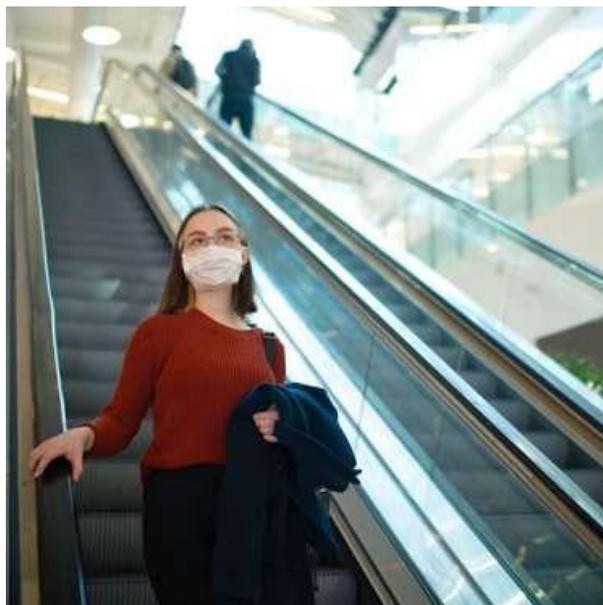
#### Our COVID-19 Response

The focus in 2020 of Cencosud Shopping was aimed at coordinating the actions necessary to respond to the health crisis generated by the COVID-19 pandemic. Since our shopping centers never stopped operating, we established a working group represented by all areas of Cencosud Shopping to activate health and safety protocols to mitigate the risks of contagion of our employees, suppliers, tenants and/or customers. The actions taken were in line with the guidelines of the Ministry of Health (Minsal), the National Chamber of Commerce and other trade associations. In Peru and Colombia, the measures were similar, but aligned with the reality of each country.

#### Impact on Customers

As a Company we have adopted strong measures to mitigate the risks of contagion on our stakeholders. We strive to comply with solid safety standards and protocols, we generated training for collaborators, tenants and suppliers, reaching more than 4,600 people trained on the risks and measures necessary to face this health crisis in the shopping center sector. Our digital channels not only delivered useful content to our customers, but also reinforced the delivery of information and self-care measures to our customers.

Likewise, during the reopening stage, all measures to safeguard the safety of the clients were taken, which was in line with the orders of the health authority. As a result, we limited maximum capacity in stores, strengthened health and safety protocols as well as the frequency of disinfection. We have also loosened our opening hours to allow more time for the cleaning of the spaces in our facilities, which includes the periodic replacement of air filters. Along with them, the visitors are reminded of the obligation to wear a face mask and the importance of keeping a social distance.



### Impact in the Community

Our collaborators also have had to face this new pandemic context, both those who had to be present in our Shopping Centers given the nature of their functions and those who were maintained and operated through the remote working modality. Cencosud Shopping provided everyone with training and education regarding the protection of their health and safety. In addition, we strongly encourage our tenants, vendors and suppliers and contractors to take the same precautions.

	Support Actions in the COVID-19 Pandemic Context	Group
<b>Leases</b>	In the most critical periods adjustments were made in leasing and also in the value of advertising.	Tenants
<b>Parking</b>	During the most critical stages of 2020 the parking payment was released.	Customers
<b>Tenant Contents in Social Media (omnichannel content)</b>	From marketing, throughout the whole pandemic we reinforced in content that is useful to customers and information about our tenants.	Community; Customers and Tenants
<b>Take away &amp; delivery</b>	We implemented this additional service modality, so that our gastronomic retailers would have new customer service channels, focused on placing their order online and picking it up at our shopping centers and/or delivery with their associated brands, in a fast and safe way.	Tenants, customers.
<b>Virtual queue and turner (previous scheduling)</b>	Communication of online scheduling for our shopping centers and specific locations with higher flows.	Tenants, customers
<b>Shopping to the car</b>	Pilot Plan carried out at Portal La Dehesa to support the sale of local customers through alternative channels (online), especially during restricted hours. A pick-up point was installed in the parking lot where the customer received their purchase in an easy and safe way.	Tenants, Customers
<b>Training in the context of reopening</b>	Training was carried out for our employees, tenants and suppliers for a safe management of our stakeholders. Thanks to these measures, our shopping centers remained operational while complying with all standards. Total number of people trained: internal collaborators 353, tenants 2,910 and outsourced 874.	Tenants; Customers; Collaborators; Suppliers.
<b>Campaign Anticipated Christmas</b>	Aligned to the request of the National Chamber of Commerce and Minsal, a campaign was carried out with the purpose of bringing forward Christmas shopping, along with the delivery of self-care recommendations for visits in our shopping centers.	Tenants; Customers



The mix of tenants in our malls made sure that they never closed: a number of essential activities are carried out inside them, such as supermarkets, home improvement stores, banks and pharmacies, among others. Therefore, regardless of the phase of the Step-by-Step Plan in which the municipality in which they were located was, in 2020 the Cencosud Shopping malls always kept their doors open,

always following the guidelines of the health authority. This is one of the main differentiating aspects of the shopping centers that make up Cencosud Shopping.

**Memorable Experience**

We want to create welcoming places, seeking to improve the quality of life of our customers through the construction of safe, memorable and inclusive experiences. All of this through the value offer that is delivered, from a customer-centric culture, from developing a work in conjunction with the tenants, from distinctive marketing campaigns; and from generating, through them, links with customer interests. In addition to this, it is important to have accessible and safe spaces inside the shopping centers, so that all these elements can be experienced in an integrated manner.



**Marketing Campaigns**

Given the context, we generated marketing campaigns that had common guidelines, but with different approaches for each brand with a very important functional focus. Our main interest was to convey that customers could feel safe to visit our shopping centers. We generated tactical campaigns, designed for our tenants, through special sales different from those of previous years, maintaining Christmas as the strongest date for retail. In addition, prior to Christmas, we conducted an educational campaign aimed at reinforcing self-care activities and measures for our customers when they visit our shopping centers.



### **Omnichannel Focus**

Another great challenge was to reinforce new channels that would allow interaction between customers and tenants in a complementary way to the experience of visiting our shopping malls. For this we implemented projects such as Take Away/Delivery, as an alternative for the gastronomic segment or Shopping Al Auto as a pilot plan for Pick Up at Portal La Dehesa; and online scheduling communication for our shopping centers and specific stores with higher flows.

Therefore, the **relational marketing** approach was deepened, which allowed us to reach consumers with specific campaigns and discounts, targeting their interests and purchasing behavior. To achieve this, we did it with a focus on innovation and data analytics, with the objective of segmenting and delivering information aligned to the tastes of different categories according to customer interests.

### **Marketing with Meaning**

Aware of the complexities and strong impact on entrepreneurs and SMEs during 2020 as a result of the pandemic, in Cencosud Shopping we are concerned about supporting local entrepreneurs in the different communities where we are inserted, generating campaigns and fairs aimed at making their work visible, always under the health and safety standards of our malls, aligned with the sustainable promises of our brands. Fairs to promote women's entrepreneurship and fair commerce were held in Alto Las Condes, through the 7th version of the Fair Market; Portal Emprende in Florida Center, Portal La Dehesa, Portal Ñuñoa, Portal La Reina, Portal El Llano, Portal Belloto, Portal Rancagua, Portal Temuco and Osorno, with a focus on having a positive impact on the communities where it is located, with a focus on the relationships and quality of life of its communities. Also, for the second consecutive year CostaneraPRO, in partnership with the area of innovation and social development of the Municipality of Providencia, providing the opportunity to generate sales to entrepreneurs with a focus on social innovation and circular economy, with the support and visit of the Mayor of Providencia, who toured the various stands.

**Christmas campaign:** Christmas is one of the most important dates for retail, but also for all our stakeholders. This is why, despite the pandemic, we wanted to deliver an experience that would bring joy back to the people, but at the same time being conscious about safety and our impacts. Therefore, we reuse much of the 2019 decoration in our shopping centers without losing the Christmas sense according to each branding. In line with the new reality and needs of our customers, we installed *Photo opportunity* -interactive spaces- where our customers, safely and with all the sanitary measures, could take Christmas photographs, and through the implementation of augmented reality, allowed customers to interact with the virtual Santa Claus in their photographs. These initiatives had a great impact on our clients, since in comparison with other years we obtained a considerable increase in the interaction with this experience (photographs), being a successful new modality. In our vision of a meaningful Christmas, we also work in alliance with foundations to carry out their Christmas campaigns and membership drives in different areas of our shopping centers during the month of December.

**New Year's Eve Campaign - Chilean illustrators:** Understanding the difficult year experienced during 2020, we wanted to deliver good wishes to our customers and locals, transforming the walls of our malls into canvases, where different emerging artists illustrated positive messages full of hope in different areas of the mall, seeking to deliver a positive activity and a distinctive experience in these times of uncertainty. The illustrators will have a showcase in our malls and on social networks to promote their work. Guest artists were Mabel Alarcón @hello.mabel.art; Nelson Aedo @naedos; Carolina Celis @carocelis and Camila Cruz @crossagrossa.



### Customer Experience and Satisfaction

Through the Sustainable Offer Policy, our parent company Cencosud S.A. declares the promotion of the development of sustainable customer relationships in all its brands. In them the attributes of each business are shown in tune with its commercial offer, creating memorable experiences that are reflected in a high level of satisfaction. In that line, Cencosud Shopping works daily with passion, respect, transparency and trust, to improve the quality of life of its customers through a unique, sustainable and quality experience.

The Business Model and sustainability strategy are based on the principles of Sustainable Sourcing, Production and Consumption, which seek to guide the actions of the business units in all countries toward the transformation of the organization into a sustainable business. The Company adheres to the Customer Satisfaction Policy of its parent company, which is the basis for generating memorable experiences and satisfying relationships with its customers.

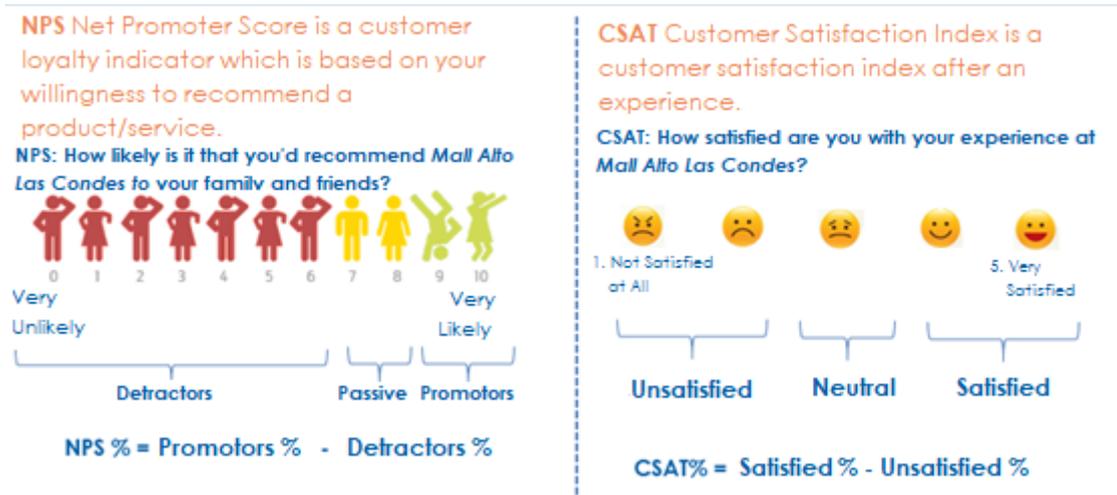
As Cencosud Shopping we know how important it is to maintain a continuous, fast and transparent relationship with our customers, so we use the customer service platform (MAC) to carry out a

transparent survey based on tickets and to follow up concerns. During 2020, considering the high uncertainty generated by the pandemic, we focused even more on delivering real-time responses via Social Media to clarify any doubts or requirements from customers.

Such management is done with messages, comments and mentions coming from *Facebook*, *Instagram* and *Twitter*. The complaints that occur inside the mall are referred directly to the customer area, which manages each case. In 2020 we interacted through social media with more than 14,000 people who resolved their queries.

**Tools we use to measure customer experience:**

- CSAT (Customer Satisfaction Index)
- NPS (Net Promoter Score)



To measure the satisfaction of our customers, Cencosud Shopping developed a survey that is applied in all our shopping centers. This indicator has registered a sustained increase in recent years: 82% in 2016; 86%, in 2017; 87.5% in 2018; and 89% in 2019. Due to the pandemic context and given that the shopping malls only kept the essential services operational, the poll corresponding to 2020 was not carried out; however, during the fourth quarter of the fiscal year the Company decided to join the corporate measures performed by its parent company Cencosud S. A., to have monthly satisfaction and recommendation indicators. Thus, as of 2021, it will be possible to have accumulated information for the entire period.

**Advances in 2020**

**Ensure an accessible route in all shopping centers.**

We understand that Universal Accessibility (UA) is a relevant issue. Therefore, we performed a gap diagnosis, with a scope of 100 % of the operation. Universal Accessibility improvement plan for 85 % of the Shopping Centers. Architecture Package including AU.

- Diagnosis of 100 % of the operation,
- Gap work at 85 % in all shopping malls.
- Architecture Package including AU.

In 2020, the AU spreadsheets of all shopping centers nationwide were updated to identify opportunities for improvement in order to provide all our stakeholders with a safe and inclusive experience. The next follow-up will take place in 2021 in order to see progress and new topics to be developed.

## Advances in 2020

### Enhance marketing with meaning, aligned with brands and customer expectations.

Long-term work with the marketing area. Strategic definitions were updated for 100 % of the brands, allowing the incorporation of sustainability attributes, giving way to brands that develop campaigns with meaning and purpose.

During 2020, communication tools were provided to our internal customers (tenants) and end customers, to address the different phases of the MINSAL Step-by-Step plan.

In addition to the above, we integrate a community perspective in all actions.

### Enhance the relationship and experience with tenants

We are constantly working on a process of understanding and communicating with our tenants, in order to generate value for each of them.

This has been enhanced through different Omnichannel initiatives, such as Take Away/Delivery, Shopping al Auto, among others, to promote its sales.

Several E-learning trainings on safety in pandemics were carried out in order to carry out a safe operational management for our stakeholders.

### Promotion of the relationship with our non-commercial suppliers

We have made progress in the relationship we establish with our service suppliers, especially those in the areas of customer service, cleaning and security. Therefore, through e-learning they were given all the preventive measures around COVID-19.

### Expanding the Risk Management project

Our Risk Management project expanded on issues associated with the COVID-19 pandemic to ensure that our shopping centers complied with the safety regulations required by the authorities.

### Standards and protocols to ensure safe visits

The mix of tenants in our malls meant that they were never closed: a series of activities classified as essential are carried out inside them, so our priority in the different phases of the Step-by-Step Plan was in generating standards and protocols aligned with health authority guidelines to ensure all safety measures. It was complemented with a branding campaign for the three brands (*Costanera Center, Alto Las Condes and Portales*) aimed at communicating to customers and stakeholders all the health measures and protocols of our shopping centers, to restore the flow, deliver safety and confidence to customers. Media: graphic and informative pieces in shopping malls, audiovisual pieces, Digital Media Plan, Shopping Mall Screens, Website, Social Media and Emailing.

In the different phases of the Step-by-Step plan of the Ministry of Health, through our shopping centers we focused on implementing different security protocols aligned with the proposed measures, the permitted capacity was reduced according to protocols and phases in the Step-by-Step plan, temperature control was implemented at all mall entrances, use of alcohol gel dispensers, control of mask use and order in queues to keep the distance. An e-learning course on COVID-19 preventive measures was carried out to train the internal team of our shopping malls, external collaborators (subcontractors/suppliers) and tenants of our shopping centers throughout Chile, to carry out a safe operational management towards our stakeholders. (How we protect you from COVID-19).

## E-learning

### How we protect you from COVID-19

In the context of the pandemic, an e-learning course made for Shopping and with internal resources of the training team, aimed at training on the prevention measures required by the authority and internal protocols, for operations. This was carried out during the months of November, December, January and February, of 2020 and focused on training:

- Collaborators.
- Service Outsourcing Companies.
- Tenants.

Below are the results:

We were able to train a total of 4,137 people; in all segments we exceeded 50 % coverage. It was an unprecedented initiative in the industry and allowed us to have direct feedback from those working in the Shopping Centers. The satisfaction rate was 9.5 on a scale of 1-10.



## 5.2. Collaborators

### Committed Team

We seek that each of the people who make up our teamwork with passion and in a collaborative way, advancing in becoming a more sustainable, ethical and inclusive company. Our team is characterized by its commitment and passion, oriented to work to generate the best experience for our clients and an impeccable performance, in a transversal way. We seek to foster cohesive work teams committed to the values of Cencosud Shopping, which is why we promote horizontal relationships, trust and credibility, as well as results orientation, efficiency and customer focus.

#### 2020 Advances

##### Promote instances to integrate sustainability into the Shopping culture

A sustainability training was implemented through e-learning for all employees, incorporating it as mandatory content to be reviewed once a year. Development of various training programs related to diversity and inclusion and environment. Community Relationship Handbook and e-learning training that will be launched in 2021.

- 100 % training through e-learning on sustainability to all employees annually.

##### Design and implementation of a Corporate Volunteer Program.

Corporate volunteer program with educational, infrastructure and didactic activities through the Fundación la Protectora de la Infancia. Program measurements are generated, and positive results are observed in associated work climate evaluations.

In 2020, the volunteer program aligned to the needs of the children of the Kindergarten El Buen Pastor de la Protectora de La Infancia in order to provide consistent support. (Donation of milk, diapers and godparents during the Christmas period)

- 95.2 % stated that it helps them to have a better work environment.
- 100 % think that "it contributes to a better integration with collaborators from other areas".

##### Training in the context of COVID-19 and Cencosud Shopping meetings

Several training sessions were held on COVID-19 and remote working, in addition to support from specialized teams from the Chilean Mutual Insurance Society for team support. During 2020, six Encuentros Shopping ("Shopping Meetings") were held, led by the General Manager and attended by all the Company's employees in Chile, Peru and Colombia. On each occasion, approximately 50 % of the staff has always participated.

##### Internal Communications Plan

We made progress in the implementation of new internal communication channels and platforms. Thanks to these channels employees were kept informed of every event associated with the pandemic during 2020 and needs associated with HR.

## Our People First

Our employees are the heart that gives life to Cencosud Shopping. Our aspiration is to have teams that are committed and happy with what they do, because each one of them helps deliver the best shopping experience to the millions of customers who continue to prefer us every day. We are a regional operator of shopping centers in Latin America with a presence in Chile, Colombia and Peru, with 384 employees. As a Company we seek to attract and retain the best talent to ensure the sustainability of our businesses and we work with a focus on building collaborative work environments, where trust, respect and development of its employees are paramount, so that they can reach their full potential and feel proud of belonging to Cencosud Shopping.

## Cencosud Shopping

- More than 380 employees at a regional level
- 26 % are women and 74% are men
- In Chile we have 351 employees, in Colombia 2 employees and in Peru we have 31 employees.

Cencosud Shopping's organizational culture always has its customers and employees at the core of its decisions. In an increasingly demanding and digital society, people management is key to achieving the Company's objectives. To this end, it works every day to promote an agile, flexible and collaborative culture, with committed people and close leadership that operates in total trust with their teams. Thanks to its Cencosud DNA seal and the commitment of all its employees, Cencosud Shopping can continue to deliver the best service to the millions of customers who prefer it.

## Code of Ethics of Cencosud and its subsidiaries

- Always doing the right thing is part of its DNA. The companies of the Cencosud group adhere to the strictest ethical and legal behavior, being respectful of its history and values.
- The Code of Ethics, signed by all employees, reflects the way they do things, declares the commitments that guide their relationship with interest groups and is an essential part of their internal culture.
- It has formal channels for its employees to report their concerns and/or complaints in a 100% confidential manner.
- 100% online courses available to all employees, as well as periodic communications that reinforce the ethical commitment practiced in the Company.

## Ethical Commitments

- To interact with respect, transparency, dignity and equality;
- To ensure fair and equitable treatment of its suppliers, promoting mutual respect, objectivity and honesty;
- To protect Cencosud Shopping's and customers' information, without disclosing information that is confidential or may damage the reputation of the Company or its customers;
- To reject any crime that could be related to money laundering, financing of terrorism, bribery, receiving or others;
- To declare any action or interaction that may "be or appear to be" a conflict of interest;
- To comply with the Company's policies and procedures and to respect the existing laws and regulations in each country;
- Not to receive gifts, invitations or incentives from suppliers or customers, as they generate subsequent obligations;
- To protect the Company's assets and responsibly manage information security.

