

# CONFERENCE PRESENTATION

20th LatAm  
Conference  
Santander  
May 2024



FALABELLA



SODIMAC

TOTTUS

mallplaza

Banco Falabella

[falabella.com](https://www.falabella.com)

# Cautionary Statement

This document contains "forward-looking statements," relating to, among other things, future operating and financial results, project performance, expenses, the impact of acquisitions and divestments, business strategy and any restructuring plans. These statements use words, and variations thereof, such as the future tense verbs generally, "plan", "intend", "expect", "anticipate", "estimate", "maintain", "project", "continue", "reduce" and "grow". We caution you not to rely on these forward-looking statements as the basis for any investment or divestment decisions regarding securities issued by the Company. These statements are based on assumptions and expectations of future events at the time they are made and, therefore, are subject to uncertainty.

If the underlying assumptions prove to be inaccurate, or known or unknown risks or uncertainties materialize, actual results could vary materially from the expectations and projections expressed in these forward-looking statements. Uncertainties relate to, among other things, the company's ability to successfully execute its planned projects and strategic plans, the possibility that expected benefits and opportunities may not materialize in the expected timeframe or at all, the impact of divestments, as well as risks related to the political and economic scenario; new regulations or more demanding regulatory changes; breach of rules and/or regulations; inability to attract and retain talent; cyber-attacks; failures or crashes of key systems; technological obsolescence; financial and market risks (exchange rate, inflation, interest rate, credit and liquidity); climate change causing natural disasters that affect operational continuity and/or increase costs in the value chain; inconsistency between ESG declarations and implementation; damage to infrastructure affecting physical security and operational continuity; conflicts with the community; accidents, illnesses or other events that impact the minimum number of people required to operate; failures in the supply chain and inventories; relationships with suppliers who fail to meet minimum standards; sale of products harmful to people's health or safety; inadequate identification and response to the preferences of our current and prospective customers. A more detailed list and description of these risks can be found in the Annual Report and in the notes to the financial statements of Falabella S.A., which are available online at the company's website (<https://investors.falabella.com>), as well as on the website of the Financial Market Commission ([www.cmfchile.cl](http://www.cmfchile.cl)).

The information contained in this presentation pertain to the dates and for the time periods indicated therein, and the company assumes no obligation to update any of the information contained in this document. Accordingly, you should not rely on the accuracy of any statements or other information contained in any archived webcast or video on demand as the basis for investment or divestment decisions in securities issued by the company.

All numbers in this presentation are expressed as of LTM March 2024, converted to US Dollars and rounded to millions.

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# Physical and Digital ecosystem with diversified presence across Latin America

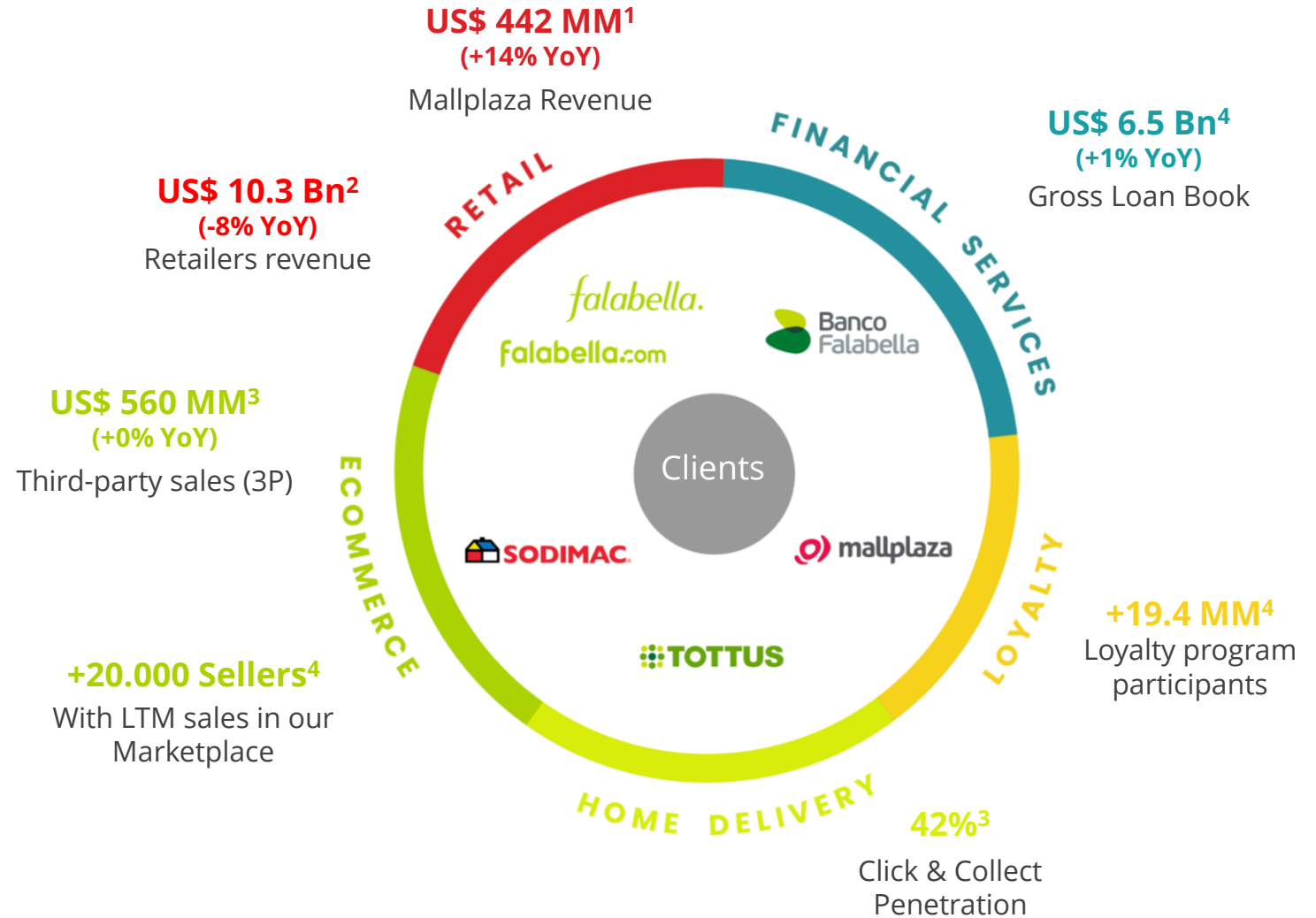
## Key Financial Figures<sup>1</sup>

FALABELLA

**US\$ 11.6 Bn**  
Total Revenue

**US\$ 2.4 Bn**  
Online GMV

**US\$ 0.9 Bn**  
EBITDA



1. Figures as of 1Q24, last twelve months (LTM).

2. Home Improvement operation includes the businesses in Chile, Peru, Colombia, Brazil, Mexico, Argentina and Uruguay. Mexico and Colombia do not consolidate in the financial statements.

