



SHOPPING ESG SUPPORT DOCUMENT 2021



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1.4 Business Ethics

1.4.1 UN Global Compact Membership

Cencosud Shopping is member of UN Global Compact Chile.

1.4.4 Corruption & Bribery

The company does not make contributions and donations as a means of bribery and corruption.

1.4.8 Reporting on breaches

Breakdown of complaints of the Code of Ethics by stakeholder:

Stakeholder	% in 2021
Anonymous	63%
Employees	13%
Customers	0%
Suppliers	25%

1.6 Supply Chain Management

1.6.6 Supply Chain Transparency & Reporting

	Specification	Target linked to the KPI
KPI 1	% of suppliers that respond to the self-assessment survey (capability analysis) in ESG areas. Q1-Q2 2022: 7,5%	30% of suppliers in 2023
KPI 2	% of suppliers under the subcontracting law that signed the letter of commitment of workers. Q1-Q2 2022: 0%	80% of suppliers in 2023
KPI 3	% of supplier monitored for legal compliance in payment of social obligations to workers of companies that outsource services. Q1-Q2 2022: 7%	100% of suppliers in 2024

1.7 Information Security/ Cybersecurity & System Availability

1.7.1 IT Security/ Cybersecurity Governance

Matias Videla, CEO of Cencosud S.A, is Board Member of Cencosud Shopping S.A, and he participates as Board Member in the Information Security and Cybersecurity Committee.

3.2 Labor Practice Indicators

3.2.1 Discrimination & Harassment

Trainings for all employees on discrimination and harassment in the workplace:

- Colombia has training in discrimination and harassment.
- Chile and Peru have no training on this matter.

3.5 Talent Attraction & Retention

3.5.6 Employee Support Programs

In addition to what we communicate in our Integrated Annual Report 2021, we also have the following programs and policies in place:

Part-time working options:

- Chile and Peru have employees with this work format.

Breast-feeding/lactation facilities or benefits:

- In Chile, employees from the central administration have an additional hour to the legal granted (breastfeeding leave), for a period of two months after parental leave for primary caregiver.

Paid parental leave for the primary caregiver in excess of the minimum legal requirement:

- In Chile, the health system pays for Maternity leave (30 weeks) and not the company. However, the healthcare system puts a maximum limit on the amount women receive monthly. For some women, the maximum payment provided by healthcare is below their normal salary. As a benefit to mothers, the company pays the salary difference to ensure their employees continue to receive their full salary.

Paid parental leave for the non-primary caregiver in excess of the minimum legal requirement:

- In Chile, we give 5 more days (additional to the 5 legal days) corresponding to the birth of a child for parents and secondary caregivers to encourage co-parenting.

Paid family or care leave beyond parental leave (care for a child, spouse, partner, dependent, parent, sibling, or other designated relation with a physical or mental health condition):

- In Chile, employees from central administration can apply for a reduction in working hours to care for a loved one in special situations that warrant it.
- In Peru, we have “Cuponera Mi Tiempo Libre” in which employees have a number of days off that they can opt for time in family activities, to take care of a relative, adoption, mourning, etc.

3.5.7 Employee Turnover Rate

	2020	2021
Total employee turnover rate	16,2%	19%
Voluntary employee turnover rate	1,7%	7,8%
Data coverage (as % of all FTEs globally)	100%	100%

3.7 Occupational Health & Safety

3.7.2 OHS Programs

The management system in OHS matters is implemented, this being the *PEC system* (Competitive Company Program), supported and guided by Mutual de Seguridad, which seeks to standardize and standardize security standards in the organization.

OHS risk and hazard assessments to identify what could cause harm in the workplace:

- Shopping Centers have a procedure for the preparation, updating and/or modification of a risk matrix. Also, have a matrix that incorporates all the operational areas.

Prioritization and integration of action plans with quantified targets to address those risks:

- Through the Risk Prevention teams in charge of professionals specialized in the area, permanent actions are planned, organized, advised, executed, supervised and promoted to take care of the health of all employees and promote a safe internal culture to avoid accidents at work and internal, external and contractor professional illnesses. Measurable objectives are defined over time, through the work program carried out by each work center, based on the needs and priorities of each work center.