## Cencosud Shopping Competences

The Cencosud Shopping DNA is represented in a model of six transversal competencies that drive all employees and are considered in the Performance Assessment Process:

### In my Mind, the Customer Always Comes First

- Cencosud improves the quality of life of its consumers through memorable shopping experiences.
- It serves the customer with passion, making them feel special, surprising them with innovation and solving problems in a timely manner.
- It acts with the conviction that Collaborators are internal customers.



### Strong Cultures Centered around People

- The Company promotes a culture where people always act with their coworkers in mind;
- It is interested in building work climates that promote trust and happiness;
- Cencosud Shopping plays a leading role and actively participates in training activities;
- It appropriates its development, asks for feedback, complies with its action plans and is aware of the policies;
- It values and promotes diversity;
- It leads with closeness and inspiration; it always aims to attract, retain, develop and promote talent.

### Individual Talent at the Team's Service

- It works as a team and collaborates with other areas;
- It proposes collective objectives over individual ones;
- It addresses all problems by becoming part of the solution, proposes alternatives to solve them and move forward.

### Owner Mentality

- It takes care of its customers, equipment, suppliers, resources, merchandise, place and work elements;
- It appropriates the challenges, complies with its commitments and is always accountable for its actions in an ethical manner;
- It promotes productivity and efficiency, taking care of the reputation and sustainability of its brands.

### Evolution and Permanent Challenges

- It builds transparent and reliable brands, in tune with its environment, society and stakeholders;
- It challenges the status-quo, sparks change and innovation in its business;
- It develops and follows trends with efficiency, speed and flexibility.

### Cencosud Shopping Delivers Results and Moves Forward

- It meets the quantitative and qualitative objectives, whether or not they are expressed as KPIs;
- It keeps its promises and assumes responsibility;
- It makes decisions based on the reality of the business, being aware of its results, commitments and financial situation.

### Everyone Has Something Unique to Contribute

- Cencosud Shopping has a Diversity and Inclusion Policy that promotes respect and development of its employees in environments free of discrimination where they can give the best of themselves and feel valued and proud to be part of the Company. This can be found on the corporate website of Cencosud Shopping<sup>21</sup>.
- For the Company, it is a privilege to have collaborators of different cultures, nationalities, knowledge, experiences and any other traits, since each person has something unique to contribute. This way they can better understand their customers and deliver the shopping experiences they need.

### Employees with known disabilities in the Company

% of Employees with known disabilities in the Company						
	2020			2019		
	Women	Men	Total	Women	Men	Total
Chile	2.3 %	0.0 %	0.6 % <sup>22</sup>	0.9 %	0.7 %	0.8 %
Colombia	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %
Peru	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %

### Regulation in Chile

The law requires all companies with 100 or more employees to have 1 % of their employees in a disability situation. In order to comply with the law, we work in alliance with different foundations and municipalities, applying in the process the **Employment Model** with support, which is a method of labor inclusion for people with disabilities. During 2020 we were able to develop, standardize and apply the following protocols and procedures in a transversal manner:

#### Standardization of Model ECA (employment with support) PwD.

- Position Analysis Protocol
- Functional Assessment Protocol/ Interview guideline PwD
- Follow-up Guideline
- Follow-up and Complex Cases Protocol

<sup>21</sup> <https://www.sostenibilidadcencosudshopping.cl/wp-content/uploads/2019/05/POLITICA-DIVERSIDAD-E-INCLUSION-CENCOSUD-SHOPPING-CENTERS.pdf>

<sup>22</sup> The Company in conjunction with the hiring of personnel has implemented a policy of donations associated with the Chilean Regulation.

## Gender Equity

- Support Protocol for people experiencing domestic or gender-based violence.
- Permission protocol for people living in abusive situations

## Nationality of our Collaborators at a Regional Level

Collaborators per nationality (12.31.2020)		
	2020	%
Chileans	328	85 %
Argentines	5	1 %
Brazilians	0	0 %
Peruvians	33	9 %
Colombians	4	1 %
Other	14	4 %
<b>Total</b>	<b>384</b>	<b>100 %</b>

**Collaborators older than 61 years old:** 16 collaborators.

## Percentage difference in remuneration for men versus women 2020<sup>23</sup>

Ratio of minimum wage to average wage	Chile	Colombia	Peru
2020	32 %	16 %	20 %
2019	24 %	N.A	21 %

Percentage difference in remuneration	Men versus women		Women versus men	
	2020	2019	2020	2019
Managers and Top Executives	3 %	N.A	103 %	N.A
Professionals and Technicians	12 %	1 %	112 %	101 %
Workers	-14 %	-12 %	86 %	88 %

## Women in leadership positions 2020<sup>24</sup>

Country	Junior leadership positions	Senior leadership positions
Chile	10 %	13 %
Peru	2 %	1 %

- The Company also constantly reviews and updates its internal Diversity and Inclusion protocols.
- In addition, it generates alliances with public and private organizations at national and international level, such as Fundación RECA (Supported Employment Network Colombia, by its acronym in Spanish), SENA (National Learning Service Colombia, by its acronym in Spanish), Comunidad Par, Pride Connection, UN Women, United Nations Global Compact, among others.

<sup>23</sup> Information as of December 31, 2020.

<sup>24</sup> The total number of these positions of managers, Center Managers and Executives at the regional level represents 27 % of women in leadership positions.

### Taking Care of Ourselves Means Considering All of Us

- The world is in the midst of the most complex health crisis in the last 100 years. As a company, this commits us to act with the utmost responsibility to protect the health of all our employees in shopping centers, their families, their suppliers and the thousands of customers who continue to prefer us.
- Cencosud Shopping always ensures strict policies to ensure quality in all its processes, following the protocols established to care for and protect the health of all. Given the depth and prolongation of this pandemic, it continues to make every effort to protect the health of its employees and to ensure the necessary conditions to perform work remotely, on-site or mixed, as appropriate in this time of crisis.

### Main measures implemented by the Cencosud Group against the COVID-19 Pandemic:

- Creation of the Crisis Committee to define critical measures;
- Implementation of procedures and protocols established by regional health authorities and Risk Prevention teams;
- Adoption of remote work in all Central Offices in the region since March 2020;
- Suspension of commercial travel during critical phases in 2020;
- Implementation of special measures for employees in risk groups;
- Increased use of alcohol gel dispensers, footbaths and acrylic shields in common areas, reinforced cleaning of workplaces, counters, checkout areas, delivery of merchandise, floors, tools, work equipment, etc., and sanitization of air conditioning;
- Use of gloves and disposable masks/face masks for home delivery workers and counter and processing personnel. Registration by means of PPE Delivery Form, according to current regulations;
- Implementation of a digital pay receipt delivery platform for administrative areas.
- Development of emotional counseling and support programs for all our employees.
- External dissemination of relevant communications through all our platforms.
- Implementation of a transversal internal communication campaign for the Cencosud group companies with relevant actions in **three work pillars**:
  - ✓ **#PrevenirEsCuidarnos ("#PreventIsCare")**: multiformat educational communications to raise awareness of the coronavirus, main preventive and self-care hygiene measures defined by the health authority to reduce the spread of the virus in workplaces and homes, along with the creation and dissemination of COVID-19 protocols.
  - ✓ **#NuestrasPersonasPrimero ("#OurPeopleFirst")**: counseling communications for leaders to manage teams in crisis, organizational change management and collaborative adherence to health regulations, digital training and learning spaces to protect the physical and emotional well-being of our employees, in addition to providing an internal team of psychologists for emotional support.
  - ✓ **#TrabajemosEnLínea ("#Let'sWorkOnline")**: educational and motivational communications to employees to help them continue to perform their work remotely with the digital tools available and to accompany the cultural transformation of this new work modality, aligned with the legal regulations that were adopted during the pandemic.

### **Cencosud Shopping Meetings**

During 2020, six Encuentros Shopping ("Shopping Meetings") were held, led by the General Manager and attended by all the Company's employees in Chile, Peru and Colombia. On each occasion, approximately 50% of the staff has always participated. These had two main goals:

- Convey to employees the main focuses, objectives and results of the business from a primary source. On the occasion, the General Manager reported on the health reality of the countries, as well as the measures that the Company was taking towards customers, tenants and collaborators. The message always was of invitation and motivation to the teams to give their best, to empower themselves, to maintain close contact with their managers, always keeping self-care first and foremost.
- To be an instance that represented closeness, care and concern for the collaborators. In one of the meetings a collaborator made a video showing how all the teams were adapting their way of working, in which everyone was represented, with a message of recognition and gratitude to everyone for their contribution. In another of the meetings, the results of two pull check work climate surveys we conducted were presented and there was always space for questions and comments. At the last meeting of the year, at the end of November, we invited a speaker who commended the team to recognize all that everyone had accomplished during the year, both personally and at work. The methodology was participative, which allowed reenergizing the teams to face the last month of the year 2020.

### **Support Workshops**

- As part of the last meeting, teams and collaborators were invited to participate on a voluntary basis in a workshop moderated by psychologists. The objective of the workshops was to provide a space for listening and support. According to the psychologists' perception, it was a highly valued instance where the participants were able to decompress and elaborate on situations associated with work overload, the feeling of threat due to virus infection, job uncertainty and adaptation to new forms of work. In the satisfaction surveys, in the questions Did the activity meet my expectations? and Would you recommend this activity? we obtained a 100% positive response in all interventions. Seven workshops were held, and 50 employees participated.

### **People at the Service of People**

Attracting, retaining and developing the best talent is fundamental to deliver the service excellence that characterizes the Company. Cencosud Shopping has Recruitment and Selection processes to have highly trained, committed and aligned with the internal culture teams.

Some of the initiatives it develops to convey its value proposition and attract future collaborators are:

- Strengthening of its employer brand and permanent dissemination of vacancies through social networks and official platforms.
- Development of a new external portal for Cencosud Employment, to improve the candidate application experience.
- Participation in online university employability fairs to attract young talent.

### **Training and Learning**

Cencosud Shopping seeks to generate a digital and flexible learning experience, in line with the main training trends in the market, in order to enhance the constant development of its employees. For this

reason, it provides multiple training courses so that they can perform their functions, acquire new knowledge and tools to continue growing. The Company has an internal training platform 100 % online at regional level.

#### Most Relevant 2020 Learning Experiences

- Leadership for management positions in times of crisis
- Agile methodologies consulting for core teams
- Digital literacy in Microsoft tools
- Onboarding and online induction process for new employees

#### Average Training Hours per Employee\*

- Under 30 years of age: 18.2 hours
- Between 31 and 50 years old: 16.5 hours
- Over 50 years: 9.5 hours

Development of Special Recognition Initiatives for Operations Employees. Development of multiple online courses and informative talks at regional level:

#### Number of employees trained in Health and Safety in 2020\*.

129 on a regional level.

#### Number of employees trained in Remote Work in 2020\*.

11 on a regional level.

Number of employees trained during 2020				
	Chile	Colombia	Peru	Total
Energy	10	0	0	10
Energy care	15	0	0	15
Sustainability	13	0	0	13
Community relations	9	0	0	9
Human Rights	10	0	0	10
Health and Safety	101	1	27	129
Remote working	10	1	0	11

#### Performance Management

Cencosud Shopping promotes continuous Performance Management to drive the development of its teams and match work expectations to the Company's objectives.

It also creates spaces to talk with confidence about "how we do what we do" and "why we do it", appreciating the work well done and detecting opportunities for improvement to continue delivering excellent experiences to customers and collaborators.

Evaluations and self-evaluations are conducted 100% online through its internal platform and feedback conversations are held periodically in a face-to-face/online format as appropriate.

In addition, Talent Review (TR) is managed to identify top talent within the Company, mapping them according to their performance and potential, in the context of the needs of its businesses.

In order to plan short and medium-term career moves, Succession Plans are included where potential successors are identified and developed, ensuring that critical roles are adequately covered to guarantee the sustainability of the businesses.

### **Main Initiatives**

- Participation in external measurement of Performance Management at Latin American level.
- Performance Evaluation process through conversations, interviews and focus groups with leaders and employees.
- Elaboration of a new succession model.

### **Happy Employees, Happy Customers**

Cencosud Shopping wants to continue to be a great place to work, where its employees feel happy with what they do, can develop personally and professionally, achieve their goals and enjoy their work. For this reason, the Company provides collaborative work environments where trust and respect are essential pillars, as well as work/life balance, work flexibility and multiple benefits that have a positive impact on the lives of its employees.

Some of the employee benefits contemplated at the regional level:

- Complementary health insurance
- Preventive programs and agreements with different health entities
- Life insurance
- Discounts in its brands
- Discounts in Cencosud card
- Bonds
- Among others

The Company is convinced that if its employees are happy, the customers will be happy too. During 2020, diagnostic surveys were implemented to measure the wellbeing of its employees, which allow us to design action plans to continue improving and taking care of our people.

In May, Cencosud Shopping conducted a survey with the objective of measuring the pulse of the work climate, in which Chile, Peru and Colombia participated. 17 questions were considered and were arranged in the areas of leadership/self-leadership and new work mode (on-site, remote working, mixed) achieving a participation rate of 63% with a result of 91 % in the satisfaction survey. Meanwhile, between September 22 and October 2, Cencosud S.A. applied a survey developed internally, both in central administration and operations. There were 16 questions that addressed the topics of team organization, context management, tools and processes, among others. The participation rate was 79% in operations and 80 % in central administration, with a satisfaction level of 80% and 85%, respectively.

### **Human Rights**

We understand as Care and Promotion of Human Rights all aspects associated with the respect, promotion and due diligence on human rights regarding our employees, in line with current regulations, the National Action Plan on Business and Human Rights in Chile and the Universal Declaration of Human Rights<sup>25</sup>.

### **Due Diligence on Human Rights**

<sup>25</sup> <https://www.un.org/es/about-us/universal-declaration-of-human-rights> and <https://ddhh.minjusticia.gob.cl/media/2020/03/Plan-Nacional-de-DDHH-y-Empresas.pdf>

Aligned with its parent company, Cencosud Shopping embraces respect for human rights as a fundamental pillar of its management and supply chain. As part of this, it adheres to the UN Guiding Principles on Business and Human Rights, urging all its stakeholders, suppliers, employees, customers, communities, investors and strategic business partners to adhere to them as well.

The principles and commitments adopted by the Company to ensure respect for human rights are detailed in its Declaration on the Respect and Promotion of Human Rights. Supporting, respecting and promoting the protection of human rights is everyone's responsibility, and the companies of the Cencosud Group have assumed this responsibility with leadership and determination, placing its quality, experience and coverage at the service of these commitments so that all its collaborators, suppliers and stakeholders also adopt them, putting them into practice on a daily basis.

Among other rights, the Company understands that the right to freely demonstrate and protest in the company is fundamental. For this reason, in each of its business units the right to free association, social dialogue and the right to collective negotiation are faithfully respected.

It is also important to recognize the particularities of labor relations in each country in which Cencosud Shopping operates, especially to identify legal changes and measures taken that could significantly modify labor relations in relation to previous years. Below are the specific details for each country in which we are present:

### **Chile**

During 2020, most of the legal modifications were focused on the outbreak of the COVID-19 pandemic. In this context important changes were made in the labor regulations, to which were added some norms by the Ministry of Health:

- Law for Telecommuting or Remote work, which regulates the new modality of non-face-to-face work and has a bearing on labor and risk prevention aspects;
- Employment Protection laws, motivated by the suspension of economic and labor activity in many sectors that are not considered essential to the community;
- Laws that increased maternity protection and, in addition, extended the labor benefits for mothers;
- Acts of the political authority of the Republic that implied the declaration of a State of Emergency at a national level, the implementation of quarantines and restrictions on freedom of movement and assembly;
- Acts of the political authority of the Republic that implied the declaration of a State of Emergency at a national level, the implementation of quarantines and restrictions on freedom of movement and assembly;
- Regulation that extended some labor privileges derived from the Health Emergency State;
- Ruling of the Department of Labor that temporarily suspended the elections of union leaders due to the labor pandemic and the inactivity of some areas of economic activity;
- During 2020, the law that modifies the organic law governing the Department of Labor was processed and approved.

### **Peru**

During 2020, there were many changes at the national level, motivated by the pandemic's arrival in the country, such as:

- Remote work mode for those activities where it was possible to do so;

- Those workers with diseases considered high risk in case of contracting the virus and who could not do remote work due to the tasks they performed, were sent home on paid leave by mandate of the Central Government;
- The companies were provided with assistance for the payment of Compensation for Time for Services. At the same time, it became a common practice to reduce remunerations for periods agreed between the parties, in the event of absence or reduction of work in some companies.
- Adjustments to working hours had to be made with the declaration of a nationwide State of Emergency, the establishment of quarantines and restrictions on freedom of movement and assembly. This is not only to comply with said provisions, but also to ensure that our workers can travel to their homes.
- Many functions, such as the monitoring of compliance with labor and safety standards, as well as judicial hearings, were changed to virtual model using electronic resources to maintain these communications.

## Colombia

Within the framework of the country's regulations, a reduction in the payment of social security contributions from 16 % to 3 % for April and May was granted due to the pandemic context. The Company made use of this provision; however, the decree was subsequently annulled by the Constitutional Court. This is why we are awaiting the new decree to make the payment of this adjustment. Due to the closures and the decrease in the flow of people caused by the pandemic, in April there was a significant number of employees taking vacation days, with a visible decrease in the number of days pending for this liability. However, there were no changes in the hiring or termination regulations for employees. In 2020, collective agreements were negotiated with a two-year term until 2022.

## 5.3. Community

At Cencosud Shopping we want to strengthen trust and long-term ties with the community around us, where our growth goes hand in hand with its development and the creation of shared value. We want our shopping centers to be spaces open to the community, aware of the environment that surrounds them and the impacts generated by our operations, contributing to the local development of our area of influence and with an active presence in the different communities where we are located, with a systematic and transparent dialogue. Our work focuses on the following areas:

- Community Relations Strategy and positioning.
- Sky Costanera *Aula a Cielo Abierto* ("Open Sky Classroom") Program.
- Encouraging local entrepreneurship and development.
- Relationship and development of our Suppliers.

### 2020 Advances

#### Community relations in Chile

This is addressed by implementing community engagement strategies and commitments in each of the shopping centers. This has been developed along two main approaches:

**Relationship management**, relating with the main community stakeholders (systematic, transparent dialogue and seeking a long-term relationship).

We advance in the update of the main community stakeholders of the Shopping Centers after the social crisis and COVID-19 pandemic to take actions in line with them.

**Strategic positioning**, development of initiatives aligned with the country's reality through three main focuses: **Entrepreneurship, Culture, Safety & Well-being** and **Environment**.

**2020 Advances**

**Sky Costanera Aula a Cielo Abierto ("Open Sky Classroom") Program**

Our challenge is to expand the number of educational visits to *Aula a Cielo Abierto* and to maintain the sponsorship of the Ministry of Education in Sky Costanera's *Aula a Cielo Abierto* program.  
 In 2020, due to the pandemic, it was closed between March and October, when it reopened following strict protocols established by Cencosud Shopping.

**Encouraging local entrepreneurship and development**

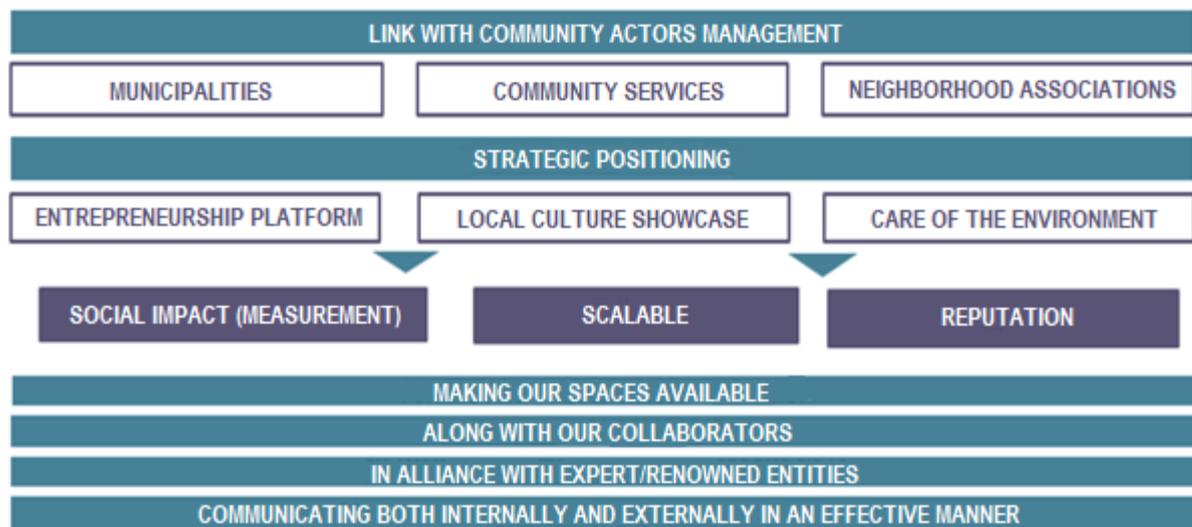
For us, encouraging local entrepreneurship and development has a **long-term, collaborative and multisectoral vision**. This allows, on the one hand, to **empower local entrepreneurs** and, on the other, to **reinforce skills and alliances** that foster **local economic development**.