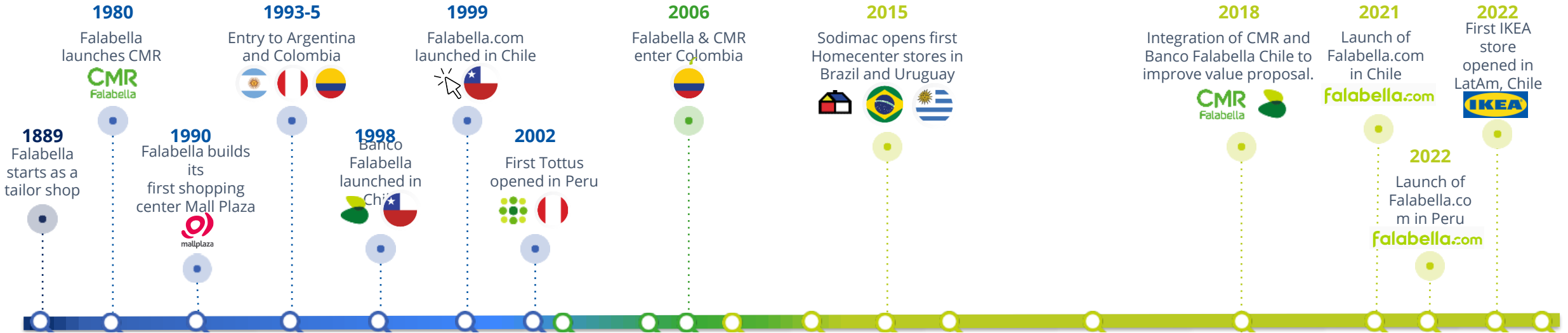
3. Figures as of 1Q24, last twelve months (LTM).

4. Figures as of March 2024. Gross Loan Book includes Financial Services Mexico.

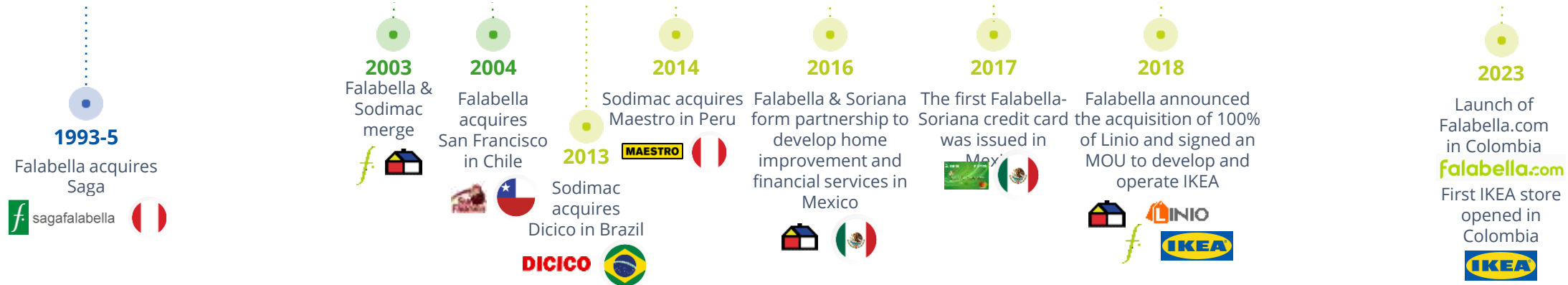
# Constantly evolving to meet our customers' demands

Born over 130 years ago as a tailor shop, built a powerful model with important synergies, based on the virtuous circle between retail, financial services and malls

## Organic initiatives












## Mergers & Acquisitions



# Physical and Digital ecosystem with diversified presence across Latin America

## Present in all major LatAm markets



							
 <b>Department Stores</b>	44 Stores	33 Stores	26 Stores				
 <b>Home Improvement</b>	89 Stores	56 Stores	43 Stores	7 Stores	54 Stores	4 Stores	13 Stores
 <b>Supermarkets</b>	72 Stores	89 Stores					
 <b>Financial Services</b>	3.0 million Active credit cards	1.0 million Active credit cards	1.2 million Active credit cards				0.4 million Active credit cards
 <b>Real Estate</b>	27 Malls	15 Malls	5 Malls				

### Key highlights of Falabella's platform:

- ✓ Large market size
- ✓ Growing young and middle class
- ✓ Low banking penetration
- ✓ Growth potential for the digital platform
- ✓ Low relative physical penetration in retail compared to developed markets

1. All figures as of March 2024. Home Improvement Chile & Colombia includes IKEA.

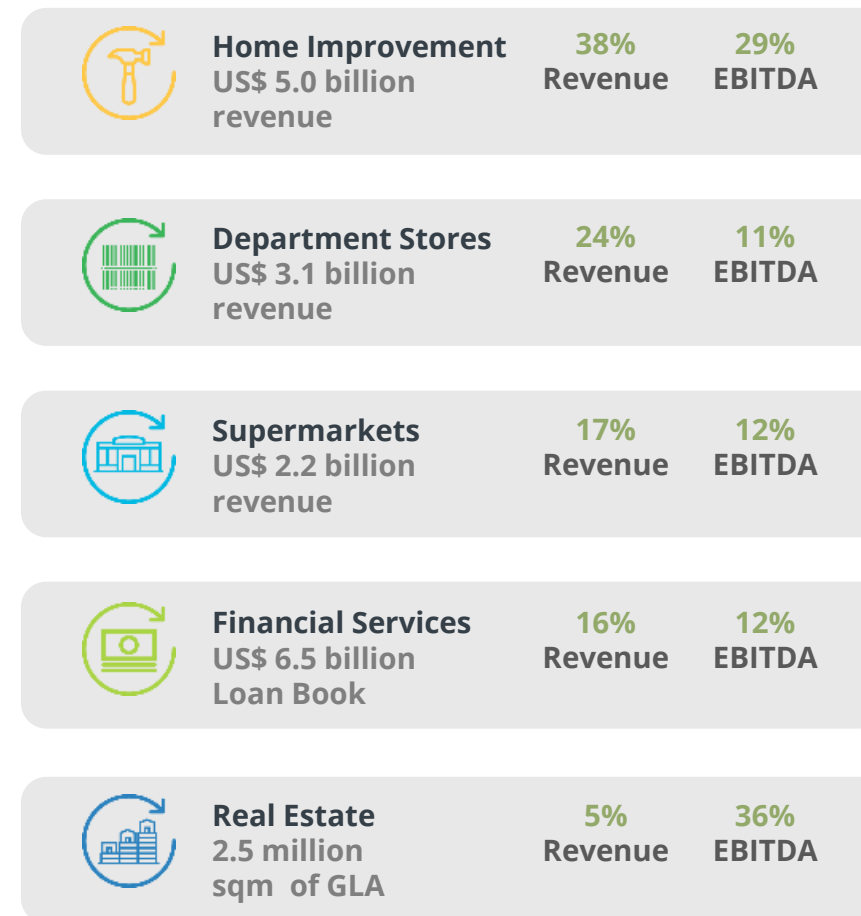


# Contribution breakdown

## MIX BY COUNTRY



## MIX BY BUSINESS



1. Mix by Country and Mix by Business as of 1Q24 LTM. Segment 'Colombia' and 'Home Improvement include Sodimac Colombia and Sodimac Mexico, Financial Services includes Financial Services Mexico which we do not consolidate. Revenue and EBITDA breakdown does not consider Segment 'Others, elimination & annulment'.

