

Barclays ESG Emerging Markets Corporate Days

Falabella's Sustainability Strategy

June 2024



Falabella: Leading Physical and Digital ecosystem with diversified presence across Latin America



35 million
Total Customers

20 thousand
Sellers

577
Stores & Malls

7.4 million
Banking Customers

Operations in
7 countries



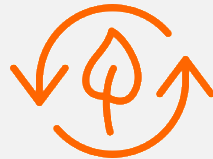
We are committed to creating sustainable value with a long-term approach, integrating global challenges as an opportunity for innovation, resilience and differentiation

ENVIRONMENTAL



CLIMATE ACTION

Contribute to the reduction of greenhouse gas emissions and achieve resilient operations against risks arising from climate change



CIRCULARITY AND WASTE

Encourage circularity through optimal use of resources and achieve the least amount of waste to landfill



DIVERSITY, EQUITY AND INCLUSION

Foster an inclusive work culture and environment free from any type of discrimination that promotes equal integration and participation for everyone



SOCIAL IMPACT

To enhance the lives of the people and communities we engage with, by promoting the creation of opportunities, reducing inequality, and building a more equitable society

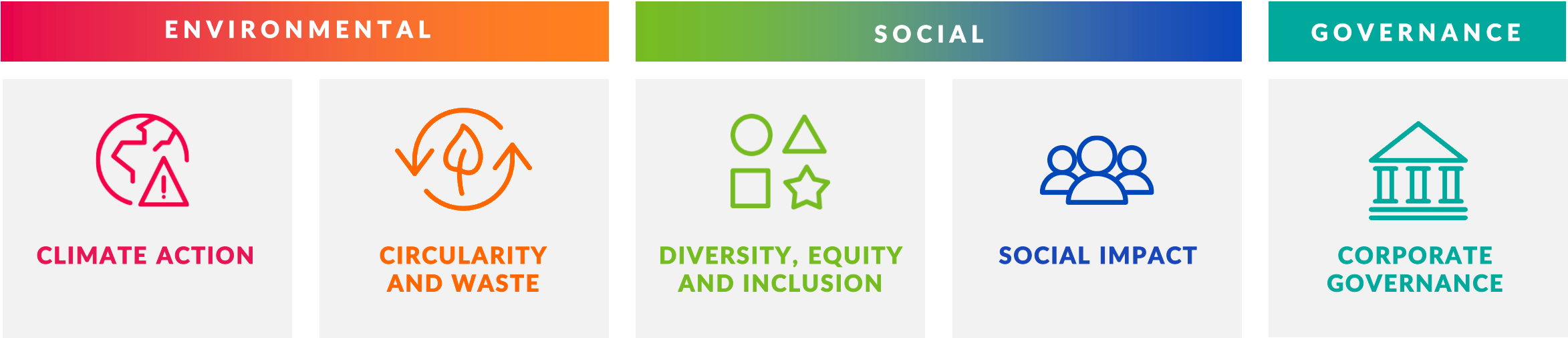
GOVERNANCE



CORPORATE GOVERNANCE

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

And we have integrated ESG enablers to catalyze our end-to-end actions and engagement with all our stakeholders



ESG GOVERNANCE & CULTURE

To build internal and external engagement and processes that enable ESG progress throughout the organization

COMMUNICATIONS AND REPORTING

To create credibility and trust among our stakeholders, through transparent and accountable ESG disclosure

ENVIRONMENTAL

We accelerated our **ambition** in our climate action.....



We received a B Score in our Climate Change 2023 assessment (vs F in 2022)

...while deploying a corporate approach to **operational waste**

TARGETS

2023 RESULTS



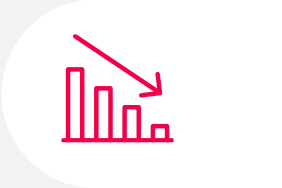
CLIMATE ACTION

0 net emissions in Scopes 1 and 2 by 2035
-65% of emissions by 2030 (vs 2021)

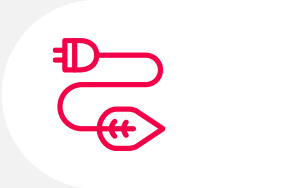
65% energy from renewable sources by 2030
46% in 2022



Reduction of Scopes 1 and 2 emissions (vs 2021)



...of our energy supply from renewable sources



CIRCULARITY AND WASTE

-20% food waste by 2025 (vs 2021)



food loss and waste (vs 2021)



SOCIAL AND GOVERNANCE

We have established policies and programs for the **wellbeing** of our people, communities and society



Certified as Best place to work for LGBTIQ+ talent



We climbed **28** positions in the WBA's Corporate Human Rights Benchmark ranking (vs 2022)