This program seeks to promote entrepreneurship by providing spaces free of charge to communities in shopping malls. To date, they have allowed us to make the work of 503 entrepreneurs visible, generate measurements of these activities and promote their labor development.

The "*Portal Emprende*" initiative was created in which Portales provides free spaces to entrepreneurs in the municipalities where they are located in alliance with Sercotec and/or municipalities.

**Community Relations Strategy**

The strategy defined for Cencosud Shopping is implemented through two main guidelines: Relationship Management and Strategic Positioning.



**Relations Management**

In Cencosud Shopping we know that the relationship we establish with the environment surrounding our infrastructure is key to our development and operational continuity, being the basis of our actions. For this reason, the continuous management of the link with the communities from strategic areas such as Operations, Marketing and Sales has become key in the Company's strategy to continue advancing in the positioning of Cencosud Shopping as a company that relates to its communities with a long-term and multi-sectorial view.

Therefore, in 2020 we put our efforts into enhancing the relationship with our stakeholders, identifying those that were relevant given the new social context (post social crisis 2019 and COVID-19 pandemic). All of this is aligned with our Community Relations Handbook (Community Integration and Development), which guides our actions towards our stakeholders. To this end, we hold meetings with

all the operations teams of our shopping centers to identify and guide our actions in favor of the reality of each community in which we operate. Based on this, meetings with the community and coordination with local governments (neighborhood councils, local authorities, Seremis) were held to understand the new reality, align ourselves with the necessary health measures for the prevention of the coronavirus, carry out activities aimed at the community from each shopping center (food collection initiatives, basic supplies, cultural recreation and entrepreneurship) and measurements of community relations initiatives focused on entrepreneurship to identify the needs of entrepreneurs and take actions aligned with the results.

Thanks to the survey conducted in 2020, in 2021 we will guide our actions in strategically integrating the regional approach to community management.

In addition to the above, internal training and socialization e-learning material was developed with a focus on community integration and development, which is soon to be launched on the Campus Cencosud platform at the regional level.

### **Strategic positioning**

As part of our community integration and development strategy, we have made progress in positioning our different brands with proactive initiatives that represent and promote the development of the communities in which we operate. All of this through three pillars: Showcase for Entrepreneurship, Safety, culture and well-being and Environment.

### **Relationship and development of our suppliers, with a focus on SMEs**

This project focuses on supporting entrepreneurs associated with our brands, providing them with tools and integrating them into our responsible marketing campaigns and entrepreneurship fairs.

### **Featured initiatives in 2020 in Chile:**

#### **Cencosud Shopping Entrepreneurship Program**

- We encourage local development and entrepreneurship with a long-term, collaborative and multi-sectoral vision that allows, on the one hand, to empower local entrepreneurs and, on the other, to strengthen skills and alliances that promote local economic development. This program seeks to promote entrepreneurship, providing free spaces to communities in shopping centers, framed in our sustainability strategy in the focus "Integration and Community Development", which has Entrepreneurship as a priority area as it was strongly affected after the social outbreak 2019, which implied that 73 % of our entrepreneurs decreased their income by an average of 52%, without considering the COVID-19 pandemic that hit them even harder. This is why our common areas were meeting places for them, a showcase in all aspects.
- To date, we have supported 503 entrepreneurs with a physical sales space and advertising in all our social media channels, print media and collaborative alliances with regional newspapers, such as Austral de Temuco.
- In 2020 we channeled our efforts into three entrepreneurship programs given the health measures and in tune with our brands:

#### **Portal Emprende**

- This is a fair that has been held for three years in the different Cencosud Shopping Portals. For the first time in 2020, a major nationwide intervention was carried out in nine shopping centers

in alliance with Sercotec<sup>26</sup>, municipalities and entrepreneurs' associations that allow us to maintain a long-term relationship, where we not only promote economic development, but also strengthen the skills necessary for their future.

- This 2020 *Portal Emprende* focused on women. As part of Women's Month, we supported 130 women in our community. The decision to support craftswomen arose from a survey we carried out in association with national entrepreneurship, which showed that 60.8% of the participants are men. For this reason, we wanted to empower this 39.2% of women to open up new development opportunities and formalize their businesses (75% of entrepreneurs' state that they are not formalized).

#### **CostaneraPRO:**

- It is present for the second year in a row at Costanera Center. This entrepreneurship fair is held in partnership with the HUB Providencia, the first public network of comprehensive support for entrepreneurship and innovation, which aims to install competences and develop skills of those who live, work or study in the municipality. Thanks to this alliance, this year we have 16 entrepreneurs from the Providencia municipality, 56.25% of whom are new entrepreneurs with less than three years of development.
- Thanks to the development of this fair in the midst of the COVID-19 pandemic and on the eve of Christmas, 80% of the entrepreneurs increased their contacts and orders, with Social Media being the largest contact channel with 93.3%.



#### **Mercado Justo ("Fair Market")**

- It is an icon for Alto Las Condes shopping mall. The relationship began six years ago with the Chilean Fair-Trade Association and Sercotec, to promote products from Fair Trade certified entrepreneurs, ensuring compliance with its 10 principles.
- In 2020, the alliance was aimed at reactivating the sales of women entrepreneurs after the COVID-19 pandemic, complying with all sanitary standards to provide safety for them and our customers. This year we have 17 Fair Trade entrepreneurs and an alliance between Corfo,

<sup>26</sup> Servicio de Cooperación Técnica (Technical Cooperation Service), an agency of the Chilean Ministry of Economy.

Sercotec and the Ministry of Women and Gender Equity, the latter having a stand for its entrepreneurs.

- Thanks to a survey that we conducted to all our entrepreneurs, we detected that due to the participation in the fair 76.9% of the entrepreneurs increased contacts and orders, through Social Media and WhatsApp.

### Alliances with Social Impact

- **The Minvu, Parquemet and Costanera Center alliance.** Within the framework of the fire prevention plan, this alliance allows controlling temperature changes by detecting potential fires at an early stage. The monitoring system includes the installation of nine cameras with thermal technology on the rooftop of the Costanera Center shopping mall, which in conjunction with control points installed in Recoleta, Providencia and Vitacura, provide continuous monitoring of 737 hectares of the park.
- **Partnership with institutions to perform PCR tests for clients.** During 2020, in support of the municipalities where we operate, our spaces were made available so that the community could have free access to the COVID-19 PCR test. The initiative was carried out during the second semester in different shopping centers in the Metropolitan Region and in regions, making available more than 2,400 tests, which were handled with total confidentiality. In addition to the above, in Portal La Dehesa we had government health teams carrying out preventive campaigns in November and December.
- **Partnership with the NGO Prohábito.** Since 2019 we have established a partnership with the NGO Prohábito, which promotes culture, reading and responsible care of the environment, recycling/reusing books that go to help communities free of charge, through libraries and volunteer work in South Africa. As part of this alliance, we have mailboxes in Portal La Reina, Portal Ñuñoa and Portal La Dehesa to promote this initiative, which is aligned with our Sustainability pillars (Integration and Community Development; Environmental Awareness). During 2020, Portal La Reina, Ñuñoa and La Dehesa generated a positive impact equivalent to avoiding the deforestation of 108 trees, 927,500 liters of water, 16.2 mt<sup>3</sup> in landfill and 5,400 books, of which 3,000 were recycled and 2,400 were reused.
- **Against violence against women and girls.** For the third year in a row, our parent company Cencosud S.A. was part of the "UNiTE to End Violence Against Women and Girls" campaign launched by the United Nations in 2008. This led to the fact that on November 25, 2020, International Day for the Elimination of Violence against Women, Sky Costanera was illuminated in orange, a color that is synonymous with change towards a world with equality. UNiTE is a global awareness and advocacy campaign to prevent and eliminate violence against women and girls around the world, launched in 2008 by the UN General Secretary. It is coordinated by UN Women and calls for all actors in society to unite to end this global pandemic.

### Stop Cancer

This year, the sixth version of the #AltoAlCancer ("#StopCancer") campaign, together with FALP (Foundation expert in cancer prevention and treatment in Chile, by its acronym in Spanish), focused on digital communication given the country's situation. The campaign, aligned with the positioning of Alto Las Condes brand that was focused on women, was aimed at raising awareness of breast cancer and the importance of having preventive examinations, while continuing to take the exam, given that it is the leading cause of death from cancer in women nationwide. Through social media and the Alto Las Condes website, content related to prevention (figures, risk factors, self-care and signs) was communicated on a daily basis. Based on this, we developed:

- Preventive exams (mammograms): as we do every year, we provide our tenants, suppliers and collaborators with free mammograms. The exams were performed at the FALP oncology institute.
- Live streaming from social media: live streaming with FALP medical specialists, with the purpose of raising awareness regarding the importance of preventive screenings, generating a conversation with the participants, answering questions and dispelling associated myths.

## Volunteering

For the past four years we have developed an alliance with the Fundación La Protectora de La Infancia, sponsoring the El Buen Pastor Kindergarten in the La Pintana municipality, with whom we have developed various activities that promote entertaining and non-traditional educational group experiences, providing the necessary tools for the repair and maintenance of their educational infrastructure.

Volunteering is an activity that is highly valued by our collaborators, mainly because it has an impact on the work environment and on the perception of help from the company and from each one of us towards children in need. Although the pandemic prevented activities at the El Buen Pastor Kindergarten, it was at the request of the collaborators themselves that we wanted to be present in a way that would allow us to help the children in their needs and at the same time in a safe way. Two activities were held:

### Volunteering Campaign, join us!

In September we launched this campaign with the objective of inviting our collaborators to make a voluntary contribution in money, destined to diapers and milk, which was the main need mentioned by the Kindergarten. With the joint contribution of collaborators and the Company, more than 100 children were benefited.

### Sponsor a child for Christmas

This campaign was launched in December and its objective was to give a Christmas gift to each child in the kindergarten through a voluntary contribution from collaborators. The objective was achieved as we were able to give gifts to the 162 children of the Kindergarten.



## Featured initiatives in 2020 in Peru:

### Blood Donation Campaign

Ministry of Health and EsSalud (Social Security) campaign. Two tents were set up in the parking lot for blood donation at the time of the pandemic.

1,132 blood donations in the two-month period. Positive impact in 4,528 families. The units collected have allowed us to have an appropriate stock for emergencies and to provide the Pediatrics service with all the blood transfusion support without the need to find donors, giving peace of mind to family members.

### Donation of Medical Packs of Personal Protective Equipment (PPE) to hospitals

As ACCEP (Association of Shopping Centers of Peru, by its acronym in Spanish) and through the NGO Operation Smile, we donated PPE packs to different hospitals. The objective was to support medical staff in the battle against COVID-19.

A total of 14 hospitals nationwide were attended in 13 cities including Lima. On average, 200 packs were delivered per hospital.

### Breast cancer prevention week

In alliance with the League Against Cancer and as part of the "*El cáncer también importa*" ("Cancer Matters Too") campaign, we supported the installation of a mobile clinic to perform free breast and cervical cancer screenings.

Awareness raising through a communication plan that included publications in Social Media of the NGO and all partner shopping centers. 200 screenings in total

### Associations and memberships

Our Company integrates a number of associations and memberships depending on the country where operations are located:

ORGANIZATION	ORGANIZATION APPROACH
<b>International Council of Shopping Centers (ICSC)</b> <a href="https://www.icsc.com/">https://www.icsc.com/</a>	ICSC is a trade association of the shopping center industry founded in 1957, which has a total of 70,000 members around the world, including shopping center owners, developers and managers, other individuals and government companies with interests in the industry. ICSC is the international association where the main groups of Shopping Centers at an international level participate, share studies, trends and generate committees and workshops on the subject.
<b>Cámara Chilena de Centros Comerciales (Chilean Chamber of Shopping Centers)</b> <a href="https://www.camaracentroscomerciales.cl/">https://www.camaracentroscomerciales.cl/</a>	Corporate Panel and Operations At the association level, the different panels seek to share good practices and standards at the level of the main operators in the sector. Also participating at the corporate level are Legal Affairs and External Communications and Sustainability.
<b>HUB Providencia</b> <a href="http://hubprovidencia.cl/web/">http://hubprovidencia.cl/web/</a>	Belonging to the Local Development Department of the Municipality of Providencia, it seeks to promote ecosystems and commercial platforms that link neighbors, entrepreneurs and companies of the municipality with the Departments of Entrepreneurship, Innovation and Employment.
<b>Foundation Imagen Chile</b> <a href="https://marcachile.cl/">https://marcachile.cl/</a>	It is the organization that promotes Chile's image at an international level in order to contribute to its competitiveness through the management of the country brand.
<b>Fair Trade Association Chile</b> <a href="http://www.achilejusto.cl/">http://www.achilejusto.cl/</a>	An entity that gathers certified entrepreneurs under the ten standards promoted by fair trade.

ORGANIZATION	ORGANIZATION APPROACH
<b>Fedetur</b> <a href="https://fedetur.cl/">https://fedetur.cl/</a>	The Federación de Empresas de Turismo de Chile (Chilean Federation of Tourism Companies) is a trade association that brings together trade associations and their members, as well as individual tourism companies.
<b>League Against Cancer</b> <a href="https://ligacancer.org.pe/">https://ligacancer.org.pe/</a>	First institution to carry out cancer prevention and detection actions in Peru, through prevention actions such as informative and educational campaigns and screenings.
<b>Blood Donation Program Minsa</b> <a href="https://www.minsa.gob.pe/portalweb/06prevencion/prevencion_79.asp">https://www.minsa.gob.pe/portalweb/06prevencion/prevencion_79.asp</a>	The National Program of Hemotherapy and Blood Banks (PRONAHEBAS, by its acronym in Spanish) encourages voluntary blood donation, seeking the solidarity and understanding of the population towards the most sublime act, which is to give life to others by donating blood.
<b>Accep</b>	The objective of the Asociación de Centros Comerciales del Perú (Peruvian Association of Shopping Centers) is to promote the development of the industry by representing, promoting and defending its members before public and private organizations.



06.



PROPERTIES



## 06. Properties

### 6.1. Business Model

#### Cencosud Shopping Strategy

Our strategy is based on the pillars of profitability, innovation, experience and sustainability. Cencosud Shopping offers a memorable shopping and visiting experience, committed to bringing prosperity to the environments in which it operates, respecting the environment and -through these pillars- generating long-term value for its shareholders and all of its stakeholders.



#### Strategic Pillars

• <b>Innovation</b>	<ul style="list-style-type: none"> <li>• Technology at the service of the personalized link between customers and tenants.</li> <li>• Data exploitation for operational improvement.</li> <li>• Solutions that contribute to the shopping experience</li> </ul>
• <b>Experience</b>	<ul style="list-style-type: none"> <li>• To be accessible and inclusive meeting points.</li> <li>• Link with our brands.</li> <li>• Dynamic and memorable proposals according to trends.</li> </ul>
• <b>Profitability</b>	<ul style="list-style-type: none"> <li>• Operational efficiency.</li> <li>• Growth.</li> <li>• Commercial optimization.</li> </ul>
• <b>Sustainability</b>	<ul style="list-style-type: none"> <li>• Environmental awareness.</li> <li>• Committed team.</li> <li>• ESG integration.</li> <li>• Integration and Community Development.</li> </ul>

## 6.2. Company's Strengths

<ul style="list-style-type: none"> <li>• <b>Team</b></li> </ul>	<ul style="list-style-type: none"> <li>• Committed team.</li> <li>• Excellence culture in customer service.</li> <li>• Ethic and integrity in the way we work.</li> <li>• Team with more than 18 years in the industry.</li> <li>• Commitment with inclusion.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Financial indicators</b></li> </ul>	<ul style="list-style-type: none"> <li>• Solid risk rating.</li> <li>• Strong market capitalization of USD 2.7 BN</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Portfolio Best in Class</b></li> </ul>	<ul style="list-style-type: none"> <li>• Privileged locations.</li> <li>• Growth potential in the region.</li> <li>• Adequate tenant mix: resilient.</li> </ul>

Our business model is based on the development and construction of shopping centers with the appropriate *mix* of tenants, incorporating the consumption trends and preferences of our customers and efficiently operating our assets, ensuring profitability with a long-term view.



Cencosud Shopping is one of the main developers and operators of shopping centers in Latin America, with operations in Chile, Colombia and Peru. As of December 31, 2020, we had 1,338,761 of GLA (m<sup>2</sup>) and 13 Shopping Centers and 27 Power Centers.

Figures as of December 31 of each year	2020	2019
• GLA (m <sup>2</sup> )	1,338,761	1,334,943
• Occupancy rate (%)	98.4 %	98.7 %
• Visits (thousands)	71,037	137,815
• Tenant sales (CLP MM)	2,832,088	2,999,381

### Chile

In Chile, Cencosud Shopping is the second largest shopping center operator, owning and operating 33 shopping centers with 98.5 % occupancy and with over 1 million m<sup>2</sup> built, considering the Shopping Centers and Power Centers formats, with 11 Shopping Centers and 22 Power Centers, with 1,222,828 m<sup>2</sup> GLA Total.

<p><b>ALTO LAS CONDES</b> GLA: 121,215m2 Las Condes, Santiago <a href="http://www.altolascondes.cl">www.altolascondes.cl</a></p>	<p><b>COSTANERA CENTER</b> GLA: 129,829m2 Providencia, Santiago <a href="http://www.costaneracenter.cl">www.costaneracenter.cl</a></p>	<p><b>PORTAL</b> <a href="http://www.mallportal.cl">www.mallportal.cl</a> 31 Centers throughout Chile, featuring Florida Center, La Dehesa, La Reina, Temuco, Osorno and Rancagua.</p>

**Colombia**

In Colombia, we are majority owners of the Limonar Shopping Mall in the city of Cali, composed of 154 stores; in the Santa Ana Shopping Center in the city of Bogotá, with 54 premises; in the La 65 Shopping Center in the city of Medellín, and Altos del Prado in the city of Barranquilla, totaling 65. 860 m<sup>2</sup> of leasable area, with two Shopping Centers and two Strip Centers.



**Peru**

In Peru, we own and operate three shopping centers, with a leasable area of 50,073 m<sup>2</sup>, including one Shopping Center and two Strip Centers.



**Other Businesses**

**Offices**

The safest buildings in the region, without forgetting the comfort of our users. In addition, the concept of efficiency and sustainability characterizes the entire complex.



## Hotels

Of the 26 floors of Tower 4 of the Costanera Center complex, the top 11 are occupied by the first AC by Marriot hotel in Chile. The hotel has 253 rooms and connects to the shopping mall through its fifth level.



## Parking

We operate parking spaces in the main shopping malls of the country, providing security, comfort and technology to our visitors.

## Sky Costanera Center

Elevated at 300 meters high, Sky Costanera offers 360° views to observe the entire city of Santiago at its best, a world-class experience.

## Property details

Country	Name	Address	Property
Chile	Alto Las Condes	Av. Kennedy 9001, Las Condes	Own
Chile	Florida Center	Av. Vicuña Mackenna 6100, La Florida	Own
Chile	Costanera Center	Av. Andrés Bello N°2425, Providencia	Own
Peru	Arequipa Center	Av. Aviación 602 Cerro Colorado, Arequipa	Own
Peru	San Juan de Lurigancho	Av. Próceres - Independencia 1632, SJL	Own
Colombia	Limonar	Valle del Cauca, Cali	Co-owner
Colombia	Santa Ana	Ak. 9 #110-50, Bogotá	Co-owner
Colombia	La 65	Carrera 65, #45-85	Own

## 6.3. Land Bank

Location	GLA (m <sup>2</sup> )	Book value (CLP M)	
		Dec-20	Dec-19
Chile	663,079	110,355,720	110,216,323
Peru	22,188	28,232,885	30,930,692
Colombia		113,225,616	131,668,413
<b>Cencosud Shopping</b>	<b>685,267</b>	<b>251,814,221</b>	<b>272,815,429</b>

- The Company has three plots of land in Chile and one plot of land in Peru.
- These lands are at market value, which is updated by appraisal once a year in December.
- The fair value of the four Colombian locations (productive) is determined by appraisal, which is why they are included in this item and in the value of land disclosed in note 10 Investment Properties of our Consolidated Financial Statements.