# OUR STRATEGY



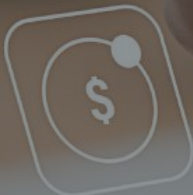
Tap & Pay



Tarjeta Digital



Canje de  
Gift Card



Notificación  
de Pagos



Control  
de Seguridad



Compartir  
Comprobante



Copiar y Pegar  
Contactos

# Our virtuous cycle results from our omnichannel retail, marketplace and financial services leveraging each other to grow



**35 million**  
Total Customers

**20 thousand**  
Sellers

**577**  
Stores & Malls

**7.4 million**  
Banking Customers

Operations in  
**7 countries**

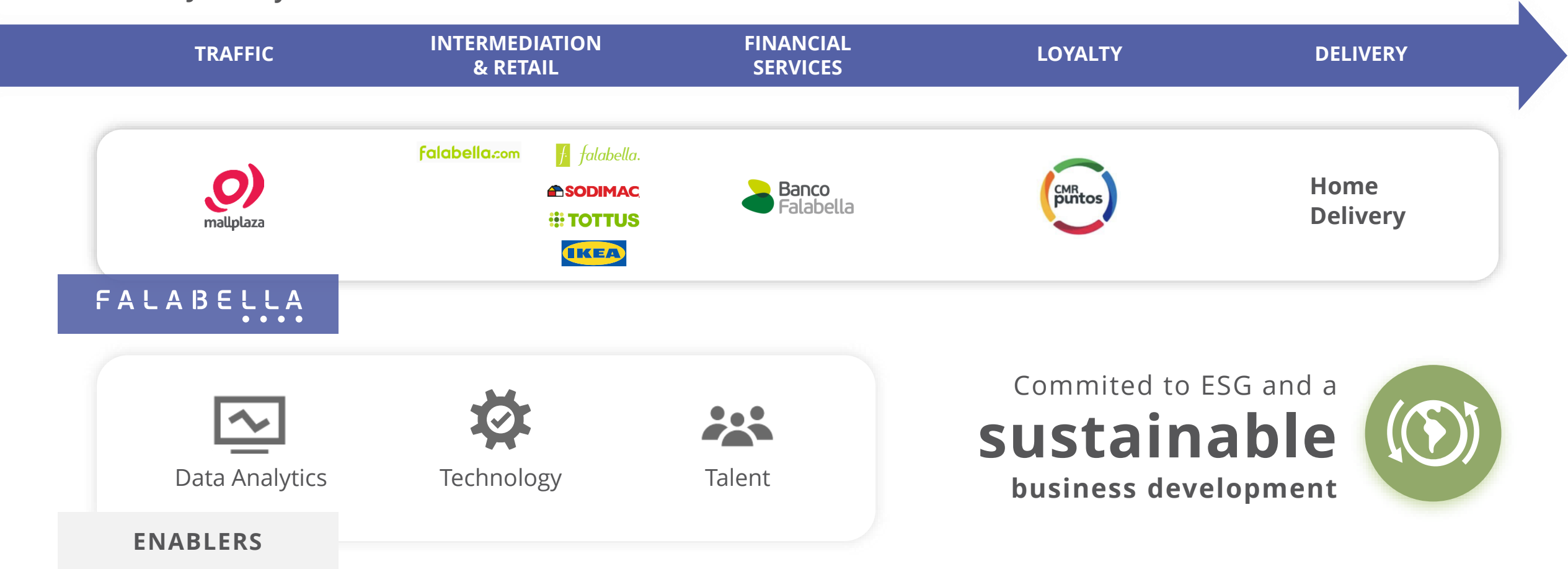
FALABELLA





# In this way, we transform our ecosystem by leveraging our data, technology and people, with a focus on sustainability

## Customer Journey





# Falabella Retail at a glance

3.1

Total Revenues (US\$ B)

28%

Gross Margin (%)

30%

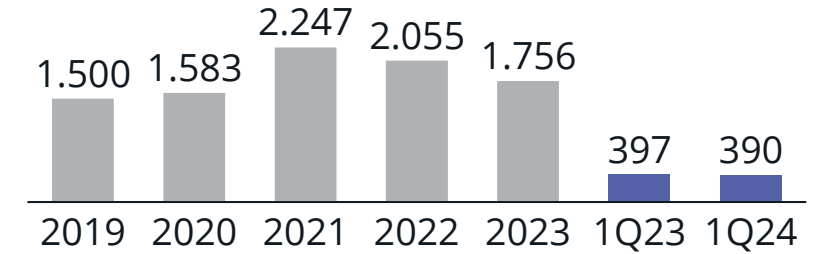
Online Penetration (%)

## Regional Presence

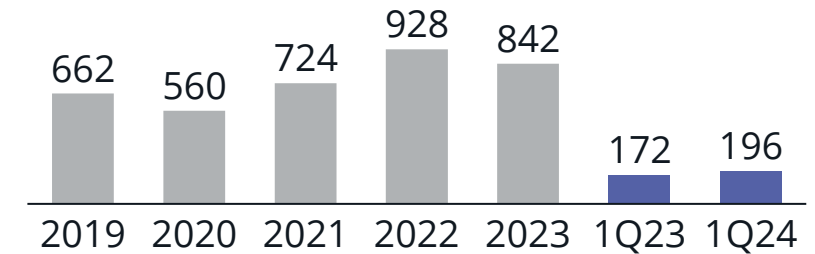
103 Stores



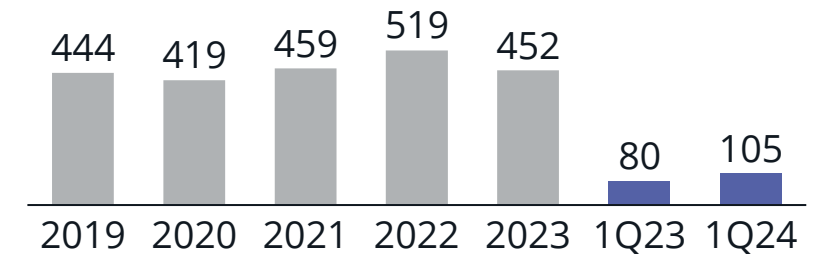
### Chile - Revenue (US\$ MM)