1st place in "Company Diagnosis & Human Rights in 2023 among Chilean companies", Universidad Católica de Chile



SOCIAL IMPACT

Education | Entrepreneurship | Gender equality | Empowerment and local development

+100,000

Boys and girls reached by educational initiatives

+130,000

Participants in training and/or commercial activities for entrepreneurs and sellers

+33,000

People benefitted by infrastructure improvement projects



DIVERSITY, EQUITY AND INCLUSION

51.2%

women in total workforce

39.4%

women in Top & Middle Management positions

40% Ongoing target



CORPORATE GOVERNANCE

ESG Risks integration

Greenwashing, Community conflicts and Climate risks integrated into ERM Policy and model

Human Rights

Human Rights Due Diligence processes in all our business units

Our ESG approach translates into a strong value proposition providing **our clients with increasingly sustainable services, products and experiences**

SOCIAL EXPERIENCES CONNECTING WITH OUR CORE

Falabella Bank



+8,000

people participating in financial education activities

Sodimac



+120,000

people participating in training and reskilling programs in Sodimac's "Specialists Circle"

PRODUCTS WITH SUSTAINABLE ATTRIBUTES



Sodimac

US\$ 483MM
ECO products revenue
(9% of total revenue of Sodimac Chile)

Falabella Retail

US\$ 159MM
+Verde products revenue
(19% of total revenue of the categories in Chile)

CIRCULAR SERVICES AND EXPERIENCES



Falabella Retail



RESPONSIBLE RAW MATERIAL AND SUPPLY CHAIN



REPAIR 64,000 garments

REDESIGN

REPAIR

118K

Recovered apparel items



RESALE 7,900 clothes

REUSE

RECYCLE



RECYCLING 14t



EXCHANGES 46,000 garments



CLIENT DONATIONS 2,2t

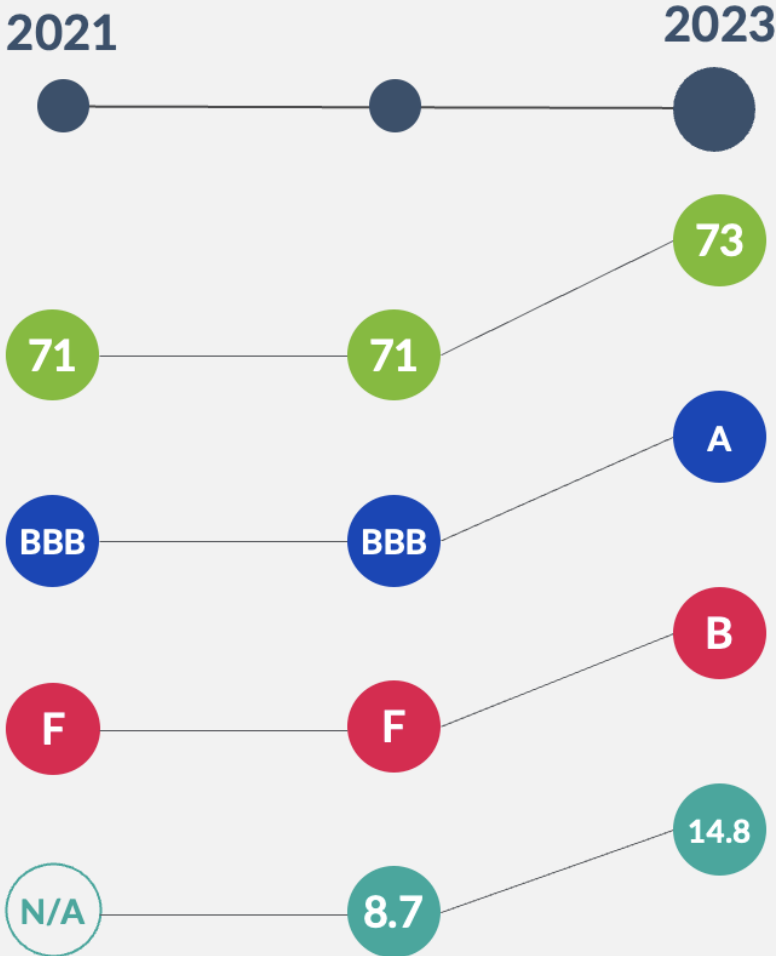
Mallplaza

0 single-use plastic

+960,000 single-use plastic units avoided, equivalent to **13 tons** in Plaza 0, an innovative food court operation model designed to minimize waste generation

Note: All figures correspond to the 2023 period

Accelerating our ESG strategy has been recognized by leading international ratings & rankings



2023

DJSI World DJSI MILA DJSI Chile

73
points

99
percentile

Falabella S.A
RET Retailing

Top 10%
S&P Global Corporate Sustainability Assessment (CSA) Score 2023

S&P Global CSA Score 2023: 73/100
Score date: February 7, 2024
The S&P Global Corporate Sustainability Assessment (CSA) Score is the S&P Global ESG Score without the inclusion of any modelling approaches.
Position and scores are industry specific and reflect exclusion screening criteria.
Learn more at <https://www.spglobal.com/esg/csa/yearbook/methodology/>

S&P Global Sustainable1



● OUTLOOK



We started our transition to a leading ESG role in LatAm...