07.

PLANET



## 07. Planet

### Environmental Awareness<sup>27</sup>

We constantly seek to reduce the impacts of our operations and to be at the forefront in the efficient use of natural resources, in order to ensure them for future generations. We are aligned with the corporate environmental strategy, which can be reviewed at [www.cencosud.com](http://www.cencosud.com).

#### 2020 Advances

##### Carbon Footprint Management

In 2020 we managed to reduce our carbon footprint by 23 %. This is why in 2020 we integrated the continuous management of the Shopping center of Peru Arequipa Center, as we want to grow and take regional responsibility for our impacts. In addition, the delivery of information related to energy and water was automated, which allowed us to have more accurate data.

##### Water Management

Based on the **Strategic Statement on Water Reduction 2020** made with regard to the Ministry of Public Works, Cencosud Shopping has implemented an **Action Plan for the Efficient Use of Water Resources**, which aims to achieve the defined objectives: reduction in consumption, efficiency in use and search for new sources while maintaining the good use of services; all while always ensuring the good service of our facilities. We have actions to reduce water consumption in the short, medium and long term.

We committed to reduce water consumption by 10 % by 2020. Thanks to the different actions and operational changes we achieved a reduction of 41 %.

**Water report (water footprint):** in 2020 our teams made progress on the new Water Report (water footprint), which will be delivered monthly to each of the shopping centers to be measured and managed in conjunction with the improvement plan associated with the Water Management Statement.

##### Generate a conscious and eco-friendly experience

We seek to generate an experience where our efforts for an eco-friendly visit are clearly evidenced in each of our shopping centers, promoting recycling in an integral manner, having to date 55 % of our operations with waste management (cans, paper and PET plastic).

This 2020, following the health contingency and in order to comply with the measures proposed by the Ministry of Health, we removed the recycling containers from the common areas of the shopping centers to take care of our customers. However, we continue to manage 100 % of our cartons nationwide in accordance with traceability.

##### Supplying our shopping malls with ERNC

We want to be at the forefront and reduce our major impact associated with energy, so we seek to integrate new shopping centers to the management of ERNC (Renewable Energies Non-Conventional, by its acronym in Spanish) Chile. We will keep and renew the ERNC contracts in order to prioritize their use.

### 7.1. Commitment with Climate Change<sup>28</sup>

Cencosud Shopping is aware of the responsibility it has with the planet, so it has committed to implement various actions that respond to the progress of climate change through all its business operations and its value chain.

As a subsidiary of Cencosud, Cencosud Shopping adheres to the parent company's Climate Change Strategy.

<sup>27</sup> For more details you can review the corporate commitment to sustainability, expressed in the **Cencosud Shopping Sustainability Policy**.

<sup>28</sup> Check on the corporate website at the following link:

[https://www.cencosud.com/cencosud/site/artic/20160421/asocfile/20160421091905/estrategia\\_cc.pdf](https://www.cencosud.com/cencosud/site/artic/20160421/asocfile/20160421091905/estrategia_cc.pdf)

## Climate Change Strategy

The challenge of climate change requires the joint action and commitment from several actors, countries, companies and citizenship. Aware of the responsibility towards our planet today and our future generations, as a company we are committed to implement concrete actions that respond to the advances in the challenges proposed by the Nationally Determined Contributions (NDC) through all our business units and their value chain.

Such actions stem from our Sustainability Strategy, which aims to address our impact on the environment, through innovation in our processes, with the ultimate goal of minimizing the footprint of our operations and products, and thus contribute to achieving the objectives of Sustainable Development. Thus, we have studied trends, policies and best practices, as well as international recommendations, so that Cencosud can use this strategy to adapt to climate change and contribute to its mitigation, reducing our environmental footprint.

Taking charge of our impacts involves innovating in processes and products with three main goals: reducing our consumption of water resources; reducing energy consumption by promoting energy efficiency; and reducing the consumption of natural resources through product redesign, reuse of materials and promoting recycling.

Said actions are aimed at mitigating the impact of the Company's activities on the environment, seeking to minimize the footprint of its products and operations, as well as contributing to the fulfillment of the SDGs.

For this purpose, Cencosud Shopping has aligned its strategy and presentation of environmental risks associated with its operations with the recommendations made by the Task Force on Climate Related Financial Disclosures (TCFD), a working group that encourages companies to inform their investors about risks related to climate change and how they manage them. We estimate that next year we will be able to disclose our progress in line with that recommended by TCFD.



## Governance

The executive team is responsible for monitoring climate change risks and opportunities. For more details review chapter 4.

## Strategy

Information on the actual and potential impacts of climate change on Cencosud Shopping's operations.

## Risk Management

Implementation of risk management processes and procedures.

## Metrics and Objectives

Scope 1, 2 and 3 GHG emissions are reported annually, and goals are proposed according to the analysis of risks and opportunities.

## Management of material issues related to climate change

To work on the material issues of Cencosud Shopping, our parent company defined four pillars: Planet, People, Product and Governance. The Planet pillar refers to the environmental aspects of the facilities and to adaptation and mitigation actions to better address existing regulations and the challenges associated with climate change. The material issue managed is environmental management and the aspects on which we need to work are emissions management, energy management, water resource management and waste management.

## 7.2. Emission management

The Company's management has made it essential to address environmental impacts. Within this framework, in 2016 the first corporate Carbon Footprint measurement was carried out, with a retroactive survey since 2013, in order to achieve a solid baseline for eco-efficient management.

Thanks to this step, 100% of its operations in Chile have already managed and measured the inventory of greenhouse gas emissions.

In 2020 we integrated a Shopping Center in Peru to the measurement and management of Carbon Footprint: Arequipa Center. This integration included a training and technical support plan for the operations team to provide essential knowledge and essential guidelines.

## 2020 Greenhouse gas emissions

2020 Emissions per scope (Ton CO <sub>2</sub> e) <sup>29</sup>						
	Chile	%	Peru	%	Cencosud Shopping	%
Scope 1	894.43	3.0 %	0	0 %	894.437	2.8 %
Scope 2	28,027.12	93.9 %	177,527	92.2 %	28,204.65	94.0 %
Scope 3	912.11	3.1 %	14,876	14.8 %	926.98	3.1 %
<b>Total</b>	<b>29,833.67</b>	<b>100 %</b>	<b>192,403</b>	<b>100 %</b>	<b>30,026.07</b>	<b>100 %</b>

<sup>29</sup> Note: Data from Chilean operations. Peru considers only Arequipa Center.

## Scope Definition

- **Scope 1** (Direct impacts): these are produced from sources owned or controlled by the organization, for example, impacts from boilers, furnaces or vehicles owned or controlled by the company.
- **Scope 2** (indirect electricity impacts): impact from electricity consumption within the organization.
- **Scope 3** (Other indirect impacts): impacts that are a consequence of the organization's activities but come from sources that are not owned or controlled by Cencosud Shopping. Among these sources are impacts from waste, transportation of purchased fuels and transportation of employees.

2020 Emissions per source (Ton CO <sub>2</sub> e) <sup>30</sup>						
	Chile	%	Peru	%	Cencosud Shopping	%
Water	829,585	2.8 %	12.98	6.7 %	842.57	2.8 %
Fuel	16,937	0.1 %	0	0 %	16.94	0.1 %
Electricity	28,027.12	93.9 %	177.52	92.3 %	28,204.65	93.9 %
Recycling	-	0.0 %	0	0 %	0	0 %
Coolants	877.5	2.9 %	0	0 %	877.5	2.9 %
Transportation	82,526	0.3 %	1.89	1.0 %	84.42	0.3 %
<b>Total</b>	<b>29,833.67</b>	<b>100 %</b>	<b>192.40</b>	<b>100 %</b>	<b>30,026.08</b>	<b>100 %</b>

## Emission Reduction

In the context of the great challenge posed by climate change, Cencosud Shopping has committed through a Climate Change Strategy to take charge of the impacts on the environment, minimizing the footprint of its operations. Within this framework, the carbon footprint shows progress:

## Evolution of Carbon Footprint for the last three years (Ton CO<sub>2</sub> e)<sup>31</sup>

Scope	2020	2019	2018
Scope 1	894	912	4,582
Scope 2	28,027	36,532	44,728
Scope 3	912	2,081	1,544
<b>Total</b>	<b>29,833</b>	<b>39,525</b>	<b>50,854</b>

## Annual variation of Carbon Footprint by source (Ton CO<sub>2</sub> e)<sup>28</sup>

Scope	2020	2019	Var %
Energy	36,532	28,027	-23 %
Coolants	835	877	5 %
Water	1,404	830	-41 %
Transportation	677	82	-88 %
Fuel	77	17	-78 %
<b>Total</b>	<b>39,525</b>	<b>29,833</b>	<b>-25 %</b>

<sup>30</sup>Peru considers only Arequipa Center.

<sup>31</sup>Data from Chilean operations.

### 7.3. Management of Recoverable Waste

Proper waste management in shopping centers is directly related to the efficiency and impact of the operation on the environment and the territory. At Cencosud Shopping we are aware of the progress of regulations on these topics and the importance of having a sustainable operation, not only in the use of resources, but also in the disposal of the waste resulting from it.

The Company knows that this is a job it cannot do alone, so it seeks to consolidate the efficient and responsible management of waste by its employees, customers, tenants and suppliers.

#### Recycling Management

In Chile in 2016 we began waste management in the common areas of our shopping centers, integrating tenants in some of them in the shopping malls of the Metropolitan Region (excluding Florida Center and El Llano) and in regions in Portal Belloto and Portal Temuco. Separate recycling garbage cans for paper, PET plastic and cans have been installed at these points so that customers can contribute to waste recycling. This process is supported by its cleaning suppliers, who carry out the specific mission of removing and separating waste to be taken to the final collection point. There they are removed by a specialized supplier that ensures the traceability of the waste (Recupac).

This 2020, following the health contingency and in order to comply with the measures proposed by the Ministry of Health, we removed the recycling containers from the common areas of the shopping centers to take care of the customers. However, this initiative, which is essential for environmental protection, is expected to be resumed in 2021. Due to the pandemic, the recycling centers and recycling points operated in a reduced manner, so the results obtained respond to the management carried out during the first months of 2020:

#### 2020 Common areas recycling (kg)

	2020	2019
Paper	800	4,140
Cans	323	2,299
Plastic (PET)	2,596	21,082

However, we continued to manage cardboard from operations nationwide, which resulted in the recycling of nearly 3,700,429 kg. of cardboard.

Cencosud Shopping Perú's recycled waste accounts for 90 % of its waste:

#### Total waste Peru (kg)

	2020	2019	2018
<b>Total Waste</b>	21,134	50,599	24,944

## Operational recycling Peru (kg)

	2020	% of Total Waste
Cardboard	6,812	32.2 %
Plastic (PET)	1,589	7.5 %
Other plastics	1,176	5.6 %
Paper	8,854	41.9 %
Cans	44	0.2 %
Glass	590	2.8 %
<b>Total</b>	<b>19,066</b>	<b>90 %</b>

## 7.4. Water management

### Strategic Statement of Water Reduction 2020

Based on the Strategic Statement of Water Reduction 2020, Cencosud Shopping has implemented an Action Plan for the Efficient Use of Water Resources, which aims to achieve 32 defined objectives, among which the following stand out: reduction in consumption, efficiency in use and search for new sources while maintaining the proper use of services.

In this context, the first step was to understand how consumption is distributed in order to strategically identify the actions to be taken. Based on the above, a series of adjustments and efficiency measures with immediate impact were made to improve the conditions for defining lines of work related to the reduction of water consumption in the short, medium and long term. In 2020, Cencosud Shopping achieved a 68 % advance in improvement associated with:

- Maintenance of outdoor gardens.
- Drinking water (bathrooms).
- Energy and air conditioning systems.
- Drinking water for tenants' own consumption.
- Inspection of fire network systems.
- Service companies and own equipment.

In addition to the above, in the period the Cencosud Shopping team made progress on the new Drinking Water Report (Water Footprint), which will be delivered monthly to each of the shopping centers in order to measure and manage the improvements associated with the Water Management Statement. Data and variations for 2020 and 2019 water consumption are presented below:

### Chile

Consumption per item (m <sup>3</sup> )	2020	2019	Var. %
Irrigation water	278,914	346,969	-20 %
Interior water	450,213	782,896	-42 %
Stores' water	332,109	616,156	-46 %
Climate water	111,802	215,190	-48 %
Other	18,099	46,124	-61 %
<b>Total</b>	<b>1,191,137</b>	<b>2,007,335</b>	<b>-41 %</b>

## Peru

Consumption (m <sup>3</sup> )	2020	2019	Var. %
<b>Total</b>	<b>18,602</b>	<b>31,360</b>	<b>-41 %</b>

## Total Cencosud Shopping (Chile + Peru)<sup>32</sup>

Consumption (m <sup>3</sup> )	2020	2019	Var. %
<b>Total</b>	<b>1,209,740</b>	<b>2,038,695</b>	<b>-41 %</b>

## 7.5. Energy management<sup>33</sup>

At Cencosud Shopping we are committed to moving forward to manage an eco-efficient and sustainable use of energy. To achieve this, a work path has been established since 2016, which determines that a significant percentage of its energy sources come from renewable sources in all its operations. For this reason, we have electricity supply contracts based on *ERNC* in the Costanera Center complex and we are managing new shopping centers to move towards the consumption of non-conventional energy. In addition to the above, there is the initiative to automate the measurement of electricity consumption. The data and variations between 2020 and 2019 for electricity consumption are presented below:

Consumption (kWh)	2020	2019	Var. %
Chile	103,452,812	143,800,285	-28 %
Peru	10,420,068	15,554,914	-33 %
<b>Total</b>	<b>113,872,881</b>	<b>159,355,199</b>	<b>-29 %</b>

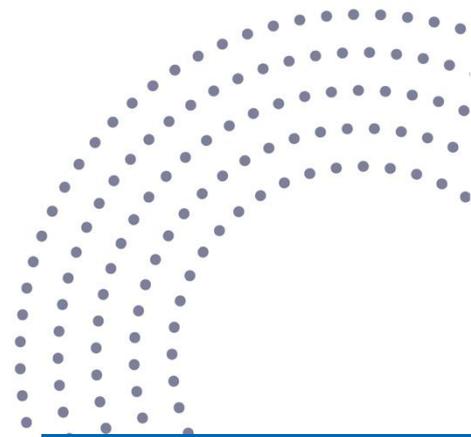
<sup>32</sup> The decrease in consumption is due to the improvements adopted and the impact of the pandemic in 2020.

<sup>33</sup> In 2016, we signed the first agreement with a shopping center in Chile for the exclusive supply of electricity with Non-Conventional Renewable Energy. Currently Costanera Center has 100 %. The rest of the centers maintain what is currently required by law.



08.

ANNUAL  
RESULTS REVIEW



## 08. Annual Results Review – Reasoned Analysis

### 8.1. 2020 Results

**Cencosud Shopping revenues fell 35.9% and the Adjusted EBITDA margin was 83.1%, due to the partial closure of operations for COVID-19 and the discounts offered to tenants.**

The **revenues** decreased 35.9% compared to 2019, as a result of the partial closures and reopenings of shopping centers by COVID-19, both in Chile and in Peru and Colombia as of March 2020. In accordance with these restrictions, stores are allowed to operate only in areas considered to be areas of essential need, and in some cases even the hours of operation have been restricted. The drop in revenues was impacted, in addition, by lower revenues from parking and visits to the Sky Costanera viewpoint, which were closed for most of the year. All of the above was partially offset by higher revenues from office leases in Costanera Center, higher GLA in Portal El Llano and higher variable rentals to Supermarkets and Home Improvement. Traffic decreased on average 48.5% and store sales declined 5.6% in 2020, reflecting the impact of the partial shutdown of operations due to the pandemic effect. However, they showed a positive trend in the second half of the year, as a result of the increase in the percentage of GLA open in malls and the favorable effect on consumption of the 10% withdrawal of pension funds in Chile.

Adjusted EBITDA decreased 41.3% in 2020 compared to 2019, due to the drop in revenues (COVID-19). The EBITDA margin reached 83.1% in 2020.

Non-operating income increased CLP 25,344 million in 2020, as a result of lower financial costs and a better result from readjustment units associated with the lower variation of the UF compared to 2019.

Profit decreased CLP 156,062 million in 2020 compared to 2019, largely explained by lower EBITDA, due to the partial operation of the shopping centers as of March.

FFO (Funds From Operations) fell by CLP 77,045 million in 2020, mainly due to lower revenues received as a result of the COVID-19 restrictions on shopping centers, partially offset by the gradual reopening of the GLA associated with non-essential items and efforts to reduce expenses.

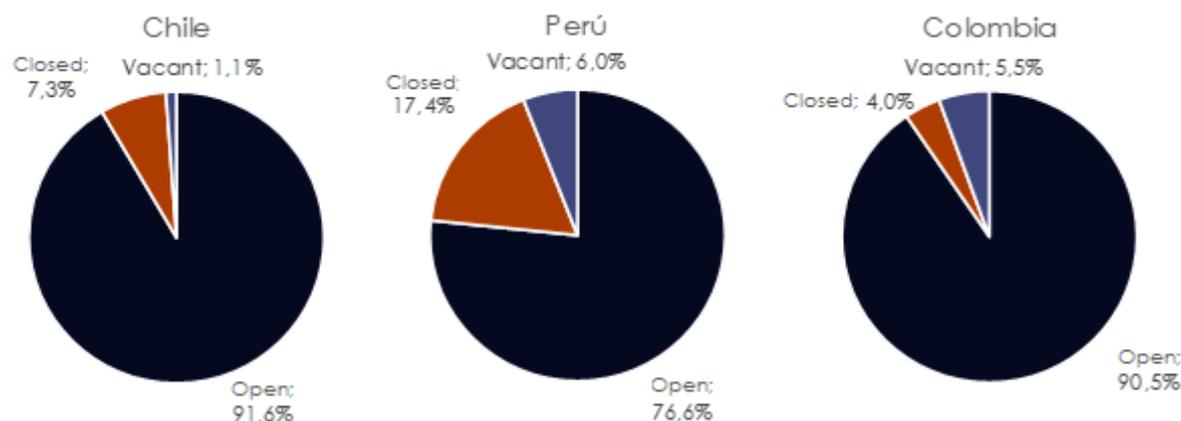
#### Main Figures

Million CLP	2020	2019	Var. (%)
Revenue	146,755	228,990	-35.9 %
Adjusted EBITDA / NOI	121,892	207,810	-41.3 %
% Adjusted EBITDA / NOI	83.1 %	90.8 %	-769 bps
FFO	85,634	162,679	-47.4 %
Net income from revaluation of assets	68,735	119,545	-42.5 %
GLA (m <sup>2</sup> )	1,338,761	1,334,943	0.3 %
Occupancy Rate (%)	98.4 %	98.7 %	-35 bps
Visits (thousands)	71,037	137,815	-48.5 %
Sales of Tenants (CLP millions)	2,832,088	2,999,381	-5.6 %

## Relevant Events

### COVID-19

At a consolidated level, operating GLA trended upward in 2020 (Q2 60.6 %, 76.1 % in Q3 and 87.8 % in Q4). The following is a list by country at the end of December:



The reopening of the main locations in **Chile** was as follows:

	Reopening Date	Phase <sup>34</sup>	% Open GLA <sup>35</sup>
Portal Temuco	06/04/2020	2	91.3 %
Portal Osorno	06/04/2020	2	83.4 %
Portal La Reina	08/05/2020	2	98.0 %
Portal La Dehesa	08/05/2020	2	90.0 %
Portal Belloto	08/06/2020	3	98.3 %
Portal Ñuñoa	08/10/2020	2	76.0 %
Portal Rancagua	08/10/2020	3	96.7 %
Alto Las Condes	08/11/2020	2	84.5 %
Costanera Center	08/18/2020	2	86.8 %
Portal Florida Center	08/31/2020	2	78.2 %
Portal El Llano	09/07/2020	2	86.0 %

In **Peru**, the Arequipa Center mall kept closed the areas of entertainment, restaurants, marketing activities, among others, reducing total operating GLA during the year.