### Perú - Revenue (US\$ MM)



### Colombia - Revenue (US\$ MM)





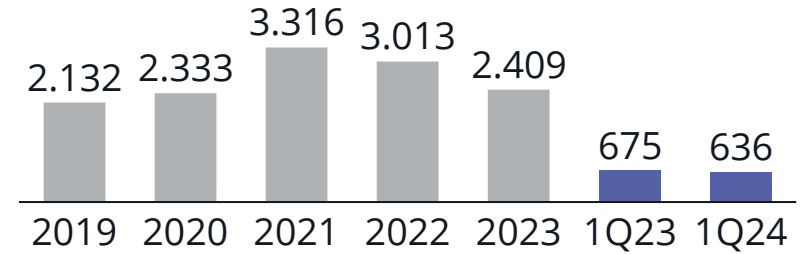
# Home Improvement at a glance

- 5.0** Total Revenues (US\$ B)
- 30%** Gross Margin (%)
- 14%** Online Penetration (%)

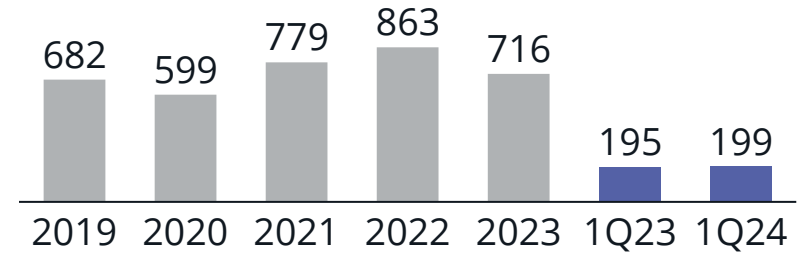
## Regional Presence



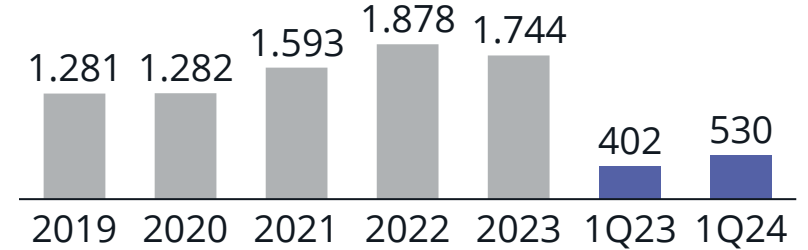
### Chile - Revenue (US\$ MM)



### Perú - Revenue (US\$ MM)



### Others - Revenue (US\$ MM)



Note: LTM figures as of March 2024. Segment 'Others' includes Sodimac Colombia and Sodimac Mexico which we do not consolidate.





# Supermarket at a glance

2.2

Total Revenues (US\$ B)

25%

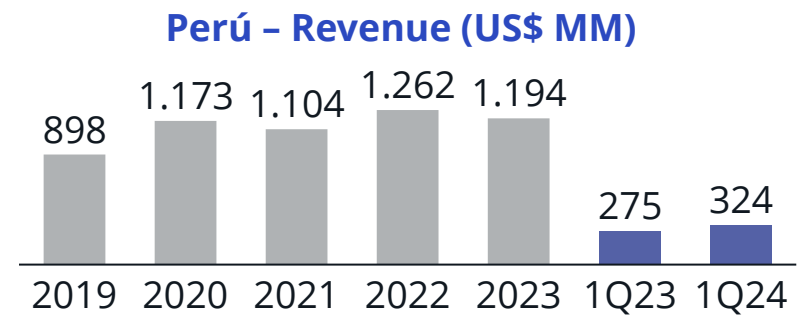
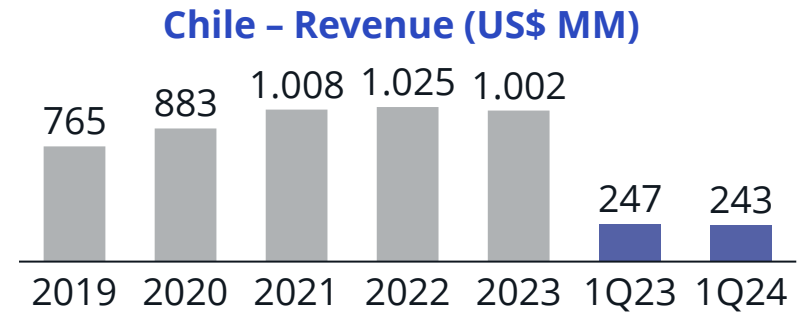
Gross Margin (%)

5%

Online Penetration (%)

### Regional Presence

161 Stores

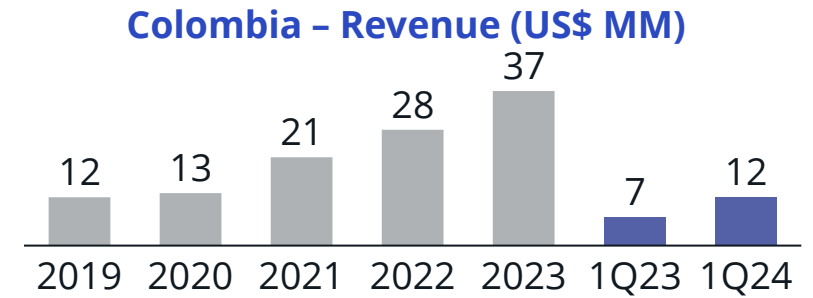
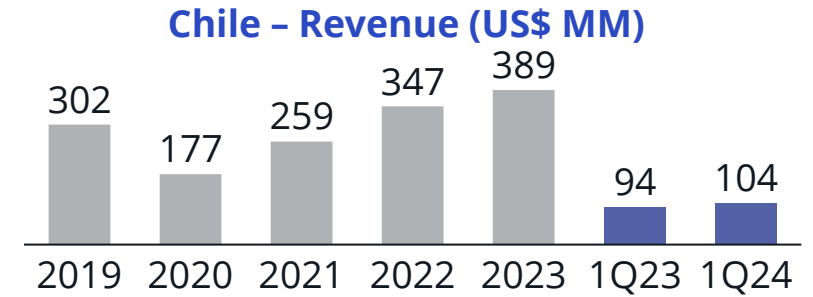




