

# CORPORATE PRESENTATION 1Q-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.

FALABELLA  




 SODIMAC

 TOTTUS

 mallplaza

 Banco Falabella

falabella.com

# Physical and Digital ecosystem with diversified presence across Latin America

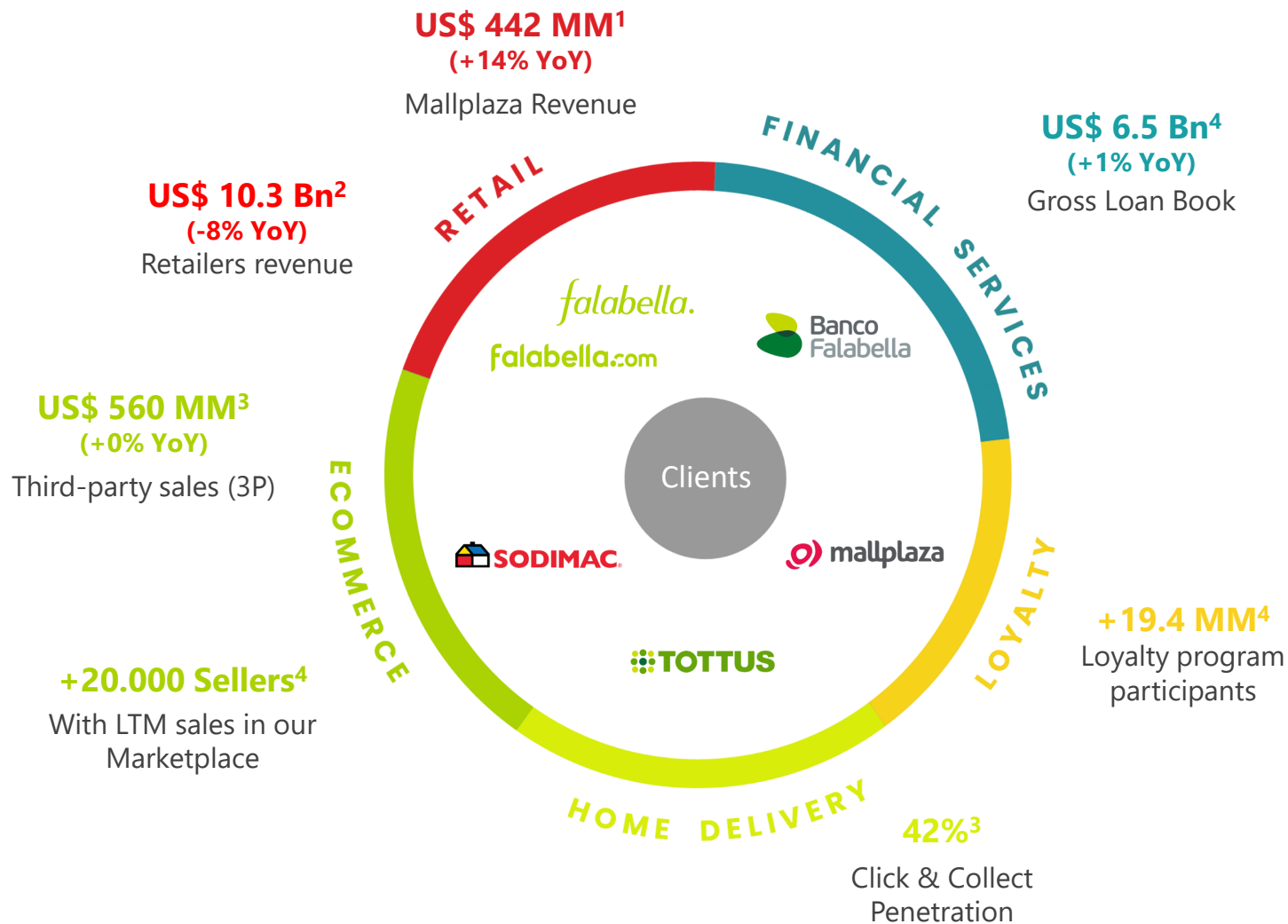
**Key Financial Figures<sup>1</sup>**

**FALABELLA**

**US\$ 11.6 Bn**  
Total Revenue

**US\$ 2.4 Bn**  
Online GMV

**US\$ 0.9 Bn**  
EBITDA

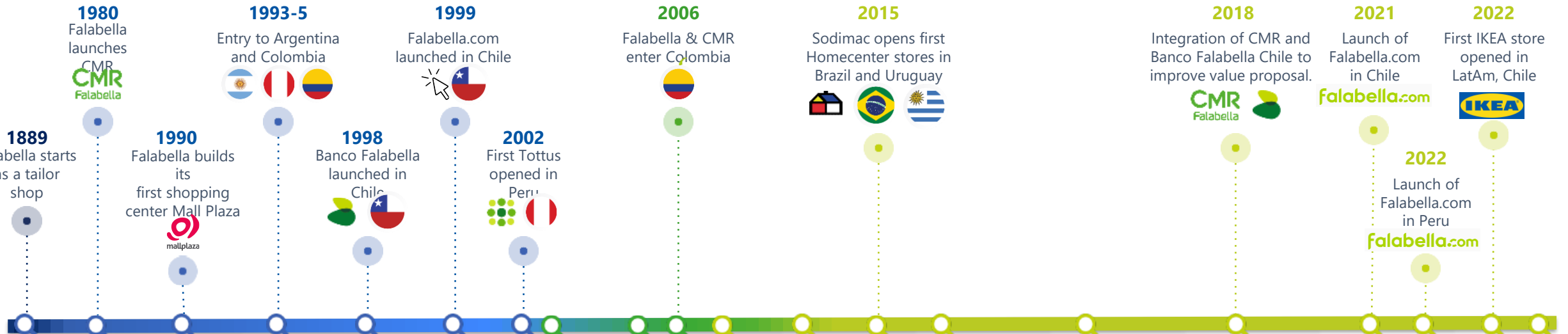


1. Figures as of 1Q24, last twelve months (LTM).  
 2. Home Improvement operation includes the businesses in Chile, Peru, Colombia, Brazil, Mexico, Argentina and Uruguay. Mexico and Colombia do not consolidate in the financial statements.  