In **Colombia** the high open operating GLA is maintained due to the higher exposure to related stores, classified as an essential item.

Additionally, and taking into account the conditions, the Company offered exceptional lease discounts for premises that were not considered "essential items" by the authorities and with areas of less than 4,000 m<sup>2</sup>.

<sup>34</sup> The Step-by-Step Plan is a gradual strategy for dealing with the pandemic according to the health situation in each particular area. There are five scenarios or gradual steps, ranging from Quarantine to Advanced Opening, with specific restrictions and obligations. Progress or regression from one particular step to another is subject to epidemiological indicators, health network and traceability. The phases are as follows: Phase 1 "Quarantine", Phase 2 "Transition", Phase 3 "Preparation", Phase 4 "Initial Opening" and Phase 5 "Advanced Opening". Source: [www.gob.cl/pasoapaso](http://www.gob.cl/pasoapaso).

<sup>35</sup> As of December 31, 2020.

These scaled discounts per month were given according to the following table:

	Lease fixed	Lease variable	Advertising Expenses
June	80 %	100 %	100 %
July and August	60 %	100 %	0 %
September to November	40 %	100 %	0 %
Second fixed rate December	100 %	0 %	0 %

- Stores closed due to the authority's definition or the non-operation of the Shopping Center will be refunded the rent for those days;
- Additional discounts on common expenses and fixed rent, subject to having their payments up to date;
- Possibility to apply for payment in installments (interest free);
- Plan to reduce administrative and selling expenses by 20 % to 30 %, mainly in maintenance and operating expenses.

### Openings in the Period

The Hotel located in the Costanera Center Complex began operations on January 2, 2020, closed in April due to the pandemic and reopened on October 5.

During the year, four new tenants joined the Costanera complex's Office Tower, occupying an additional 5,366 m<sup>2</sup>.

### Results at the end of 2020

#### Income Statement<sup>36</sup>

	2020	2019	Var. (%)
Revenue	146,755	228,990	-35.9 %
Chile	139,642	223,457	-37.5 %
Peru	3,573	3,224	10.8 %
Colombia	3,540	2,309	53.4 %
Cost of Sales	-10,363	-6,239	66.1 %
Gross Profit	136,393	222,751	-38.8 %
Gross Margin	92.9 %	97.3 %	-434 bps
Administrative and Selling Expenses	-14,877	-13,571	9.6 %
Other revenues, by function	248,061	392,043	-36.7 %
Other expenses, by function	-48	-816	-94.1 %
Other gains (losses)	327	-616	N.A.
Operating Profit	369,855	599,790	-38.3 %
Net Financial Cost	-9,731	-32,983	-70.5 %
Variations due to exchange rate differences	-4,584	40	N.A.
Result per Adjustment Units	-14,676	-21,393	-31.4 %
Non-Operating Profit	-28,991	-54,335	-46.6 %
Profit before taxes	340,864	545,455	-37.5 %
Income tax	-91,455	-139,974	-34.7 %
Gain (loss)	249,419	405,481	-38.5 %

<sup>36</sup> Figures in million CLP as of December 31, 2020

Adjusted EBITDA	121,892	207,810	-41.3 %
Chile	116,747	203,455	-42.6 %
Peru	3,040	3,079	-1.3 %
Colombia	2,105	1,275	65.1 %
EBITDA Margin	83.1 %	90.8 %	-769 bps
Income	249,419	405,481	-38.5 %
Asset revaluation	248,061	392,043	-36.7 %
Deferred tax	-67,377	-106,107	-36.5 %
Net income Revaluation of Assets	68,735	119,545	-42.5 %

### Chile

Revenues decreased 37.5% in 2020, reaching CLP 139,642 million, as a result of the closure of the shopping centers during the second quarter and discounts on fixed leases during the second half of the year. In addition, Cencosud Shopping did not charge non-essential stores for the days closed in regions in phases 1 and 2. The impact on revenues also included lower parking fees and fewer visits to the Sky Costanera viewpoint. All of the above was partially compensated by the new stores in Portal El Llano, the beginning of lease collection from some tenants in the Costanera Center offices and a higher variable lease collection from related companies (mainly Supermarkets and Home Improvement).

### Peru

Revenues for the year 2020 versus the same period of the previous year grew 10.8% in CLP and 4.0% in local currency. The decrease in local currency is explained by the closure of the shopping centers during the second quarter of the year and the discounts on fixed leases for non-essential format stores during the second half of the year, as well as the return of leases for days closed due to restrictions due to the COVID-19 epidemiological situation. This impact was partially compensated by a higher variable charge to Supermarkets.

Adjusted EBITDA decreased 1.3% in CLP and 7.4% in local currency as a result of the partial closure of the shopping centers (COVID-19), higher common expenses due to early payment discounts given to tenants, and higher contributions, partially compensated by lower personnel and insurance expenses.

### Colombia

Revenues for 2020 versus the same period of the previous year grew 53.4% in CLP and 54.0% in local currency compared to the same period of 2019. The variation in local currency is explained by higher variable rental income from related companies, partially compensated by lower rental income associated with discounts given to tenants.

Adjusted EBITDA grew 65.1% in CLP and 65.7% in local currency as a result of higher revenues and lower mall management expenses, insurance and taxes.

Operating income fell 38.3%, mainly due to lower asset revaluation. The revaluation of assets in 2020 is explained by a higher discount rate associated with a higher country risk and the worst performance of Shopping Centers during the year. Excluding asset revaluation, operating income fell 39.7% due to the partial closure of the shopping centers due to COVID-19, higher common expenses due to discounts given to tenants and higher contributions.

## Discount rate Investment Properties

Country	12. 31.2020	12.31.2019
Chile	4.37 %	4.28 %
Peru	4.63 %	5.18 %

## NOI and FFO Conciliation

NOI / Adjusted EBITDA	2020	2019	Var. (%)
<b>Ordinary Income</b>	<b>146,755</b>	<b>228,990</b>	<b>-35.9 %</b>
(+) Cost of sales	-10,363	-6,239	66.1 %
(+) Administrative expense	-14,877	-13,571	9.6 %
(+) Other administrative expenses	279	-1,432	-119.5 %
(+) Depreciation and amortization	98	63	56.2 %
<b>NOI</b>	<b>121,892</b>	<b>207,810</b>	<b>-41.3 %</b>

FFO	2020	2019	Var. (%)
Gain (loss)	249,419	405,481	-38.5 %
Other Income	-248,061	-392,043	-36.7 %
Result by Unit of Readjustment	14,676	21,393	-31.4 %
Variations due to exchange rate differences	4,584	-40	-11527.8 %
Income tax <sup>37</sup>	65,016	127,889	-49.2 %
<b>FFO</b>	<b>85,634</b>	<b>162,679</b>	<b>-47.4 %</b>

**Funds from Operations (FFO)** decreased by CLP 77,045 million in 2020 compared to the same span in 2019 due to lower EBITDA generated in the period due to the closure of shopping centers and discounts granted to tenants by COVID-19, in addition to higher current tax<sup>38</sup> YoY.

## Business Performance Gross Leasable Area (GLA)

Locations	Third Party GLA			Related GLA			Total GLA		
	2020	2019	Var %	2020	2019	Var %	2020	2019	Var %
Costanera Center	90,020	90,020	0.0 %	39,809	39,809	0.0 %	129,829	129,829	0.0 %
Costanera Offices	65,000	65,000	0.0 %	-	-	n.a	65,000	65,000	0.0 %
Alto Las Condes	72,150	72,150	0.0 %	49,065	49,065	0.0 %	121,215	121,215	0.0 %
Portal Florida Center	53,687	53,687	0.0 %	69,501	69,501	0.0 %	123,188	123,188	0.0 %
Portal La Dehesa	32,630	32,630	0.0 %	34,104	34,104	0.0 %	66,734	66,734	0.0 %
Portal La Reina	9,045	9,045	0.0 %	29,153	29,153	0.0 %	38,198	38,198	0.0 %
Portal Rancagua	7,295	7,295	0.0 %	6,411	36,411	0.0 %	43,705	43,705	0.0 %
Portal Temuco	31,670	31,670	0.0 %	28,101	24,283	15.7 %	59,771	55,953	6.8 %
Portal Ñuñoa	14,723	14,723	0.0 %	17,674	17,674	0.0 %	32,396	32,396	0.0 %
Portal Belloto	8,818	8,818	0.0 %	33,596	33,596	0.0 %	42,414	42,414	0.0 %
Portal Osorno	7,771	7,771	0.0 %	15,120	15,120	0.0 %	22,891	22,891	0.0 %
Portal El Llano	6,885	6,885	0.0 %	16,088	16,088	0.0 %	22,973	22,973	0.0 %
Power Centers	16,094	16,094	0.0 %	438,420	438,420	0.0 %	454,514	454,514	0.0 %
<b>Total Chile</b>	<b>415,788</b>	<b>415,788</b>	<b>0.0 %</b>	<b>807,040</b>	<b>803,222</b>	<b>0.5 %</b>	<b>1,222,828</b>	<b>1,244,690</b>	<b>0.9 %</b>
<b>Total Peru</b>	<b>20,279</b>	<b>20,279</b>	<b>0.0 %</b>	<b>29,794</b>	<b>29,794</b>	<b>0.0 %</b>	<b>50,073</b>	<b>50,073</b>	<b>0.0 %</b>
<b>Total Colombia</b>	<b>11,367</b>	<b>11,367</b>	<b>0.0 %</b>	<b>54,493</b>	<b>54,493</b>	<b>0.0 %</b>	<b>65,860</b>	<b>65,860</b>	<b>0.0 %</b>
<b>Cencosud Shopping</b>	<b>447,434</b>	<b>447,434</b>	<b>0.0 %</b>	<b>891,327</b>	<b>887,509</b>	<b>0.4 %</b>	<b>1,338,761</b>	<b>1,334,943</b>	<b>0.3 %</b>

<sup>37</sup> Deferred tax

<sup>38</sup> The higher current tax YoY is explained by the use of tax loss carryforwards from Cencosud Shopping companies during 2019.

## Corporate GLA by category

Category <sup>39</sup>	As of December 31, 2020			
	Chile	Peru	Colombia	Total
Entertainment	5.9 %	20.5 %	8.2 %	6.6 %
Essential services	52.1 %	50.6 %	83.6 %	53.6 %
Retail	32.2 %	21.5 %	1.8 %	30.3 %
Services, Offices and Hotel	7.9 %	2.0 %	1.1 %	7.3 %
Vacant	1.8 %	5.4 %	5.4 %	2.1 %
<b>Total</b>	<b>100 %</b>	<b>100 %</b>	<b>100 %</b>	<b>100 %</b>

## Participation in income from third parties and related parties

Revenue	12M20		12M19	
	Third Parties	Related Parties	Third Parties	Related Parties
Chile	46.9 %	53.1 %	65.7 %	34.3 %
Peru	40.3 %	59.7 %	59.9 %	40.1 %
Colombia	19.6 %	80.4 %	30.4 %	69.6 %
<b>Cencosud Shopping</b>	<b>46.1 %</b>	<b>53.9 %</b>	<b>65.3 %</b>	<b>34.7 %</b>

## Type of income

	12M20	12M19
Fixed Lease	79.9 %	80.1 %
Variable Lease	12.6 %	8.4 %
Parking	3.9 %	6.0 %
Offices, Sky Costanera and others	3.6 %	5.5 %
<b>Consolidated</b>	<b>100 %</b>	<b>100 %</b>

At the end of year 2020, 92.5% of Revenues comes from rental income, of which 79.9% corresponds to fixed rent and 12.6% to variable rent. The composition of income changes to a higher variable contribution reflecting the discounts given to tenants for closed days and the increase in sales of related stores (Supermarkets and Home Improvement).

## Contract duration (years)

% Maturity (per GLA) <sup>40,41</sup>	less than 2	between 2 and 3	between 3 and 4	between 4 and 5	over 5
Chile	9.7 %	5.7 %	2.7 %	3.8 %	78.1 %
Peru	16.5 %	0.3 %	7.4 %	0.0 %	75.8 %
Colombia	9.0 %	0.0 %	87.3 %	3.8 %	0.0 %
<b>Consolidated</b>	<b>9.9 %</b>	<b>5.2 %</b>	<b>7.3 %</b>	<b>3.6 %</b>	<b>73.9 %</b>

<sup>39</sup> Entertainment includes movie theaters, fitness centers, food courts and restaurants. Essential services include supermarket, home improvement, banks, medical centers and pharmacies. Retail considers department stores and satellite stores. Services include laundromats, hairdressing salons, travel agencies, and payment services. Offices include towers (m<sup>2</sup> cleared) and Cencosud offices (ALC, CC, FLC).

<sup>40</sup> Consider the fixed rental income, according to the period remaining to expire.

<sup>41</sup> It considers GLA of the retail segment (excluding offices, medical centers and hotels) and the ranges within which the contracts fall are determined according to the period remaining to expire. Contracts expired since October 2019 fall into the less than two years category. Considers the rental income associated with the minimum monthly value (fixed rent). In 3Q20, theoretical revenues are considered, corresponding to the contracts, and the ranges within which the contracts fall are determined according to the period remaining to expire.

% Maturity (per income) <sup>42</sup>	less than 2	between 2 and 3	between 3 and 4	between 4 and 5	over 5
Chile	28.4 %	12.9 %	8.6 %	4.3 %	45.8 %
Peru	26.7 %	1.2 %	6.7 %	0.0 %	65.3 %
Colombia	18.2 %	0.0 %	79.7 %	2.1 %	0.0 %
Consolidated	28.2 %	12.4 %	10.1 %	4.2 %	45.2 %

At year-end 2020, the weighted lease term was 10.6 years according to the GLA and 6.5 years according to income.

### Performance by asset

Locations	Revenues (CLP MM)			Occupancy			Visits (thousands)		
	2020	2019	Var %	2020	2019	Δ BPS	2020	2019	Var %
Costanera Center	23,571	54,832	-57.0 %	99.1 %	99.6 %	-52.7	16,276	38,640	-57.9 %
Office Towers	4,266	3,209	32.9 %	56.4 %	49.7 %	670.6	-	-	n.a
Alto Las Condes	21,926	44,554	-50.8 %	99.3 %	99.9 %	-67.5	9,746	20,517	-52.5 %
Portal Florida Center	11,058	20,729	-46.7 %	95.4 %	99.3 %	-390.6	9,161	17,462	47.5 %
Portal La Dehesa	7,958	13,721	-42.0 %	99.1 %	99.6 %	-54.5	4,417	7,388	-40.2 %
Portal La Reina	4,630	5,774	-19.8 %	99.2 %	99.5 %	-22.4	3,817	5,881	-35.1 %
Portal Rancagua	6,117	7,413	-17.5 %	99.5 %	100.0 %	-51.8	4,258	7,687	-44.6 %
Portal Temuco	4,611	7,413	-52.6 %	98.7 %	99.8 %	-110.0	5,178	11,121	-53.4 %
Portal Ñuñoa	2,646	5,076	-47.9 %	91.9 %	91.3 %	55.4	3,194	6,905	-53.7 %
Portal Belloto	4,126	5,189	-20.5 %	99.7 %	99.7 %	1.6	5,028	10,257	-51.0 %
Portal Osorno	2,341	4,765	-50.9 %	95.5 %	97.7 %	-220.0	4,174	8,190	-49.0 %
Portal El Llano	2,736	1,622	68.7 %	90.3 %	86.1 %	428.8	3,180	-	n.a
Power Centers	43,657	46,856	-6.8 %	99.6 %	99.7 %	-6.0	-	-	n.a
<b>Total Chile</b>	<b>139,642</b>	<b>223,457</b>	<b>-37.5 %</b>	<b>98.5 %</b>	<b>99.1 %</b>	<b>-59.5</b>	<b>68,430</b>	<b>134,047</b>	<b>-49.0 %</b>
<b>Total Peru</b>	<b>3,573</b>	<b>3,224</b>	<b>10.8 %</b>	<b>94.7 %</b>	<b>95.7 %</b>	<b>-103.6</b>	<b>2,607</b>	<b>3,768</b>	<b>-30.8 %</b>
<b>Total Colombia</b>	<b>3,540</b>	<b>2,309</b>	<b>53.4 %</b>	<b>93.9 %</b>	<b>95.0 %</b>	<b>-108.3</b>	<b>n.a</b>	<b>n.a</b>	<b>n.a</b>
<b>Cencosud Shopping</b>	<b>146,755</b>	<b>228,990</b>	<b>-35.9 %</b>	<b>98.4 %</b>	<b>98.7 %</b>	<b>-34.5</b>	<b>71,037</b>	<b>137,815</b>	<b>-48.5 %</b>

Locations	Sales (CLP MM)			NOI (CLP MM)			NOI %		
	2020	2019	Var %	2020	2019	Var %	2020	2019	Δ BPS
Costanera Center	294,780	494,947	-40.4 %	16,718	46,384	-64.0 %	70.9 %	84.6 %	-1,366.7
Office Towers	-	-	n.a	1,736	1,870	-7.2 %	40.7 %	58.3 %	-1,757.2
Alto Las Condes	266,749	376,728	-29.2 %	18,538	42,425	-56.3 %	84.5 %	95.2 %	-1,067.8
Portal Florida Center	171,887	229,432	-25.1 %	10,098	19,254	-47.6 %	91.3 %	92.9 %	-156.9
Portal La Dehesa	141,549	147,138	-3.8 %	6,180	12,036	-48.7 %	77.7 %	87.7 %	-1,006.6
Portal La Reina	122,770	116,903	5.0 %	4,224	5,721	-26.2 %	91.2 %	99.1 %	-785.6
Portal Rancagua	138,130	131,179	5.3 %	5,711	7,165	-20.3 %	93.4 %	96.7 %	-328.6
Portal Temuco	101,849	140,738	-27.6 %	4,156	9,281	-55.2 %	90.1 %	95.5 %	-536.6
Portal Ñuñoa	66,476	75,056	-11.4 %	2,279	4,859	-53.1 %	86.2 %	95.7 %	-958.3
Portal Belloto	87,699	82,921	5.8 %	3,789	5,004	-24.3 %	91.8 %	96.4 %	-461.8
Portal Osorno	48,666	61,095	-20.3 %	1,780	4,227	-57.9 %	76.0 %	88.7 %	-1,268.8
Portal El Llano	80,077	57,723	38.7 %	2,043	1,272	60.6 %	74.7 %	83.4 %	-873.9
Power Centers	1,165,018	964,269	20.8 %	39,496	43,956	-10.1 %	90.5 %	93.6 %	-313.1
<b>Total Chile</b>	<b>2,685,652</b>	<b>2,878,128</b>	<b>-6.7 %</b>	<b>116,747</b>	<b>203,455</b>	<b>-42.6 %</b>	<b>83.6 %</b>	<b>91.0 %</b>	<b>-744.5</b>
<b>Total Peru</b>	<b>76,090</b>	<b>66,801</b>	<b>13.9 %</b>	<b>3,042</b>	<b>3,082</b>	<b>-1.3 %</b>	<b>85.1 %</b>	<b>95.6 %</b>	<b>-1,045.4</b>
<b>Total Colombia</b>	<b>70,346</b>	<b>54,452</b>	<b>29.2 %</b>	<b>2,106</b>	<b>1,276</b>	<b>65.1 %</b>	<b>59.5 %</b>	<b>55.2 %</b>	<b>424.3</b>
<b>Cencosud Shopping</b>	<b>2,832,088</b>	<b>2,999,381</b>	<b>-5.6 %</b>	<b>121,895</b>	<b>207,813</b>	<b>-41.3 %</b>	<b>83.1 %</b>	<b>90.8 %</b>	<b>-769.3</b>

<sup>42</sup> Consider the rental income associated with the fixed lease, which is determined according to the period remaining to expire.

The mall occupancy rate reached 98.4 % at the consolidated<sup>43</sup> level. In 2019 was 98.7 %.

Visits fell 48.5 %; and sales by tenants declined 5.6 %. This behavior is explained by the closure of shopping centers during the second quarter and the capacity limitation versus the previous year, partially compensated by the closure of shopping centers during 4Q19 (an average of seven days<sup>[2]</sup>) which was impacted by the social movement.

In Chile, lower sales are composed of the impact on satellite and anchor stores, partially compensated by growth in supermarkets, home and sports, which represent a relevant percentage of our shopping centers.