# Mallplaza at a glance

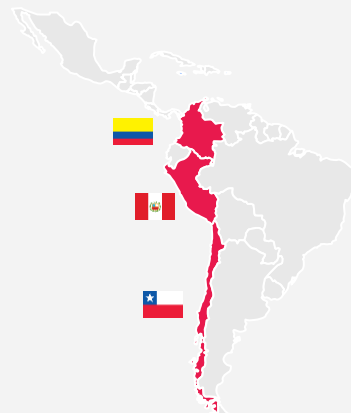


- 442** Total Revenues (US\$ MM)
- 77%** EBITDA Margin (%)
- 96%** Occupancy Rate (%)



## Regional Presence

**26**  
Shopping  
Malls







# E-commerce at a glance

2.4

Total GMV (US\$B)

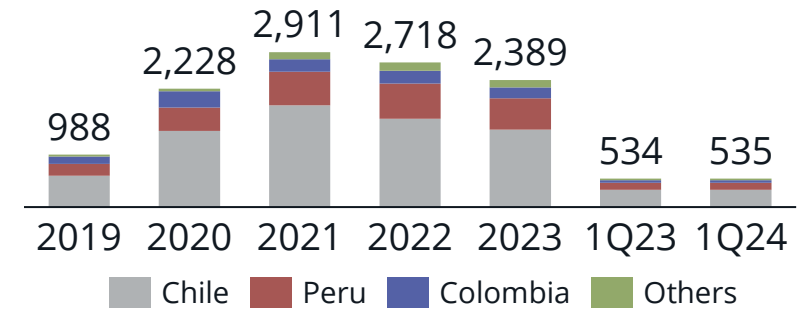
42%

Penetration of Click & Collect (% total)

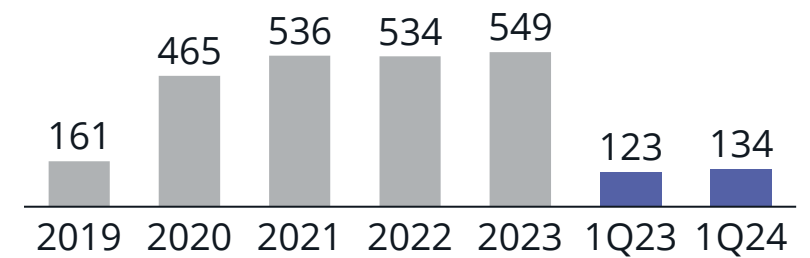
34

Dispatches (#MM)

Total Online GMV (US\$ MM)



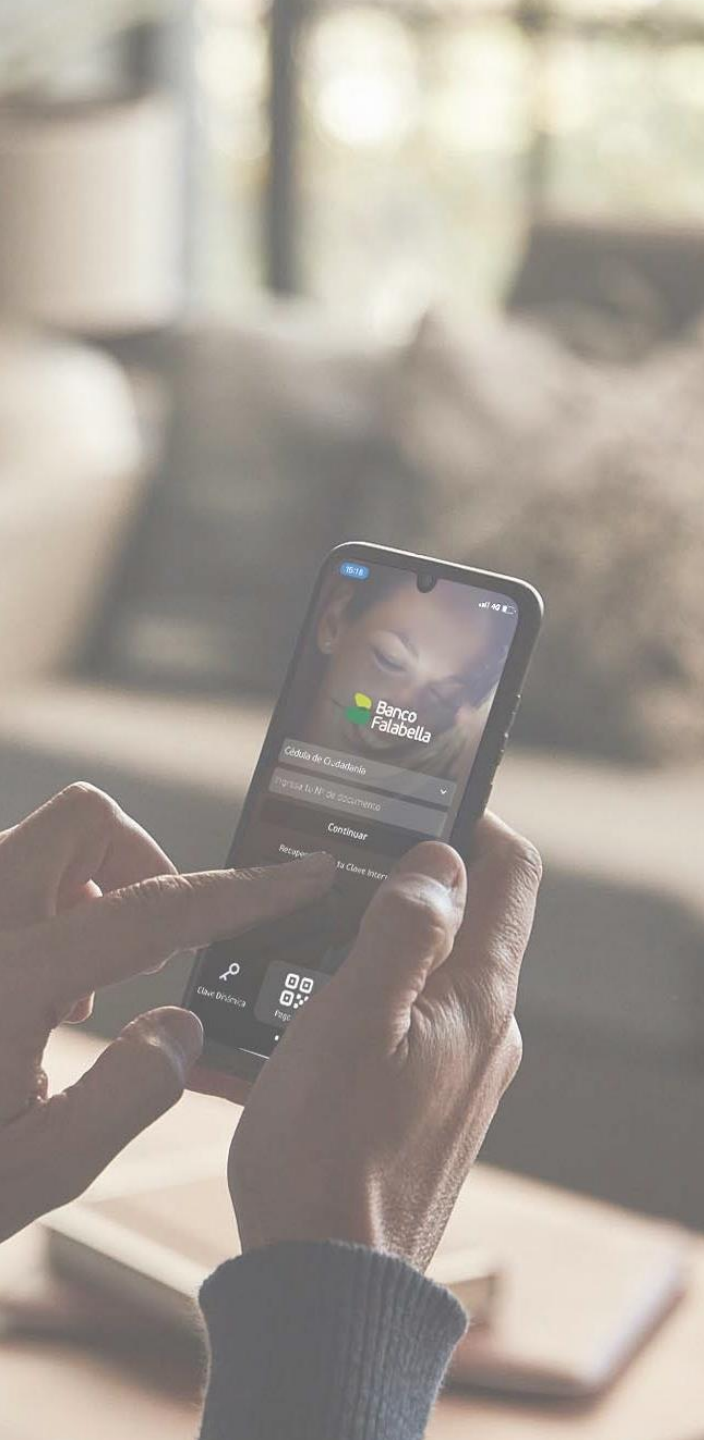
3P GMV (US\$ MM)