....and have achieved relevant milestones....



...while embracing our mid-term challenges to ensure long-term value creation.



FINANCIAL HIGHLIGHTS



FALABELLA



SODIMAC

TOTTUS

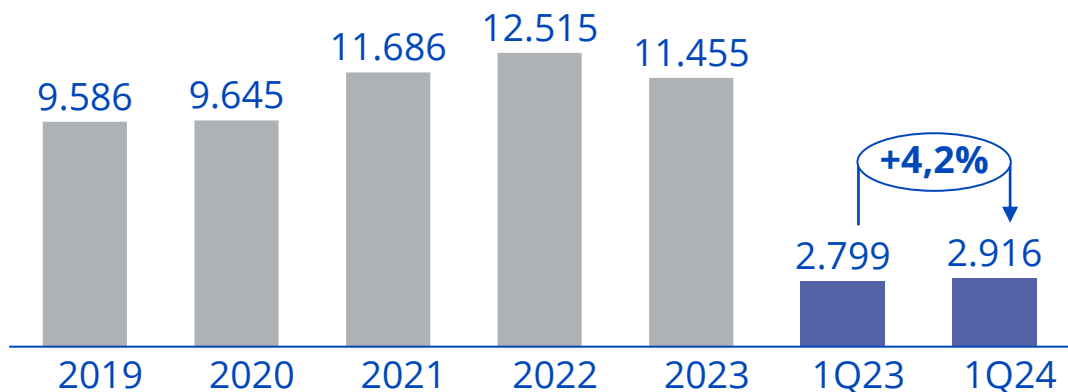
mallplaza

Banco Falabella

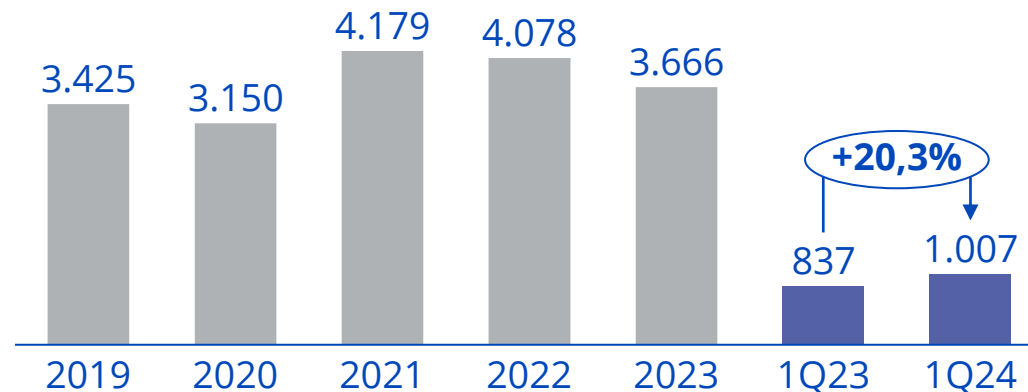
[falabella.com](https://www.falabella.com)

Main financials figure

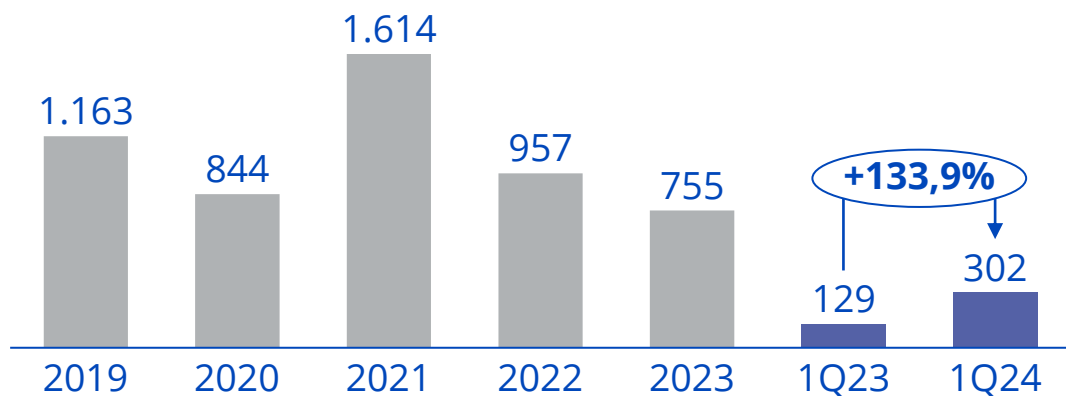
Revenues (US\$ MM)