In Peru, the variation is explained by higher sales of related stores, partially compensated by a decrease in sales of satellite stores. In Colombia, the variation is due to higher sales of stores of related companies that are a relevant % of the GLA of our shopping centers.

### Operational Data

Chile	2Q19	3Q19	4Q19	1Q20	2Q20	3Q20 <sup>44</sup>	4Q20
SSS	-3.1 %	-0.1 %	-6.0 %	-2.6 %	-21.0 %	-3.8 %	20.8 %
SSR	3.1 %	3.4 %	-7.0 %	-6.7 %	-58.4 %	-51.4 %	-13.0 %
Occupancy Cost	9.4 %	9.5 %	9.3 %	9.5 %	9.2 %	7.7 %	7.3 %
Peru	2Q19	3Q19	4Q19	1Q20	2Q20	3Q20	2Q20
SSS	-4.6 %	-5.3 %	-6.4 %	-6.7 %	-8.0 %	-5.8 %	-2.2 %
SSR	3.2 %	0.9 %	-4.4 %	-9.4 %	-53.6 %	-44.2 %	-26.1 %
Occupancy Cost	7.2 %	7.5 %	6.8 %	7.3 %	5.6 %	6.3 %	5.8 %
Colombia	2Q19	3Q19	4Q19	1Q20	2Q20	3Q20	2Q20
SSS	-0.3 %	3.6 %	2.0 %	9.7 %	1.6 %	-5.3 %	-2.5 %
SSR	0.8 %	-0.8 %	0.5 %	0.3 %	-12.0 %	-8.6 %	-9.9 %
Occupancy Cost	6.7 %	6.5 %	5.5 %	6.4 %	5.9 %	6.0 %	5.9 %

### Same Store Sales (SSS)

In Chile, a gradual growth in SSS was observed throughout the year, mainly explained by the reopening of shopping centers in their non-essential areas and the positive effect of the 10 % of pension funds withdrawal on consumption during the second half of 2020. In addition, the Supermarket and Home Improvement categories have had a positive impact due to their sales growth. In Peru and Colombia a negative SSS was observed, although gradually increasing during the year, explained by the partial operation of the Shopping Centers due to the pandemic. Additionally, the performance is explained by the drop in the SSS of satellite and anchor stores, partially compensated by the growth of related stores.

### Same Store Rent (SSR)

In Chile and Peru, the SSR was impacted by fixed lease discounts for tenants under 4,000 m<sup>2</sup> and by the refund for days that had to remain closed during the year as a result of COVID-19. Colombia's SSR falls to a lesser extent than Chile and Peru, given the higher exposure to related stores considered essential and which therefore remained functioning. Within the year, the indicator shows a positive trend, following the gradual reopening of the GLA in non-essential items and the charging of higher rent for open stores.

<sup>43</sup> Consolidated occupancy for Chile and Cencosud Shopping reflects mall occupancy, excluding office square footage. The malls that were most impacted by the 4Q19 social movement closures were Costanera Center, Florida Center and Portal Ñuñoa.

<sup>44</sup> 2Q20 and 3Q20 SSS considers only those stores that had sales on at least one day in the 2020 quarter.

**Occupancy cost ( %)**

In Chile and Peru, occupancy cost decreased compared to the previous year, due to lower tenant lease payments resulting from discounts (COVID-19) and lower common expenses as a result of efficiency measures and contract renegotiations with suppliers. However, the occupancy cost remains in Colombia, mainly due to the reduction in tenant sales, which is more significant than the discount provided during the quarter.



09.

METRICS



## 09. Main ESG Metrics

### 9.1. Collaborators

#### Executive Team

DIVERSITY IN THE EXECUTIVE TEAM	2020
Men	4
Women	0

DIVERSITY IN THE EXECUTIVE TEAM	2020
Chileans	1
Foreigners	3

AGE	YOUNGER THAN 30 YEARS OLD	BETWEEN 30 AND 40 YEARS OLD	BETWEEN 41 AND 50 YEARS OLD	BETWEEN 51 AND 60 YEARS OLD	BETWEEN 61 AND 70 YEARS OLD	OLDER THAN 71 YEARS OLD
Executive Team	0	1	3	0	0	0

LENGTH OF SERVICE IN THE COMPANY	LESS THAN 3 YEARS	BETWEEN 3 AND 6 YEARS	BETWEEN 6 AND 9 YEARS	BETWEEN 9 AND 12 YEARS	MORE THAN 12 YEARS
Executive Team	1	0	0	0	3

#### Allocation

ALLOCATION PER COUNTRY	2020	2019	%VAR
Shopping Centers	304	338	-10.1 %
Head Quarters	47	50	-6.0 %
<b>Total Chile</b>	<b>351</b>	<b>388</b>	<b>-9.5 %</b>
Shopping Centers	0	0	-
Head Quarters	2	2	0 %
<b>Total Colombia</b>	<b>2</b>	<b>2</b>	<b>0 %</b>
Shopping Centers	24	26	-7.7 %
Head Quarters	7	7	0 %
<b>Total Peru</b>	<b>31</b>	<b>33</b>	<b>-6.1 %</b>
<b>Cencosud Shopping</b>	<b>384</b>	<b>423</b>	<b>-9.2 %</b>

POSITION DISTRIBUTION	WOMEN		MEN		TOTAL
	COLLABORATORS	%	COLLABORATORS	%	
Manager	0	0 %	6	2 %	6
Assistant Manager and head of department	13	3 %	5	1 %	18
Area manager	6	2 %	9	2 %	15
Professionals and Technicians	24	6 %	48	13 %	72
Other	55	14 %	218	57 %	273
<b>Total</b>	<b>98</b>	<b>26 %</b>	<b>286</b>	<b>74 %</b>	<b>384</b>

AGES OF COLLABORATORS	YOUNGER THAN 30 YEARS OLD	BETWEEN 30 AND 40 YEARS OLD	BETWEEN 41 AND 50 YEARS OLD	BETWEEN 51 AND 60 YEARS OLD	BETWEEN 61 AND 70 YEARS OLD	OLDER THAN 71 YEARS OLD
2020	78	157	89	44	14	2
2019	84	174	96	51	16	2
COLLABORATORS' YEARS OF SERVICE	LESS THAN 3 YEARS	BETWEEN 3 AND 6 YEARS	BETWEEN 6 AND 9 YEARS	BETWEEN 9 AND 12 YEARS	MORE THAN 12 YEARS	
2020	78	85	96	60	65	
2019	75	102	107	67	72	

## Turnover

NUMBER OF PEOPLE HIRED IN 2020	YOUNGER THAN 30 YEARS OLD		BETWEEN 30 AND 50 YEARS OLD		OLDER THAN 50 YEARS OLD		TOTAL
	WOMEN	MEN	WOMEN	MEN	WOMEN	MEN	
Chile	5	7	4	21	0	0	37
Colombia	0	0	0	0	0	0	0
Peru	0	0	0	0	0	0	0
<b>Total</b>	<b>5</b>	<b>7</b>	<b>4</b>	<b>21</b>	<b>0</b>	<b>0</b>	<b>37</b>

PEOPLE WHO LEFT THEIR JOBS VOLUNTARILY IN 2020	YOUNGER THAN 30 YEARS OLD		BETWEEN 30 AND 50 YEARS OLD		OLDER THAN 50 YEARS OLD		TOTAL
	WOMEN	MEN	WOMEN	MEN	WOMEN	MEN	
Chile	2	1	1	2	0	0	6
Colombia	0	0	0	0	0	0	0
Peru	0	0	0	0	0	0	0
<b>Total</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>6</b>

VOLUNTARY TURNOVER 2020	TOTAL COLLABORATORS	TURNOVER
Chile	6	1.83 %
Colombia	0	0 %
Peru	0	0 %
<b>Total</b>	<b>6</b>	<b>1.83 %</b>

PEOPLE WHO LEFT THEIR JOBS INVOLUNTARILY IN 2020	YOUNGER THAN 30 YEARS OLD		BETWEEN 30 AND 50 YEARS OLD		OLDER THAN 50 YEARS OLD		TOTAL
	WOMEN	MEN	WOMEN	MEN	WOMEN	MEN	
Chile	8	6	15	11	5	6	51
Colombia	0	0	0	0	0	0	0
Peru	0	0	0	0	0	0	0
<b>Total</b>	<b>8</b>	<b>6</b>	<b>15</b>	<b>11</b>	<b>5</b>	<b>6</b>	<b>51</b>

INVOLUNTARY TURNOVER 2020	TOTAL COLLABORATORS	TURNOVER
Chile	51	15.5 %
Colombia	0	0 %
Peru	0	0 %
<b>Total</b>	<b>51</b>	<b>15.5 %</b>

TOTAL OF PEOPLE WHO LEFT THEIR JOBS IN 2020	YOUNGER THAN 30 YEARS OLD		BETWEEN 30 AND 50 YEARS OLD		OLDER THAN 50 YEARS OLD		TOTAL
	WOMEN	MEN	WOMEN	MEN	WOMEN	MEN	
Chile	10	7	16	13	5	6	57
Colombia	0	0	0	0	0	0	0
Peru	0	0	0	0	0	0	0
<b>Total</b>	<b>8</b>	<b>6</b>	<b>15</b>	<b>11</b>	<b>5</b>	<b>6</b>	<b>57</b>
TOTAL TURNOVER 2020			TOTAL COLLABORATORS		TURNOVER		
Chile			57		17.3 %		
Colombia			0		0 %		
Peru			0		0 %		
<b>Total</b>			<b>57</b>		<b>17.3 %</b>		

## Diversity

NATIONALITY OF COLLABORATORS	2020
Chileans	328
Argentineans	5
Brazilians	0
Peruvians	33
Colombians	4
Other	14
<b>Total</b>	<b>384</b>

DIVERSITY IN COLLABORATORS	2020	2019	%VAR
National	328	360	-8.9 %
Foreigners	56	63	-11.1 %
<b>Total</b>	<b>384</b>	<b>423</b>	<b>-9.2 %</b>

COLLABORATORS DISTRIBUTION BY GENDER	2020	2019	%VAR
Men	286	124	-21.0 %
Women	98	299	-4.3 %
<b>Total</b>	<b>384</b>	<b>423</b>	<b>-9.2 %</b>

COLLABORATORS WITH DISABILITIES	2020			2019		
	WOMEN	MEN	TOTAL	WOMEN	MEN	TOTAL
Chile	2.3 %	0 %	0.6 %	0.9 %	0.7 %	0.8 %
Colombia	0 %	0 %	0 %	0 %	0 %	0 %
Peru	0 %	0 %	0 %	0 %	0 %	0 %

FEMALE REPRESENTATION BY POSITION LEVEL	WOMEN		TOTAL
	COLLABORATORS	% OF FEMALE REPRESENTATION BY POSITION	
Manager	0	0 %	6
Assistant Manager and head of department	13	72 %	18
Area manager	6	40 %	15
Professionals and Technicians	24	33 %	72
Other	55	20 %	273
<b>Total</b>	<b>98</b>	<b>26 %</b>	<b>384</b>

## Benefits

BENEFITS FOR COLLABORATORS 2020		CHILE	COLOMBIA	PERU
Health and Life	Supplemental health insurance	Yes	Yes	Yes
	Preventive health programs	Yes	Yes	Yes
	Agreement with health entities	Yes	Yes	Yes
	Life insurance and funeral expenses	Yes	Yes	Yes
Work harmony	Summer workday	Yes		Yes
	Birthday benefit	Yes	Yes	Yes
	Shuttle buses	Yes		
	Healthy benefit	Yes		Yes
Economical	School bonus	Yes	Yes	Yes
	Food	Yes	Yes	Yes
	Transport	Yes	Yes	Yes
	Birth bonus	Yes	Yes	Yes
	Death bonus	Yes	Yes	Yes
	Holiday bonus	Yes	Yes	Yes
	Cross discounts	Yes	Yes	Yes
	Academic excellence	Yes	Yes	
	Parking	Yes	Yes	Yes
	Discounts on Cencosud Card	Yes	Yes	Yes
Social	Tickets to entertainment centers	Yes		Yes
	Recreational activities	Yes	Yes	Yes

## Health and Safety

ACCIDENT FREQUENCY RATE <sup>45</sup>	2020		2019	
	WOMEN	MEN	WOMEN	MEN
Chile	0	10.48 <sup>46</sup>	0	19.84
Colombia	0	0	0	0
Peru	0	0	0	0

INCIDENT RATE OF OCCUPATIONAL DISEASES <sup>47</sup>	2020		2019	
	WOMEN	MEN	WOMEN	MEN
Chile	0	1.5	0	4.25
Colombia	0	0	0	0
Peru	0	0	0	0

<sup>45</sup> Accident rate = Frequency of accidents in relation to the total time worked by workers during the reporting period.

<sup>46</sup> Main type of occupational injury included in the accident frequency rate: fall to the same level (25 %).

<sup>47</sup> Occupational Injury and Illness Incidence Rates (OIIR)= Frequency of occupational diseases in relation to the total time worked by all workers during the reporting period. Note: The incidence rate of occupational diseases can be calculated for a category.

LOST WORKDAYS RATE <sup>48</sup>	2020		2019	
	WOMEN	MEN	WOMEN	MEN
Chile	0	366.87	0	449.26
Colombia	0	0	0	0
Peru	0	0	0	0

WORK ABSENTEEISM RATE <sup>49</sup>	2020		2019	
	WOMEN	MEN	WOMEN	MEN
Chile	0	0.004	0	0.0051
Colombia	0	0	0	0
Peru	0	0	0	0

FATALITIES	2020		2019	
	WOMEN	MEN	WOMEN	MEN
Chile	0	0	0	0
Colombia	0	0	0	0
Peru	0	0	0	0

## Wage Gap

RATIO OF LOCAL MINIMUM WAGE TO AVERAGE WAGE	CHILE	COLOMBIA	PERU
2020	31.5 %	15.3 %	19.6 %
2019	23.6 %	-	20.8 %

PERCENTAGE DIFFERENCE IN REMUNERATION BETWEEN MEN AND WOMEN	MEN VERSUS WOMEN		WOMEN VERSUS MEN	
	2020	2019	2020	2019
Managers and Top Executives	3.0 %	N.A	103.3 %	N.A
Professionals and Technicians	12.4 %	1.1 %	112.4 %	101.1 %
Workers	-14.3 %	-12.3 %	85.7 %	87.6 %

## Employee development

EMPLOYEES RECEIVING PERFORMANCE EVALUATIONS	CHILE	COLOMBIA	PERU
2020	0 %	0 %	100 %

AVERAGE HOURS OF TRAINING 2020	YOUNGER THAN 30 YEARS OLD	BETWEEN 30 AND 50 YEARS OLD	OLDER THAN 50 YEARS OLD
WOMEN	37.35	28.14	22.33
TOTAL AVERAGE	18.18	16.64	9.42

<sup>48</sup> Lost Workday Rate (LWR) = Impact of occupational diseases and accidents, reflected in days off of affected workers. The lost workday rate is expressed by comparing the total number of days lost to the total number of scheduled working hours for the reporting period.

<sup>49</sup> Absenteeism rate = actual days lost by an absent worker, expressed as a percentage of the total scheduled working days for workers during the same period.

NUMBER OF EMPLOYEES TRAINED BY SUBJECT DURING 2020	CHILE	COLOMBIA	PERU	TOTAL
Energy	10	0	0	10
Energy care	15	0	0	15
Sustainability	13	0	0	13
Community relations	9	0	0	9
Human Rights	10	0	0	10
Health and Safety	101	1	27	129
Remote working	10	1	0	11

## Unionization

EMPLOYEES' LEVEL OF UNIONIZATION	2020				2019			
	CHILE	COLOMBIA	PERU	TOTAL	CHILE	COLOMBIA	PERU	TOTAL
Total allocation	351	2	31	384	388	2	33	423
Unionized Staff	107	0	0	107	98	0	0	98
% unionized staff	30.5 %	0 %	0 %	27.8 %	25.3 %	0 %	0 %	23.1 %
Number of unions	2	0	0	2	2	0	0	2

## Maternity and Paternity

PARENTAL LEAVE 2020	CHILE		COLOMBIA		PERU		TOTAL
	WOMEN	MEN	WOMEN	MEN	WOMEN	MEN	
Total number of employees who have had parental rights	3	0	0	0	1	0	4
Total number of employees who have made use of parental rights	3	0	0	0	1	0	4
Total number of employees who have returned from parental leave	1	0	0	0	1	0	2

## 9.2. Community

ASSOCIATIONS	ORGANIZATION APPROACH
International Council of Shopping Centers (ICSC)	ICSC is a trade association of the shopping center industry founded in 1957. It has a total of 70,000 members around the world, including shopping center owners, developers and managers, other individuals and government companies with interests in the industry.
Chilean Chamber of Shopping Centers	Association where the main companies in the industry meet. Cencosud Shopping actively participates through the various working groups on safety and environmental issues.
Hub Providencia	Belonging to the Local Development Department of the Municipality of Providencia, it seeks to promote ecosystems and commercial platforms that link neighbors, entrepreneurs and companies of the municipality with the Departments of Entrepreneurship, Innovation and Employment. To promote the above, in 2018, the municipality created Hub Providencia: the first public network of comprehensive support for entrepreneurship and innovation, whose objective is to install competencies and develop skills of those who live, work or study in the commune.
Imagen Chile Foundation	It is the organization that promotes Chile's image at an international level in order to contribute to its competitiveness through the management of the country brand. In this sense, its role is to manage the Chile Brand, articulating the work of the main sectors that build image, such as culture, sports, exports, investments, tourism and international relations. In this way, we generate alliances with public and private actors, aligning key messages around Chile and making visible, through our actions, the distinctive qualities of our identity.

ASSOCIATIONS	ORGANIZATION APPROACH
Ministry of Education	<p>The Ministry of Education of Chile (Mineduc) is the Ministry of State in charge of promoting the development of education at all levels; ensuring access to basic education for the entire population; stimulating scientific and technological research and artistic creation; protecting and increasing the Nation's cultural heritage; and ensuring Chile's schools.</p> <p>It sponsors the educational program <i>Aula a Cielo Abierto</i> ("Open Sky Classroom"), which is carried out at SKY Costanera, recognizing it as an initiative that contributes to the development of education in Chile.</p>
Fair Trade Association Chile	An entity that gathers certified entrepreneurs under the ten standards promoted by fair trade.
Fedetur	The Federación de Empresas de Turismo de Chile (Chilean Federation of Tourism Companies) is a trade association that brings together trade associations and their members, as well as individual tourism companies. Its objective is to represent the private tourism sector, to work together with the State on public policies, laws and other actions to develop the full potential of tourism in Chile.
Sernatur	<p>SkyCostanera is registered in the National Registry of Tourism Service Providers of the National Tourism Service, the agency responsible for promoting and disseminating the development of tourism in Chile, encouraging through government policies and programs, national tourist destinations and attractions inside and outside the country, to contribute to the economic, social and cultural development of Chile.</p> <p>This allowed us to obtain the Certificate of Tourist Confidence, which certifies the business in good practices and implementations for the prevention of COVID-19 and certifies it as a safe destination.</p>
League Against Cancer	First institution to carry out cancer prevention and detection actions in Peru, through prevention actions such as informative and educational campaigns and screenings.
Blood Donation Campaign - Minsa	The National Program of Hemotherapy and Blood Banks (PRONAHEBAS, by its acronym in Spanish) encourages voluntary blood donation, seeking the solidarity and understanding of the population towards the most sublime act, which is to give life to others by donating blood.
Accep	The objective of the Asociación de Centros Comerciales del Perú (Peruvian Association of Shopping Centers) is to promote the development of the industry by representing, promoting and defending its members before public and private organizations. It also represents the industry before investors, clients, operators and authorities and promotes the investment of Peruvian and foreign operators within its membership.
Ciudad Saludable ("Healthy City")	Peruvian NGO that works in management, education and communication to influence public policies for social, economic and environmental development.

COMMUNITY CONTRIBUTION 2020	CENCOSUD SHOPPING
Total contribution (CLP)	44,540,000
People reached	6,482
Number of volunteers	163

### 9.3. Emissions<sup>50</sup>

GHG EMISSIONS CHILE (ton CO <sub>2</sub> e)	2020	2019	2018
Scope 1	894	912	4,582
Scope 2	28,027	36,532	44,728
Scope 3	912	2,081	1,544
<b>Total</b>	<b>29,833</b>	<b>39,525</b>	<b>50,854</b>

GHG EMISSIONS INTENSITY 2020	GLA (M <sup>2</sup> )	EMISSIONS (TON CO <sub>2</sub> e)	INTENSITY (TON CO <sub>2</sub> e/M <sup>2</sup> )
Chile	1,224,934	29,834	0.024
Peru	29,270	192.4	0.006
<b>Total</b>	<b>1,270,716</b>	<b>31,521</b>	<b>0.023</b>

<sup>50</sup> Colombia data was not considered in 2020. Peru considers only Arequipa Center.