# We announced the evolution of our e-commerce strategy with a simpler and value-oriented omnichannel proposal



**Shared Services: Product, Home Delivery, CX and Digital Marketing**



# Financial Services at a glance



**6.5**

**Loan Book (US\$B)**

**7.4**

**Active Customers (# MM)**

**4.4%**

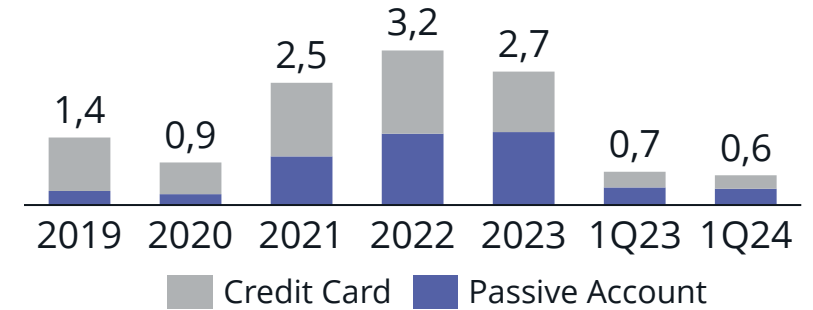
**Consolidated NPL (+90 days)**

## Regional Presence

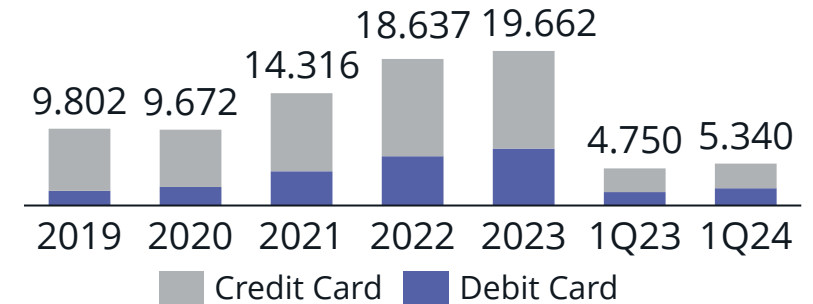
**214**  
Branches



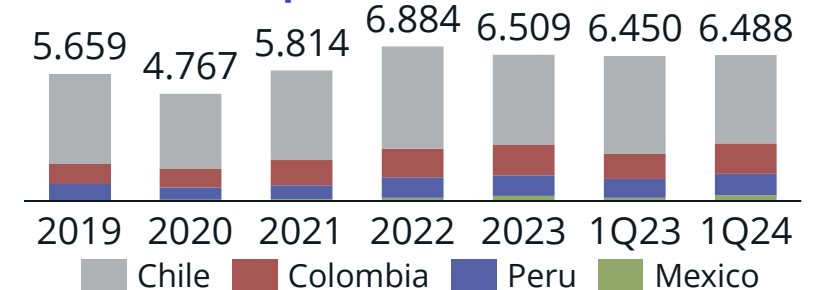
## Credit card & passive account openings (MM)



## Credit & debit card purchases (US\$ MM)



## Loan portfolio (US\$ MM)





# FINANCIAL HIGHLIGHTS



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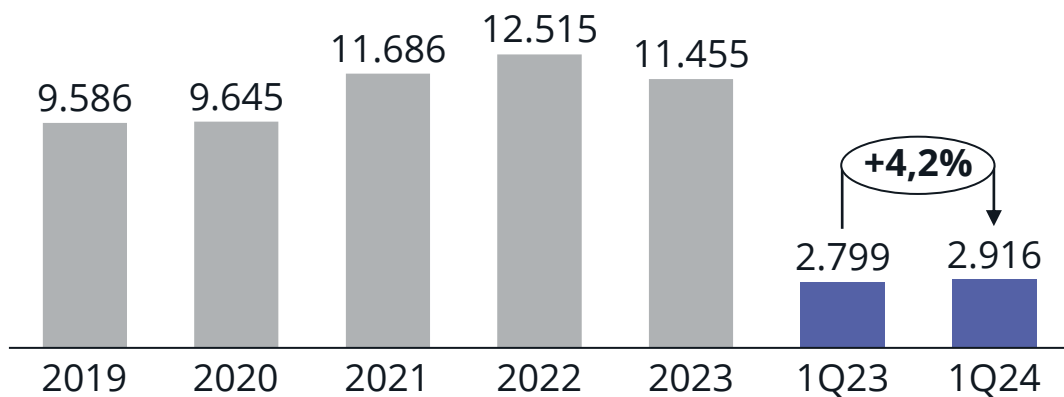
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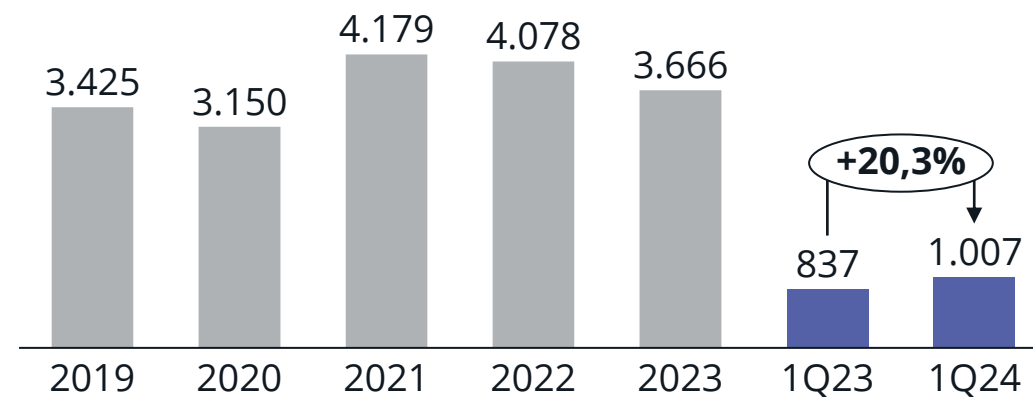
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# Main financials figure

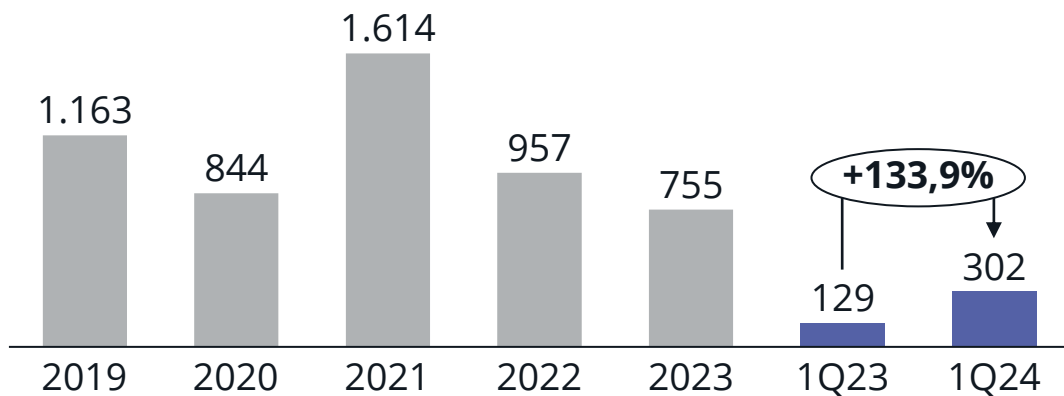
### Total Revenues (US\$ MM)