Integration of actions to prepare for and respond to emergency situations:

- Each work center has a specific emergency and evacuation plan, in which the different geographical, physical and structural conditions of the facility are identified

and evaluated, to carry out a preventive management plan in emergency situations. This includes staff training, as well as certain emergency preparedness drills.

Evaluation of progress in reducing/preventing health issues/risks against targets:

- The approach to risks associated with health problems at work is incorporated into the work plan, by implementing and monitoring the protocols established by the MINSAL (Chilean Ministry of Health). Additionally, according to the specific need of each work center, occupational exams are carried out to minimize the consequences of exposure to specific risks. Additionally, and as a result of the COVID-19 pandemic, work was focused on the management and prevention of contagion, addressing training, monitoring, traceability and prevention processes. Work spaces and shopping centers were conditioned as established by MINSAL, with specific protocols that have favored the constant exposure of our workers.

Internal inspections:

- There are internal inspections carried out to comply from the legal point of view, as well as those scheduled to address specific preventive aspects of each workplace, supported by the different entities within the shopping centers.

Independent external verification of health, safety and well-being:

- Mainly, external verifications in the field of occupational health and safety are carried out through *Mutual de Seguridad*, who are in charge of advising and externally verifies the implementation of standards in accordance with the applicable legal regulations. For example:
 - COVID-19 Mutual Seal: A large part of the work centers for each business unit are accredited with this Seal, which indicates that all operating conditions regarding the current pandemic are fulfilled.
 - Certification of Hygiene and Safety Joint Committees: Certification and accreditation of the management carried out by the Hygiene and Safety Joint Committees.
 - CCP (Competitive Company Program): Implementation and certification of the CCP Management system, which standardizes a work system in matters of Occupational Health and Safety, through different levels.

Procedures to investigate work-related injuries, ill health, diseases and incidents:

- There is a internal procedure for “Investigation of Occupational Accidents, Occupational Illnesses and Work Incidents”, which regulates, maintains the record and traceability of these situations. Also, we have a work methodology focused on customer accidents/incidents, as appropriate.

OHS training provided to employees and/or other relevant parties to raise awareness and reduce operational health & safety incidents:

- Training is carried out on OHS matters, to the different people of the organization, depending on their functions and/or activities, for example:

- Obligation to report on work-related risks (ORWR): Carrying out an ORWR talk in a transversal manner (regardless of the position in the company), where guidelines are delivered on OHS matters, including preventive concepts referring to COVID-19.
- Joint Hygiene and Safety Committees: Hazard Identification and Risk Assessment course; Analysis of occupational accidents under the tree of causes method; and Risk Prevention Orientation Course.
- Specific courses (focused on critical tasks): Handling of heavy machinery; Open courses taught by *Mutual de Seguridad*; Legal compliance in OHS; among others.

OHS criteria introduced in procurement and contractual requirements:

- We have an Internal Regulation of Order, Hygiene and Safety in the organization, which is delivered to all personnel.

3.7.4 Absentee Rate

Absentee Rate	Unit	2019	2020	2021
Employees	% of total days scheduled	2.75	2.06	3.00
Data coverage	% of employees	100	100	100

3.7.6 Lost-Time Injury Frequency Rate (LTIFR) – Employees

LTIFR	Unit	2018	2019	2020	2021
Employees (LTIFR)	n/million hours worked	12.58	11.31	10.48	13.27
Data coverage	% of employees	100	100	100	100

3.8 Customer Relationship Management

3.8.1 Customer Satisfaction Measurement

The survey is carried out to know the level of customer satisfaction and experience with the service offered by the Cencosud Shopping Centers, detecting weaknesses, strengths, and management priorities. The methodology used was CSAT survey considering % Satisfied - % Dissatisfied.

The scale used is 1 to 5, being: 1 and 2, dissatisfied customers; 3, neutral customers; 4 and 5, satisfied customers.

Customer Satisfaction Measurement	Unit	2018	2019	2020	2021
% of customers satisfied	% satisfied - % dissatisfied customers over total number surveyed	88	89	89	72
Data coverage	% of customers surveyed over total visitors	100	97.6	95.2	60