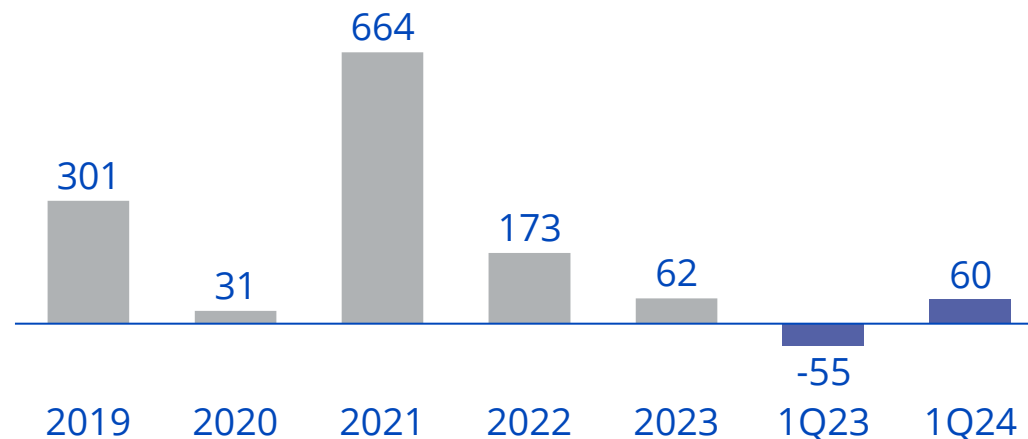
Gross Profit (US\$ MM)



EBITDA (US\$ MM)



Net Income (US\$)



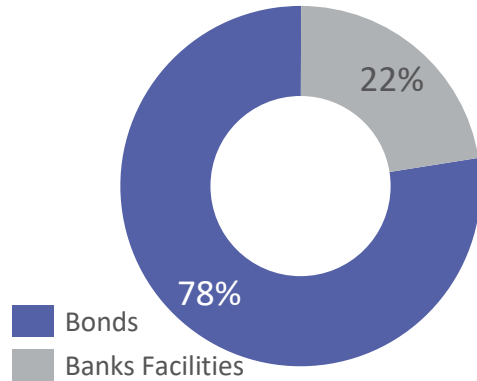
Summary Financials (US\$ MM)

	2019	2020	2021	2022	2023	mar-23	mar-24	Var mar-24 vs mar-23
Total sales								
Total sales	9.334	9.827	13.132	12.717	11.394	2.811	2.733	-3%
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%
Financial Results								
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%
Total Revenue	9.586	9.645	11.686	12.515	11.455	2.799	2.916	4%
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%
EBITDA	1.163	844	1.614	957	755	129	302	134%
Non-operating profit	(208)	(290)	(217)	(249)	(86)	(81)	(65)	-19%
Net (Loss) Income	301	31	664	173	62	(55)	60	NA
Balance Sheet								
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%

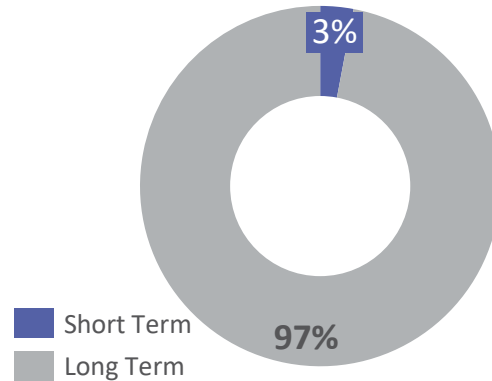
Note: Total sales correspond to the total value of the merchandise sold, including our own (1P) and third-party (3P) products, through our omnichannel platform (physical and online stores). Includes value added taxes. Calculated with a neutral exchange rate. Since 2022, we have adopted a fair value valuation model for our investment properties .

Financial Position

Debt By Creditor
w/o Banking Operations



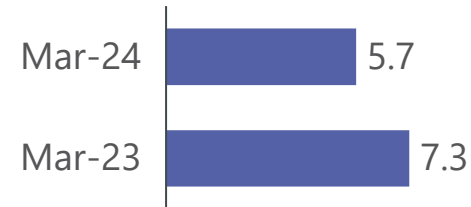
Debt By Maturity
w/o Banking Operations



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

Financial Debt = Bank loans + Bond obligations + Other financial liabilities + Derivative instruments + Hedging assets.

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



Net Leverage (times)
w/o Banking Operations



Debt Amortization Profile (US\$ mn)