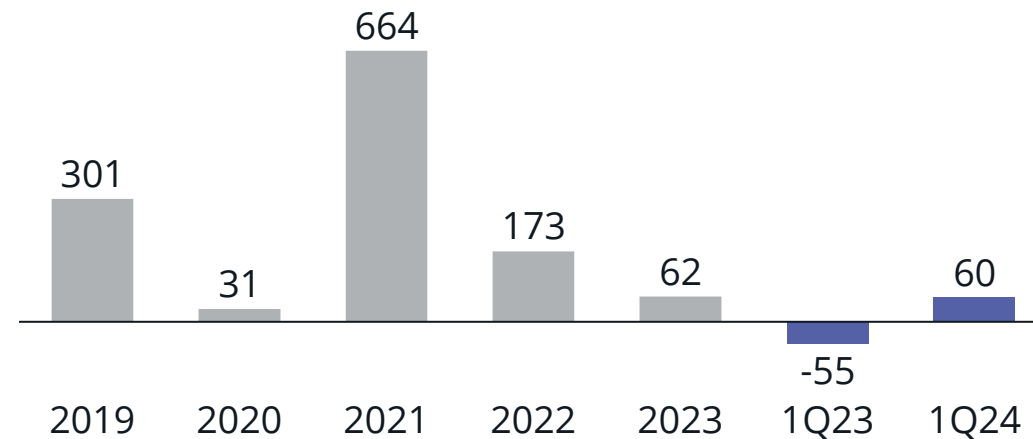
### Gross Profit (US\$ MM)



### EBITDA (US\$ MM)



### Net Income (US\$)



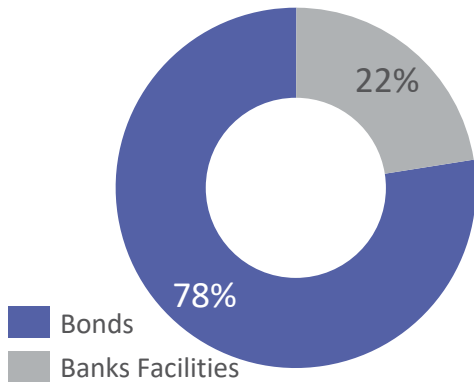


# Summary Financials (US\$ MM)

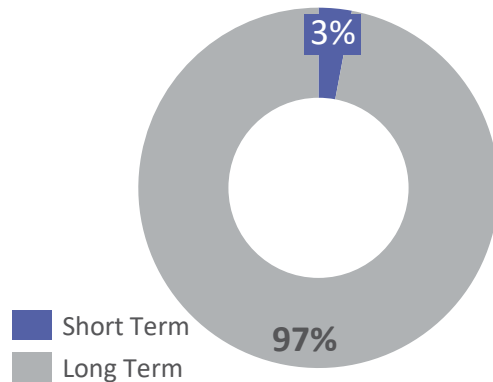
	2019	2020	2021	2022	2023	mar-23	mar-24	Var mar-24 vs mar-23
<b>Total sales</b>								
<b>Total sales</b>	<b>9.334</b>	<b>9.827</b>	<b>13.132</b>	<b>12.717</b>	<b>11.394</b>	<b>2.811</b>	<b>2.733</b>	<b>-3%</b>
GMV Online	988	2.228	2.911	2.718	2.389	534	535	0%
GMV own products (1P)	827	1.763	2.375	2.184	1.840	411	401	-2%
GMV third-party products (3P)	161	465	536	534	549	123	134	9%
Total sales of physical stores	8.346	7.599	10.221	9.999	9.005	2.277	2.198	-3%
<b>Financial Results</b>								
Non-Banking Revenue	8.204	8.435	10.528	10.659	9.529	2.317	2.437	5%
Financial Services Revenue	1.382	1.210	1.158	1.855	1.925	482	479	0%
<b>Total Revenue</b>	<b>9.586</b>	<b>9.645</b>	<b>11.686</b>	<b>12.515</b>	<b>11.455</b>	<b>2.799</b>	<b>2.916</b>	<b>4%</b>
Gross profit	3.425	3.150	4.179	4.078	3.666	837	1.007	20%
SG&A expenses	(2.706)	(2.776)	(3.042)	(3.570)	(3.378)	(819)	(824)	1%
Operational income	719	373	1.138	508	288	18	183	893%
<b>EBITDA</b>	<b>1.163</b>	<b>844</b>	<b>1.614</b>	<b>957</b>	<b>755</b>	<b>129</b>	<b>302</b>	<b>134%</b>
Non-operating profit	(208)	(290)	(217)	(249)	(86)	(81)	(65)	-19%
<b>Net (Loss) Income</b>	<b>301</b>	<b>31</b>	<b>664</b>	<b>173</b>	<b>62</b>	<b>(55)</b>	<b>60</b>	<b>NA</b>
<b>Balance Sheet</b>								
Cash (non-banking)	306	1.239	543	636	1.098	534	967	81%
Gross Loan Book	5.659	4.767	5.814	6.884	6.509	6.450	6.488	1%
Total Net Debt (Exc. Banking)	2.806	2.381	2.656	3.739	3.272	3.680	3.495	-5%

# Financial Position

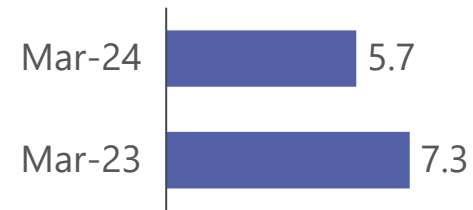
**Debt By Creditor**  
w/o Banking Operations



**Debt By Maturity**  
w/o Banking Operations



**Net Financial Debt/EBITDA (times)**  
w/o Banking Operations

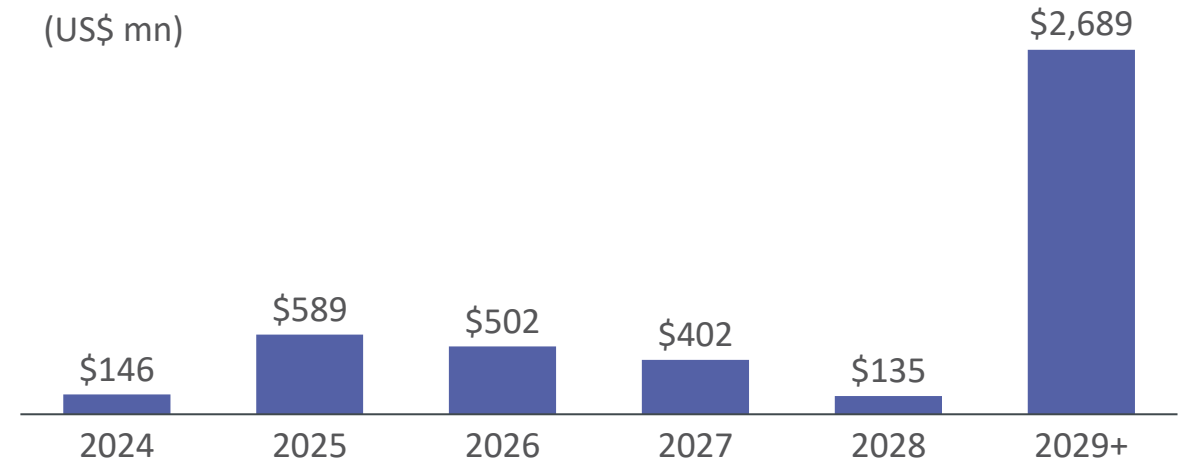


**Net Leverage (times)**  
w/o Banking Operations



**Financial Debt (Exc. Banking business) reached US\$ 4,462 million**

**Debt Amortization Profile (US\$ mn)**



ESG

FALABELLA  
...