## 9.4. Energy<sup>51</sup>

ENERGY INTENSITY 2020	GLA (M <sup>2</sup> )	ELECTRICITY CONSUMPTION (KWH)	INTENSITY (KWH/M <sup>2</sup> )
Chile	1,224,934	103,452,812	84
Peru	45,782	10,420,068	228
<b>Total</b>	<b>1,338,596</b>	<b>113,872,881</b>	<b>85</b>

## 9.5. Waste and Recycling

MANAGEMENT OF OPERATIONAL WASTE (kg)	2020	
	CHILE	PERU
Non recycled waste	4,452,000	2,068
Recycled waste		
Cardboard	2,388,369	6,812
Plastic	4,585	2,766
Paper	0	8,854
Metal	440	44
Glass	240	590
<b>Total waste generation</b>	<b>6,845,634</b>	<b>21,134</b>

## 9.6. Water<sup>52</sup>

WATER INTENSITY 2020	GLA (M <sup>2</sup> )	WATER CONSUMPTION (M <sup>3</sup> )	INTENSITY (M <sup>3</sup> /M <sup>2</sup> )
Chile	1,224,934	1,191,138	0.97
Peru	29,270	18,602	0.63
<b>Total</b>	<b>1,209,740</b>	<b>1,254,204</b>	<b>0.96</b>

<sup>51</sup> Colombia data was not considered in 2020.

<sup>52</sup> Peru considers only Arequipa Center.



# 10.

OTHER CORPORATE  
INFORMATION



## 10. Other Corporate Information

### 10.1. Financial Indicators

#### Consolidated Balance Sheet

	2020	2019	Var. (%)
Current Assets	93,751	136,000	-31.1 %
Non-Current Assets	3,884,647	3,668,442	5.9 %
<b>TOTAL ASSETS</b>			
Current Liabilities	50,291	89,744	-44.0 %
Non-Current Liabilities	1,246,122	1,177,166	5.9 %
<b>TOTAL LIABILITIES</b>			
Equity attributable to owners of the controlling company	2,677,478	2,532,127	5.7 %
Non-Controlling Interests	4,507	5,406	-16.6 %
<b>TOTAL EQUITY</b>	<b>2,681,985</b>	<b>2,537,533</b>	<b>5.7 %</b>
<b>TOTAL LIABILITIES AND EQUITY</b>	<b>3,978,398</b>	<b>3,804,442</b>	<b>4.6 %</b>

#### Capital Structure

	2020	2019
Gross Financial Debt (CLP MM)	559,022	544,656
Average debt maturity (years)	13.5	14.2
Cash (CLP MM)	65,170	100,867
Net Financial Debt (CLP MM) <sup>53</sup>	493,852	443,789
Net Financial Debt / LTM Adjusted EBITDA (times)	4.1	2.1

#### Financial debt

Financial Debt			
Pre-Emissions		Post Emissions	
Financial Debt	Cost (UF)	Financial Debt	Cost (UF)
		7 million UF	1.89 %
		3 million UF	2.19 %
		3 million UF	0.65 %
		6 million UF	1.25 %
<b>37 million UF<sup>54</sup></b>	<b>5.00 %</b>	<b>19 million UF</b>	<b>1.54 %</b>

Financial Ratios (times) <sup>55</sup>	2020	2019
Total Liabilities / Equity	0.48	0.50
Current Assets / Current Liabilities	1.86	1.52
Total Liabilities / Total Assets	0.33	0.33
Profit / Total Assets	0.06	0.11
Profit / Total Equity	0.09	0.16
Net financial debt / EBITDA	4.05	2.14

<sup>53</sup> Net Financial Debt is considered as: Other Current Financial Liabilities + Other Non-Current Financial Liabilities - Cash and Cash Equivalents and Other Current Financial Assets.

<sup>54</sup> Debt with parent company Cencosud S.A.

<sup>55</sup> Profit ratios consider profit for the last twelve months

**Cash flow**

	Dec-20	Dec-19	Var. ( %)
Cash flows from operating activities	82,425	234,467	-64.8 %
Cash flows from investing activities	46,830	-123,274	-138.0 %
Cash flows from financing activities	-108,605	-108,375	0.2 %
<b>Increase (decrease) in cash and cash equivalents, before exchange rate changes</b>	<b>20,649</b>	<b>2,818</b>	<b>632.8 %</b>

**10.2. Dividends****10.2.1. Dividends Policy**

Cencosud Shopping S.A.'s bylaws stipulate that the net income shown in the balance sheet for a given year shall be used first to absorb accumulated losses from previous years, if any, and the remainder and/or retained earnings shall be distributed as determined by the Shareholders Meeting. The Company must distribute annually as a cash dividend to its shareholders, at least 30 % of the net profits of each year, unless otherwise agreed at the respective Shareholders Meeting, by the unanimous vote of the issued shares.

**10.2.2. Distribution of income for the year 2019**

The Shareholders Meeting approved the proposition made by the Board of Directors, in the sense that a final dividend of CLP 93,820,709,290, representing approximately 80.28345 % of the distributable net income for said year, equivalent to CLP 55 per share, to be distributed among the Shareholders.

The aforementioned profit distribution will be made through: (i) the distribution of a minimum mandatory dividend of CLP 20.55218 per share, plus (ii) the distribution of an additional dividend of CLP 34.44782 per share, both to be paid on May 11, 2020.

This dividend was paid to the Shareholders who were registered as such in the Company's Shareholders Registry at midnight on May 5, 2020, through Servicios Corporativos S.A. (SerCor), as of May 11, 2020, by means of the corresponding credits to a checking or savings account, or by means of nominatively issued checks that may be withdrawn directly at the offices of SerCor located at El Golf 140, 1st floor, Las Condes.

In addition, the Meeting approved that the remaining profit for 2019, amounting to CLP 308,977,288,135, to be used to increase the Company's Future Dividend Reserve Fund in the amount of CLP 23,041,115,734 and to allocate an amount of CLP 285,936,172,401 to the Unrealized Accumulated Earnings account.

### 10.2.3. Paid Dividends

Dividend Type	Registration closing date	Payment Date	CLP per share	Number of shares with rights	Dividend total amount	Charged to:
Eventual	May 26, 2019	05-31-19	205.8746	1,111,111,320	228,49,598,560	Reserve fund future dividends
Definitive	May 5, 2020	05-11-20	20.55218	1,705,831,078	35,058,547,365	Distributable net income for the year 2019
Additional	May 5, 2020	05-11-20	34.44782	1,705,831,078	58,762,161,925	Distributable net income for the year 2019

### 10.2.4. Risk factors

The following are some of the potential risks faced by Cencosud Shopping.

**Oversupply of the real estate market:** there is a possibility that in the Chilean market the supply of leasable space exceeds demand, which would generate a risk of vacancy and a decrease in lease prices, factors that could reduce the revenues of Cencosud Shopping S.A. To mitigate this risk, the Company procures to execute long-term lease contracts (between 5 and 20 years) and with maturities separated in time, which minimizes this risk. The current vacancy rate is close to 1.9 %. The nature of the expenses related to the lease has been modified, eliminating the operating expense for fixed rent, which generates a financial expense. No depreciation expense is recognized. The lower value associated with the use of the asset is part of the net revaluation of the investment property.

**Legal and regulatory framework:** a change in the current legal and regulatory framework could adversely affect the revenues and/or costs of Cencosud Shopping S.A. For example, a change in labor rules and regulations could change the hours of operation of shopping centers, which could affect the Company's revenues associated with the level of tenant sales of these stores.

On the other hand, modifications to regulatory plans or different interpretations of urban planning or construction regulations applicable to a property could affect the development, execution or start-up of real estate projects. In addition, new environmental regulations may impose restrictions on operations or additional costs on the Company, such as environmental assessments, mitigation measures, waste management and recycling promotion. Colombia has faced more than ten tax reforms in the last 20 years; this instability of the tax regime could eventually harm the level of investment and consumption. To mitigate this risk, the legal management ensures full compliance with the regulations in force in each of the countries, making sure that the operation is carried out in full accordance with the legal framework. In this sense, the constant and permanent support and guidance of this management to each business unit in the performance of its specific operations is essential for the development of the business.

**Economic and social unrest:** the socio-political situation in the region could have an impact on macroeconomic conditions, which could also have an adverse impact on GDP and consumption and, therefore, negatively affect our tenants' sales. If growth were to slow down in the countries in which we operate, this could lead to increased political tension and protests. If these situations were to become widespread, they could have an adverse effect on our business. Cencosud Shopping S.A. mitigates these risks by having insurance coverage for property damage and the impact they have on the business (loss of profits). In addition, it has civil liability insurance for possible damages that may be suffered by third parties.

E-commerce: online sales have grown consistently in recent years, both in Chile and worldwide. This trend could decrease the number of visits to our shopping centers and affect the sales of our customers (tenants). Cencosud Shopping S.A. mitigates this risk by offering consumers a wide range of activities in its shopping centers, including restaurants, cinemas, recreation and health areas, among others.

Pandemics and quick spreading diseases: the possibility of a virus or quick spreading disease affecting the population could imply a restriction in the opening or closing hours of the shopping centers or limit their operation for a determined period of time, which could have an adverse effect on the income of Cencosud Shopping S.A. The Company mitigates this risk through the implementation of preventive campaigns, ensuring the supply of specialized cleaning products for high contact areas and cleaning products for people. In the case of Cencosud Shopping, over 50 % of the GLA is leased to supermarkets, health stores, banks and home improvement stores (30 % if supermarkets and health stores are considered), which, according to experience, maintain their operations in critical times. In critical times, the Company forms a crisis committee to provide a rapid response and coordinate the mitigation measures ordered by the authorities and additional measures to protect the health of employees, customers and suppliers.

Natural disasters or fires could affect our business and results of operations: we are exposed to natural disasters in the countries in which we operate, such as earthquakes, volcanic eruptions and/or floods. In the event of a natural disaster or fire, our operations could be interrupted or limited for a specified period of time, or our assets could be damaged, which could have an adverse effect on Cencosud Shopping S.A.'s revenues. The Company mitigates this risk through industry-standard insurance policies with earthquake and fire coverage.

### 10.2.5. Concentration of customers and suppliers

#### Customers

Below is the number of customers that individually account for at least 10 % of the segment's revenue at the end of the period:

- Jumbo, with 25 %.
- Easy, with 23 %.<sup>56</sup>

In shopping centers classified as super-regional, regional or neighborhood, our most relevant customers are Easy, Jumbo, Paris, Falabella, Ripley, H&M, Forus, Komax, Zara and Cruz Verde.

In shopping centers classified as power centers, we have Easy, Jumbo, Paris, Cruz Verde, Santa Isabel, Salcobrand, Ahumada, Palumbo, Pichara and 5 a Sec. Only Easy and Jumbo individually represent at least 10 % of the Company's revenues.

#### Suppliers

At the end of the current fiscal year, there are two suppliers that individually represent at least 10 % of the total purchases made in the period, for the supply of goods and services of the Company, Liderman SPA (Security) with 20 % and GGP Servicios Industrial (Cleaning) with 13 %, companies not related to the parent company Cencosud S.A.

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<sup>56</sup> Both tenants are related to the parent company Cencosud S.A.

## 10.2.6. Brands, insurances and patents

### Insurances

The Company has insurance policies with broad coverage for its main assets and operational risks to cover possible damage to its own assets or to third parties. In 2021, insurance in force is summarized in liability, property damage, loss of profits, terrorism, political risks, construction risks, and domestic and international transportation losses, in addition to vehicle insurance, including vehicle liability and mobile equipment, among others.

### Brands, patents and licenses

Cencosud Shopping S.A. does not own any brands, patents or licenses that are used in the development of its business.

## 10.2.7. Stock information

As of December 31, 2020, the Company divides its equity into 1,705,831,078 shares of one single series.

### Changes of property

There are no relevant records on the property.

### Share transactions

SHARE TRANSACTION ON THE SANTIAGO STOCK EXCHANGE				
	N° OF SHARES TRADED	TOTAL AMOUNT TRANSACTED IN CLP M	AVERAGE PRICE (\$)	STOCK MARKET PRESENCE ( %)
Second Quarter 2019	499,792,901	764,282,454	1,521.00	0.00 %
Third Quarter 2019	159,489,011	262,459,373	1,663.96	33.89 %
Fourth Quarter 2019	115,797,769	191,781,173	1,666.26	68.33 %
First Quarter 2020	73,829,219	106,211,654	1,521.53	99.44 %
Second Quarter 2020	196,504,552	282,420,021	1,441.36	99.44 %
Third Quarter 2020	69,234,305	94,231,287	1,338.19	99.44 %
Fourth Quarter 2020	50,583,673	59,590,567	1,178.94	100.00 %

## 10.3. Subsidiaries and related companies

### Administrator of Cencosud Spa Shopping Centers

**Taxpayer Number:** 78.408.990-8

**Country:** Chile

### Social Object

The object of the company is:

The administration of shopping malls or shopping centers; To provide and contract on its own account and on behalf of third parties, services related to the object indicated in the preceding paragraph, such as engineering, design, architecture, technical advice, administration, legal advice, security, advertising, accounting, cleaning, computing and to charge remuneration or commissions for such services; In general, to carry out all acts and businesses that are directly or indirectly related to the corporate object.

### Capital

CLP M 8,483

### Administration:

Corresponds to Cencosud Shopping S.A.

**Cencosud Shopping Internacional SpA.****Taxpayer Number:** 76.697.651-4**Country:** Chile**Social Object**

The object of the Company is: Exclusively to make abroad permanent or income investments in all kinds of movable or immovable, tangible or intangible property. For these purposes, the Company may acquire, hold, sell, dispose of, and negotiate in any form and under any title, all kinds of assets located abroad and receive their profits and income; constitute and participate in all kinds of companies incorporated exclusively abroad, whether civil or mercantile; to enter into, on its own behalf or on behalf of third parties, all types of civil or commercial acts or contracts that are necessary for the fulfillment of the corporate object; to make investments in Chile in documents, financial instruments or other short-term investments; In general, to enter into all acts and businesses that are directly and indirectly related to the corporate purpose.

**Capital**

USD 325,074,992

**Administration:**

Corresponds to Cencosud Shopping S.A.

**Sociedad Comercial de Tiendas S.A.****Taxpayer Number:** 88.235.500-4**Country:** Chile**Social Object**

The object of the company is: to carry out the installation and commercial exploitation of stores, being incorporated within it, the commercialization, export, import of all types of goods, and also the industrialization of articles of its line of business; investment in real estate, administering it and receiving the profits from it, and may acquire property, build on it for its own account or for the account of others and dispose of it; It may also carry out all acts directly or indirectly related to the aforementioned; Enter into other companies and its object will also be to carry out all acts that its partners may agree to. To execute or enter into any act or contract conducive to the fulfillment of the corporate object. All the activities described above must be carried out in compliance with the legal and regulatory provisions in force in Chile.

**Capital**

CLP 32,952,756 thousand

**Board of Directors:**

Horst Paulmann, President

Peter Paulmann, Director

Matías Videla, Director

**Marketing Company Costanera Center S.P.A.****Taxpayer Number:** 76.203.299-6**Country:** Chile**Corporate purpose**

The object of the company is to make investments and exploit all types of property, movable or immovable, tangible and intangible, for its own account or for the account of others, both in Chile and abroad; the commercial exploitation by its own account or for the account of others of games and entertainment and/or leisure activities; the import, marketing and distribution of all types of entertainment equipment and games; the provision of food, beverage and restaurant services in general; the preparation and distribution of food and beverages of all types, and their sale directly to the public. It may also form, join and participate in all kinds of civil or commercial companies, corporations or limited liability companies, whatever their object may be, as well as in all kinds of communities, associations and joint ventures, whatever their nature may be, and the administration and exploitation of these investments and the receipt of their profits and any other benefit agreed upon by the shareholders.

**Capital**

CLP M 10,000

**Administration**

Corresponds to Cencosud Shopping S.A

**Cencosud Col Shopping S.A.S.****Taxpayer Number:** Foreigner**Country:** Colombia**Corporate purpose**

The Company's corporate purpose shall be: perform the development of activities related to the construction sector, such as the development of designs, and the adaptation, demolition, restoration, or remodeling of real estate; The construction, planning, design and execution of all types of buildings or real estate developments on its own property or that of others; To acquire, dispose of, administer, receive or give for lease or any other title all types of real estate; Give or take on lease or any other title all kinds of real estate, including spaces or sales stands within or allocate real estate owned or owned by third parties to commercial establishments owned or owned by third parties and to the provision of complementary services; The planning, development and management of shopping centers, and all related, necessary and complementary activities. The corporate purpose shall include, in general, all acts and contracts that are preparatory, complementary or accessory to all of the above, those related to the existence and operation of the Company, all other acts and contracts that are conducive to the proper achievement of the corporate purposes, as well as any other lawful activity. The Company may not guarantee, either personally or with its assets, obligations other than its own.

**Capital**

Capital: COP M 394,528,123,000

**Principal Directors:**

Matías Videla

Horst Paulmann

Martha Lucia Henao

**Alternates:**

José Alejandro Torres

Cristian Siegmund

Ana María Mantilla

**Cencosud Perú Holding S.A.C.****Taxpayer Number:** Foreigner**Country:** Peru**Corporate purpose**

The object of the company is to engage in investments of all kinds in businesses, companies or enterprises incorporated in Peru or abroad. Investments made by the corporation in the exercise of its corporate object shall be made through contributions in cash or in kind, acquisition and/or sale of securities, bonds, shares, assets or other forms of investment. The corporate object is understood to include the acts related to it that contribute to the realization of its purposes, even if not expressly indicated.

**Capital**

PEN 470,848,119

**Administration:**

It has no Board of Directors.

**Cencosud Perú Shopping S.A.C.****Taxpayer Number:** Foreigner**Country:** Peru**Corporate purpose**

The object of the company is: to engage in the purchase and sale, lease, subdivision, construction and administration of real estate, as well as the realization and administration of all kinds of real estate and movable investments. The corporate object is understood to include the acts related to it that contribute to the realization of its purposes, even if not expressly indicated.

**Capital**

PEN 470,847,120

**Administration**

It has no Board of Directors

## 10.4. GRI Content Table

GRI Code	Content	Page	Complementary Response
<b>GENERAL CONTENTS</b>			
<b>Organization Profile</b>			
<b>102-1</b>	Name of the Organization		Cencosud Shopping S.A. We are one of the leading shopping center operators in Chile, based on leasable area and number of locations. Our commitment is to provide an impeccable operation for our tenants, end customers and to deliver a memorable shopping and visiting experience to the centers. The focuses of our business strategy are oriented toward efficiency in the use of space, enhancing the strategic categories in each of our formats; an increasingly complete and efficient omnichannel proposal; and enhancing the relationship with our customers through tools such as CRM, Advanced Analytics and others that allow the optimization of the use of resources. Our business strategy is based on differentiation through three brands: Alto Las Condes, Costanera Center and Portal, which offer a diverse range of services and experiences that respond to different audiences and specific needs.
<b>102-2</b>	Activities, brands, products and services	01. Presentation of Cencosud Shopping / 1.6 Cencosud Shopping in a glance	
<b>102-3</b>	Company Location		Legal address: Av. Andrés Bello 2425, Providencia, Santiago, Chile
<b>102-4</b>	Location of operations	01. Presentation of Cencosud Shopping / 1.6 Cencosud Shopping in a glance	Cencosud Shopping has 1,338,761 GLA (m <sup>2</sup> ) through 13 shopping centers, 27 power centers and Costanera Center (Chile). We operate in Chile, Peru and Colombia.
<b>102-5</b>	Ownership and Legal Form.	03. Governance/ 3.3 Ownership and control/ 3.3.2 Twelve major shareholders	As defined in Title XV of Law No. 18,045, Cencosud S.A. is an open stock corporation, whose market cap as of December 31, 2020 amounted to USD 2.7 BN, divided into 1,705,831,078 registered shares of a single series and no-par value, distributed among 303 shareholders. The controlling shareholder has a 72.3 % share.
<b>102-6</b>	Markets Served	01. Presentation of Cencosud Shopping / 1.6 Cencosud Shopping in a glance	We operate in Chile, Peru and Colombia.
<b>102-7</b>	Size of the Organization	01. Presentation of Cencosud Shopping / 1.6 Cencosud Shopping in a glance 09. Main Metrics, Collaborators	
<b>102-8</b>	Information about Employees and other Workers	05. People 09. Main Metrics, Collaborators	
<b>102-9</b>	Supply Chain	03. Governance/ Compliance / Cencosud's essence and commitment: Doing always the right thing / Relationship with suppliers	
<b>102-10</b>	Significant changes in the organization and its supply chain.		The organization did not undergo significant changes in its supply chain.