# Falabella's purpose is supported by five ESG pillars with clear aspirations and goals aligned with the Sustainable Development Goals

## Making life simpler and more enjoyable

### Environmental



#### CLIMATE ACTION

Contribute to reducing greenhouse gas emissions and establishing operations resilient to climate change-related risks.



#### CIRCULARITY AND WASTE

Encourage circularity by maximizing resource utilization and minimizing landfill waste.



#### DIVERSITY, EQUITY AND INCLUSION

Foster an inclusive work culture and environment that promotes diversity, rejects all forms of discrimination, and promotes equal integration and participation for everyone



#### SOCIAL IMPACT

To enhance the lives of individuals and communities we engage with, we strive to create opportunities, diminish inequality, and contribute to the development of a fairer and more equitable society



#### CORPORATE GOVERNANCE

To guarantee transparency and integrity in our business conduct, we advocate for the creation of sustainable value for both the company and its stakeholders

During 2023, we made significant efforts to **achieve** our environmental goals



## Our Commitments

### Carbon Footprint

0 net emissions in Scopes 1 and 2 by 2035

-65% of emissions by 2030

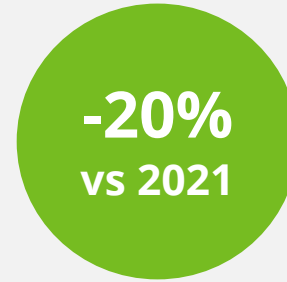
### Energy supply

65% from renewable source by 2030

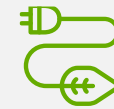
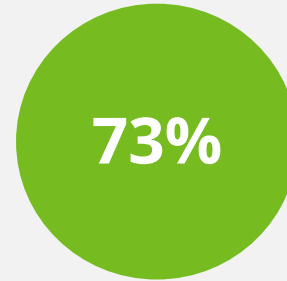
### Food Loss and Waste in our Supermarkets

-20% food waste by 2025

## 2023 PROGRESS



...of Scopes 1 and 2 emissions



...of our energy supply from renewable sources



food loss and waste



# Generating impact in our value chain to build more equitable societies



## Pillars

### Diversity, Equity and Inclusion



## 2023 PROGRESS

**51.2%**  
women in total workforce

**39.4%**  
women in Top & Middle Management positions

**+335**  
women in "Fuertes y Fantásticas"

### Social Impact



**+100,000**  
boys and girls reached by educational initiatives.

**+33,000**  
individuals benefitted by "Construyendo Sueños de Hogar"

**+1,700**  
entrepreneurs in "Plaza Emprende"

### Corporate Governance

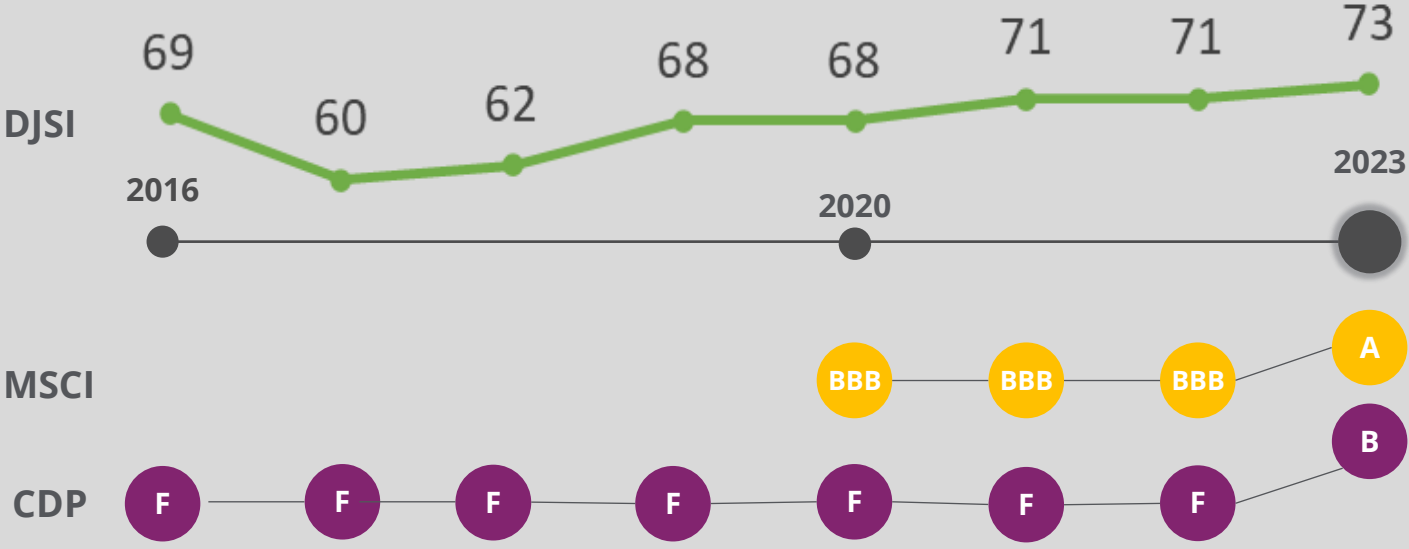


**Integrating ESG risk management**

**Human Rights Due Diligence** in all of our business units

Rising **28** positions in the CHRB ranking & **1st place** in "Diagnóstico Empresas y DDHH", PUC

These sustainability efforts have been recognized by S&P's Dow Jones Sustainability Index, as we are the only Chilean retailer recognized within the TOP 10% of CSA results. In addition, Falabella reached an A qualification in the MSCI assessment, for the first time.



2023

DJSI World    DJSI MILA    DJSI Chile

73  
points

99  
percentile



We are committed to **creating sustainable value** with a long-term approach, integrating **global challenges** as an opportunity for **innovation, resilience and differentiation**

## E-mail

[inversionistas@falabella.cl](mailto:inversionistas@falabella.cl)

## Website

[investors.falabella.com](http://investors.falabella.com)

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