GRI Code	Content	Page	Complementary Response
102-11	Precautionary Principle or Approach	04. Risk Management	
102-12	External Initiatives	05. People / 5.4 Community/ 5.4.6 Associations and memberships	International Council of Shopping Centers (ICSC); Cámara Chilena de Centros Comerciales; Cámara de Comercio de Santiago; HUB Providencia; Fundación Imagen Chile; Asociación Fair Trade Chile; FEDETUR; Ciudad Saludable; ACCEP; Blood Donation Program; League Against Cancer;
102-13	Membership in Associations	05. People / 5.2 Community/ 5.2.6 Associations and memberships	In Peru ACCEP (USD 34,287)
<b>Strategy</b>			
102-14	Statement from senior executives responsible for decision making	Letter from the President/ Letter from the General Manager	
102-15	Main impacts, risks and opportunities	04. Risk Management	
<b>Ethic and Integrity</b>			
102-16	Values, principles, standards and norms of conduct	03. Governance/ 3.1 Corporate Governance Structure	
102-17	Counseling mechanisms and ethical concerns	03. Governance/ 3.2 Good corporate governance practices	
<b>Governance</b>			
102-18	Governance Structure	03. Governance/ 3.1 Corporate Governance Structure	
102-19	Delegation of Authority	03. Governance/ 3.6 Executive Team	
102-20	Executive-level responsibility for economic, environmental and social issues	03. Governance/ 3.6 Executive Team/ Compliance	
102-21	Stakeholder consultation on economic, environmental and social issues	02. Materiality	The result of the materiality study is presented in a matrix. The position of the topics in it was established based on a quantitative assessment, which represents the degree of importance that each topic has both for the Company and for the stakeholders.
102-22	Composition of the highest governance body and its committees	03. Governance/ 3.5 Board of Directors	
102-23	President of the highest governing body	03. Governance/ 3.5 Board of Directors	Mr. Manfred Paulmann K.
102-24	Nomination and selection of the highest governance body	03. Governance/ 3.2 Good corporate governance practices/ 3.2.7 Process for electing directors	
102-25	Conflicts of interest	03. Governance/ 3.1 Corporate Governance Structure/ 3.1.2 Corporate Governance Policies	
102-26	Role of the highest governance body in the selection of objectives, values and strategy	03. Governance/ 3.5 Board of Directors	
102-27	Collective knowledge of the highest governance body	03. Governance/ 3.5 Board of Directors	
102-28	Performance evaluation of the highest governance body	03. Governance/ 3.5 Board of Directors	
102-29	Identification and management of economic, environmental and social impacts	04. Risk Management	

GRI Code	Content	Page	Complementary Response
102-30	Effectiveness of risk management processes	04. Risk Management/ 4.1 Risk management	The Cencosud Group has developed practices for an integral management of its risks, in order to ensure both the integrity of the Financial Statements and their adequate treatment of the strategic level risks faced by the business.
102-31	Evaluation of economic, environmental and social issues	02. Materiality/ 2.4 Materiality/ 2.3.2 ESG strategy (environmental, social, governance)	
102-32	Role of the highest governance body in the development of sustainability reports		The Board of Directors is the body responsible for presenting the consolidated financial statements and annual report to the Annual General Shareholders Meeting. Therefore, the Board of Directors reviews and approves these documents prior to their presentation to the Meeting.
102-33	Communication of critical concerns	03. Governance/ 3.3 Ownership and control/ 3.3.5 Communication with Shareholders	Cencosud has an Investor Relations Department, which responds in a timely manner to the concerns raised by shareholders and local or foreign investors, regarding the situation, progress and publicly known business of the entity, guiding them to obtain the information that by law can be provided to shareholders and the general public. Cencosud Shopping has a procedure that establishes that the Board of Directors must analyze and evaluate every six months, in meetings held in January and June of each year, the adequacy and timeliness of the information that has been delivered to the market by Cencosud during the previous six months. For such purposes, the information disclosed to the market during the last six months is systematically presented at the respective Board of Directors meeting. The Company also has a Manual for Handling Information of Interest to the Market, which regulates, among other matters, the manner in which it must disclose Essential Information and Information of Interest to the market in general, which is published on its website.
102-34	Nature and total number of critical concerns	04. Risk Management/ 4.1 Risk Management / Crossing of material issues and risk issues and Emerging Risks	
102-35	Remuneration Policies	03. Governance/ 3.2 Good Corporate Governance Practices / 3.2.4 Board of Directors' Remuneration	In accordance with the provisions of Article No. 33 of the Corporations Law No. 18,046, the General Shareholders Meeting held on April 30, 2020 resolved on the remuneration of the Company's directors, as from the first Board of Directors following this meeting and until the next General Shareholders Meeting. It was proposed to establish for the remuneration of the Directors for the year 2020 the amount of 30 <i>Unidades de Fomento</i> (UF), for those who hold the position of Director and double this amount for the President of the Board of Directors.
102-36	Process for Determining Compensation	03. Governance/ 3.2 Good Corporate Governance Practices / 3.2.4 Board of Directors' Remuneration	In accordance with the provisions of Article No. 33 of the Corporations Law No. 18,046, the General Shareholders Meeting defines

GRI Code	Content	Page	Complementary Response
			the remuneration of directors for the period following such meeting.
102-37	Stakeholder engagement in remuneration		At Cencosud Shopping, the compensation, incentives and/or compensations that are intended to be granted are subject predominantly to variables that cannot be intervened, modified or altered by the Executive beneficiaries of the respective plan or by the areas that depend on them. There is also a Regional Compensation Policy.
102-38	Total annual compensation ratio		Confidential Information.
102-39	Ratio of the percentage increase in total annual compensation		Confidential Information.
<b>Stakeholders' Participation</b>			
102-40	Stakeholders List	02. Materiality/ 2.4 Materiality/ 2.2.1 Stakeholders	
102-41	Collective bargaining agreements	05. People/ 5.3 Collaborators/ 5.3.10 Human Rights 09. Main Metrics, Collaborators	
102-42	Identification and selection of stakeholders	02. Materiality/ 2.4 Materiality/ 2.2.1 Stakeholders	
102-43	Approach to stakeholder engagement	02. Materiality/ 2.4 Materiality/ 2.2.1 Stakeholders	
102-44	Issues and concerns that have been identified through stakeholder engagement	02. Materiality/ 2.4 Materiality/ 2.4.2 Material issues	
<b>Report Elaboration Practices</b>			
102-45	Entities included in the consolidated financial statements		
102-46	Definition of the contents of the reports and the Coverage of the themes	01. Presentation of Cencosud Shopping/ 1.1 About the Integrated Annual Report	
102-47	List of Material Issues	02. Materiality/ 2.4 Materiality/ 2.4.4 Materiality matrix	
102-48	Re-expression of Information		They do not exist for 2020
102-49	Changes in the Elaboration of Reports		They do not exist for 2020
102-50	Reporting Period		Between January 1, 2020 and December 31, 2020
102-51	Last Report Date		2019
102-52	Report Elaboration Cycle		Annual
102-53	Contact point for questions about the report		María Soledad Fernández, Investor and Sustainability Relations Manager mariasoledad.fernandez@cencosud.cl.
102-54	Statement of preparation of the report in accordance with the GRI Standards		This report was made in accordance with the Essential option of the GRI Standards.
102-55	GRI Content Index		GRI table
102-56	External Verification		This report was not externally verified.
<b>Management approach</b>			
103-1	Explanation of the material issue and its coverages	02. Materiality/ 2.4 Materiality/ 2.4.5 Management approach	

GRI Code	Content	Page	Complementary Response
103-2	The management approach and its components	02. Materiality/ 2.4 Materiality/ 2.4.5 Management approach	
103-3	Evaluation of the Management Approach	02. Materiality/ 2.4 Materiality/ 2.4.5 Management approach	
<b>ECONOMIC CONTENTS</b>			
<b>Economic Performance</b>			
201-1	Direct economic value generated and distributed	02. Materiality/ 2.4 Materiality/ 2.4.6 Generated and Distributed Economic Value	<p>2020 values (in millions of Chilean pesos):</p> <ul style="list-style-type: none"> <li>- Benefits and salaries CLP 4,669</li> <li>- Payments to suppliers CLP 66,543</li> <li>- Other operational costs -CLP 209</li> <li>- Payments to the government in taxes CLP 33,596</li> <li>- Dividends paid CLP 93,821</li> <li>- Community investments CLP 45</li> </ul> <p>2019 Values (in million CLP):</p> <ul style="list-style-type: none"> <li>- Benefits and salaries CLP 3,893</li> <li>- Payments to suppliers CLP 55,397</li> <li>- Other operational costs CLP 13,170</li> <li>- Payments to the government in taxes - CLP 23,581</li> <li>- Dividends paid CLP 228,750</li> <li>- Community investments: was not calculated in 2019</li> </ul>
201-2	Financial implications and other risks and opportunities arising from climate change	04. Risk Management/ 4.1 Risk management / Risk associated with climate change	Cencosud Shopping works to measure and evaluate how the risks associated with climate change impact the Company with the objective of mitigating them and, in addition, how it can transform these into business opportunities. In a first stage, all material issues that are relevant to the business are being measured, so that -in a second stage- we can move forward in establishing a plan with KPIs and goals in order to advance in a roadmap. Next year the TCFD Standard will be reported.
201-3	Defined benefit plan obligations and other retirement plans	05. People / 5.3 Collaborators / 5.3.9 Happy employees, happy customers	
201-4	Financial assistance received from the government		No government assistance is received
<b>Market Presence</b>			
202-2	Proportion of senior executives recruited from the local community	09. Main ESG metrics	
<b>Indirect Economic Impacts</b>			
203-1	Infrastructure investments and services supported	10. Other Corporate Information/ 10.2 Investment Plan	
203-2	Significant indirect economic impacts	05. People/ 5.4 Community	
<b>Anti-corruption</b>			
205-1	Operations assessed for corruption-related risks	03. Governance/ 3.1 Corporate Governance Structure/ 3.1.2 Corporate Governance Policies	
205-2	Communication and training on anti-corruption policies and procedures	03. Governance/ 3.1 Corporate Governance Structure/ 3.1.2 Corporate Governance Policies	
205-3	Confirmed cases of corruption and actions taken	03. Governance/ 3.5 Executive team/ Law N° 20,393 Certification Model	The Company has a Crime Prevention Model in accordance with what is established by Law N° 20,303 of the Criminal Liabilities of

GRI Code	Content	Page	Complementary Response										
			<p>Legal Entities. The model includes regulations, policies and procedures that prevent the crimes of asset laundering, financing of terrorism, and bribery. A total number of 28 of Cencosud S. A's companies adhere to the Prevention Model. In 2020, Cencosud Shopping received:</p> <table border="1"> <thead> <tr> <th></th> <th>2020</th> </tr> </thead> <tbody> <tr> <td>Complaints being processed</td> <td>-</td> </tr> <tr> <td>Investigated complaints</td> <td>1</td> </tr> <tr> <td>Effective complaints</td> <td>-</td> </tr> <tr> <td>Non-effective complaints</td> <td>1</td> </tr> </tbody> </table>		2020	Complaints being processed	-	Investigated complaints	1	Effective complaints	-	Non-effective complaints	1
	2020												
Complaints being processed	-												
Investigated complaints	1												
Effective complaints	-												
Non-effective complaints	1												
<b>Unfair Competition</b>													
206-1	Legal actions related to unfair competition and monopolistic practices and against free competition.	03. Governance/ 3.9 Code of Ethics and compliance/ Law N° 20,393 Certification Model											
<b>ENVIRONMENTAL CONTENTS</b>													
<b>Materials</b>													
301-2	Recycled Resources	07. Planet/ 7.3 Management of material issues related to climate change/ 7.3.2 Waste management/ Recycling management											
<b>Energy</b>													
302-1	Energy consumption within the organization	07. Planet/ 7.3 Management of material issues related to climate change/ 7.3.3 Energy management											
302-3	Energy intensity	07. Planet/ 7.3 Management of material issues related to climate change/ 7.3.3 Energy management											
302-4	Reduction of Energy Consumption	07. Planet/ 7.3 Management of material issues related to climate change/ 7.3.3 Energy management											
302-5	Reduction of products and services energy requirements	07. Planet/ 7.3 Management of material issues related to climate change/ 7.3.3 Energy management											
<b>Water and Effluents</b>													
303-1	Interaction with water as a shared resource	07. Planet/ 7.3 Management of material issues related to climate change											
303-2	Management of impacts related to water discharges	07. Planet/ 7.3 Management of material issues related to climate change											
303-3	Water Extraction		Water consumption comes from the public sanitary network.										
303-5	Water Consumption	07. Planet/ 7.3 Management of material issues related to climate change/ 7.3.2 Water management SASB Response chart											
<b>Biodiversity</b>													
304-1	Operations centers owned, rented or managed located within or adjacent to protected areas or areas of high biodiversity value outside of protected areas		Cencosud has no operations, facilities or properties in protected areas.										
<b>Emissions</b>													

GRI Code	Content	Page	Complementary Response
305-1	Direct GHG emissions (Scope 1)	07. Planet/ 7.3 Management of material issues related to climate change/ 7.3.1 Emission management 09. Main ESG Metrics/ Emissions	
305-2	Indirect GHG emissions from energy generation (Scope 2)	07. Planet/ 7.3 Management of material issues related to climate change/ 7.3.1 Emission management 09. Main ESG Metrics/ Emissions	
305-3	Other indirect GHG emissions (Scope 3)	07. Planet/ 7.3 Management of material issues related to climate change/ 7.3.1 Emission management 09. Main ESG Metrics/ Emissions	
305-4	GHG Emissions intensity	07. Planet/ 7.3 Management of material issues related to climate change/ 7.3.1 Emission management 09. Main ESG Metrics/ Emissions	
305-5	Reduction of GHG Emissions	07. Planet/ 7.3 Management of material issues related to climate change/ 7.3.1 Emission management 09. Main ESG Metrics/ Emissions	
<b>Waste</b>			
306-1	Generation of waste and significant waste-related impacts	07. Planet/ 7.3 Management of material issues related to climate change/ 7.3.2 Waste management 09. Main ESG Metrics/ Waste	
306-2	Management of significant waste-related impacts	07. Planet/ 7.3 Management of material issues related to climate change/ 7.3.2 Waste management 09. Main ESG Metrics/ Waste	
306-3	Waste Generated	07. Planet/ 7.3 Management of material issues related to climate change/ 7.3.2 Waste management 09. Main ESG Metrics/ Waste	
306-4	Waste not destined for disposal	07. Planet/ 7.3 Management of material issues related to climate change/ 7.3.2 Waste management 09. Main ESG Metrics/ Waste	
306-5	Waste destined for disposal	07. Planet/ 7.3 Management of material issues related to climate change/ 7.3.2 Waste management 09. Main ESG Metrics/ Waste	
<b>Environmental Compliance</b>			
307-1	Non-compliance with environmental laws and regulations	03. Governance/ 3.9 Code of Ethics and compliance/ Law N° 20,393 Certification Model	
<b>SOCIAL CONTENTS</b>			
<b>Employment</b>			
401-1	New employee hires and staff turnover	05. People/ 5.3 Collaborators 09. Main ESG Metrics/ People	
401-2	Benefits for full-time employees not provided to part-time or temporary employees	05. People / 5.3 Collaborators / 5.3.9 Happy employees, happy customers 09. Main ESG Metrics/ People	
401-3	Parental Leave	09. Main ESG Metrics/ People	
<b>Health and Safety in the Workplace</b>			
403-1	Occupational health and safety management system	05. People/ 5.3 Collaborators/ 5.3.5 Taking care of ourselves means considering all of us	
403-2	Hazard identification, risk assessment and incident investigation	05. People/ 5.3 Collaborators/ 5.3.5 Taking care of ourselves means considering all of us	

GRI Code	Content	Page	Complementary Response
403-3	Occupational Health Services	05. People/ 5.3 Collaborators/ 5.3.5 Taking care of ourselves means considering all of us	
403-4	Worker involvement, consultation and communication on occupational health and safety	05. People/ 5.3 Collaborators/ 5.3.5 Taking care of ourselves means considering all of us	
403-5	Occupational health and safety training for workers	05. People/ 5.3 Collaborators/ 5.3.5 Taking care of ourselves means considering all of us	
403-6	Promotion of Workers' Health	05. People/ 5.3 Collaborators/ 5.3.5 Taking care of ourselves means considering all of us	
403-7	Prevention and mitigation of impacts on the health and safety of workers directly linked to commercial relations.	05. People/ 5.3 Collaborators/ 5.3.5 Taking care of ourselves means considering all of us	
403-8	Occupational health and safety management system coverage	05. People/ 5.3 Collaborators/ 5.3.5 Taking care of ourselves means considering all of us	
403-9	Work Related Injuries	09. Main ESG Metrics/ People	
403-10	Occupational Diseases and Illnesses	09. Main ESG Metrics/ People	
<b>Training and Education</b>			
404-1	Average hours of training per year per employee	05. People/ 5. Collaborators/ 5.3.7 Training and learning	
404-2	Programs to improve employee skills and transition assistance programs	05. People/ 5. Collaborators/ 5.3.7 Training and learning	
404-3	Percentage of employees receiving regular performance and professional development evaluations.	05. People/ 5.3 Collaborators/ 5.3.8 Performance management	
<b>Diversity and Equal Opportunities</b>			
405-1	Diversity in Governing Bodies and Employees	03. Governance/ 3.5 Board of Directors	
405-2	Ratio of basic salary and remuneration of women versus men	05. People/ 5.3 Collaborators/ 5.3.4 Cencosud DNA	
<b>No Discrimination</b>			
406-1	Cases of discrimination and corrective action taken	03. Governance/ 3.9 Code of Ethics and compliance/ Law N° 20,393 Certification Model	
<b>Freedom of association and collective bargaining</b>			
407-1	Operations and suppliers whose right to freedom of association and collective bargaining could be at risk.		The legislation in force in each country on this matter is adhered to.
<b>Child Labor</b>			
408-1	Operations and suppliers with significant risk of child labor cases		The legislation in force in each country on this matter is adhered to.
<b>Forced or Mandatory Labor</b>			
409-1	Operations and suppliers with significant risk of		The legislation in force in each country on this matter is adhered to.

GRI Code	Content	Page	Complementary Response
	cases of forced or mandatory labor		
<b>Security Practices</b>			
410-1	Security personnel trained in human rights policies or procedures	05. People/ 5.3. Collaborators/ 5.3.7 Training and Learning	
<b>Human Rights Assessment</b>			
412-1	Operations subject to human rights impact assessments or reviews	05. People/ 5.3. Collaborators/ 5.3.10 Human Rights	
412-2	Training of employees on human rights policies or procedures	05. People/ 5.3. Collaborators/ 5.3.7 Training and Learning	
412-3	Significant investment agreements and contracts with human rights clauses or subject to human rights assessment	05. People/ 5.3. Collaborators/ 5.3.7 Training and Learning	
<b>Local Communities</b>			
413-1	Operations with local community participation, impact assessments and development programs	05. People/ 5.2. Community	
413-2	Operations with significant negative impacts - actual or potential - on local communities	05. People/ 5.2. Community	
<b>Public Policy</b>			
415-1	Contribution to political parties and/or representatives		Cencosud Shopping does not contribute to political parties and/or representatives
<b>Customer Health and Safety</b>			
416-1	Health and safety impact assessment of product or service categories	05. People/ 5.1. Tenants and customers/ Actions and initiatives in the COVID-19 Pandemic context	
<b>Customer Privacy</b>			
418-1	Substantiated complaints regarding breaches of customer privacy and loss of customer data	09. Main ESG Metrics/ People	
<b>Socioeconomical Compliance</b>			
419-1	Non-compliance with laws and regulations in the social and economic fields	03. Governance/ 3.9 Code of Ethics and compliance/ Law N° 20,393 Certification Model	



*Shopping  
Centers*

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