 3. Figures as of 1Q24, last twelve months (LTM).  
 4. Figures as of March 2024. Gross Loan Book includes Financial Services Mexico.

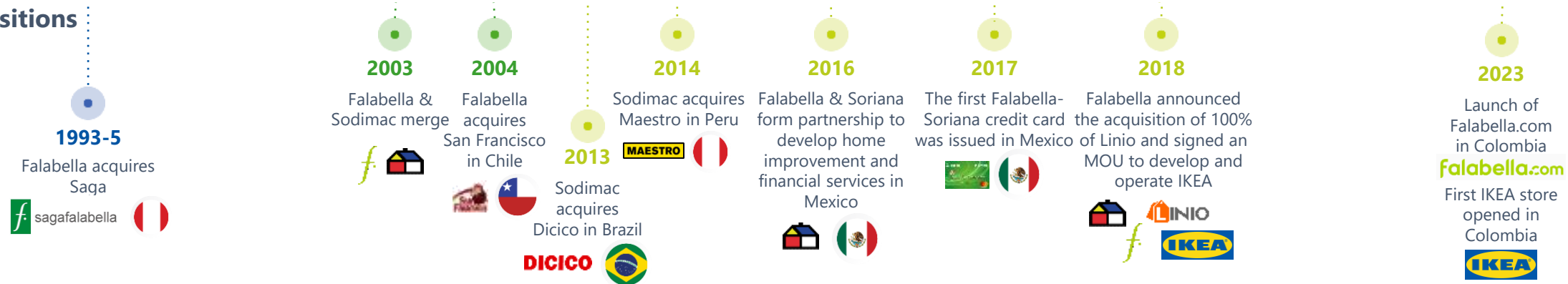
# Constantly evolving to meet our customers' demands

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



- 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

							
 <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				

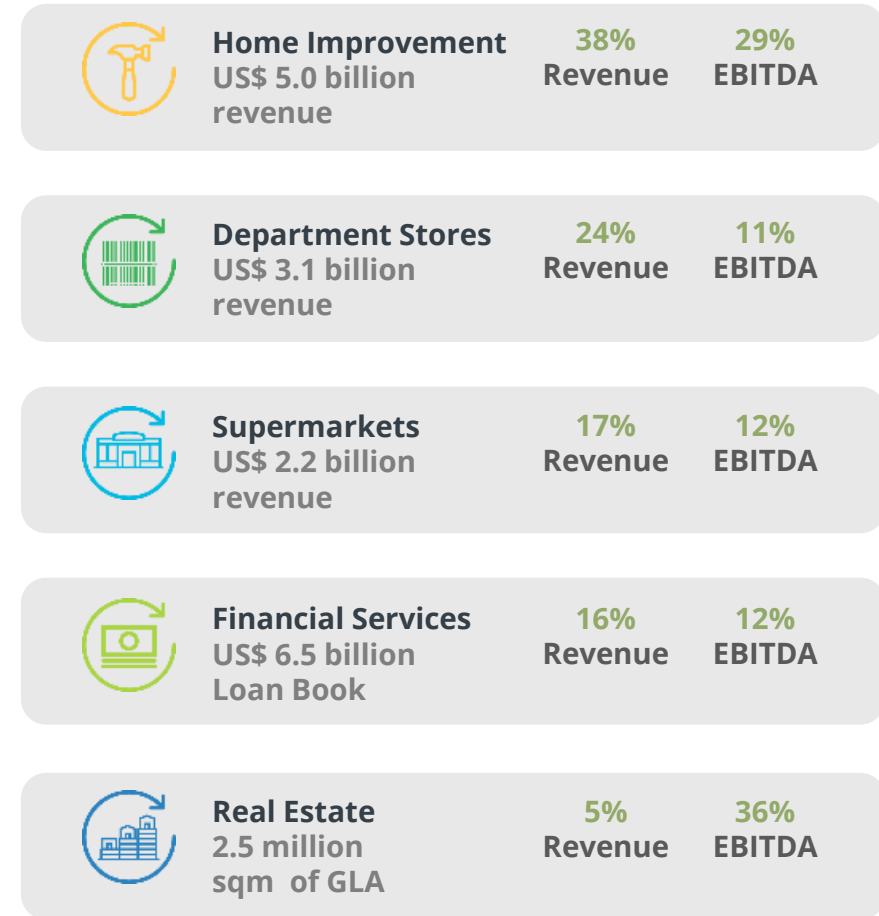
1. All figures as of March 2024. Home Improvement Chile & Colombia includes IKEA.

# 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



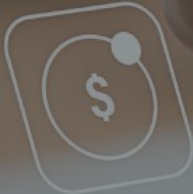
Tap & Pay



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**

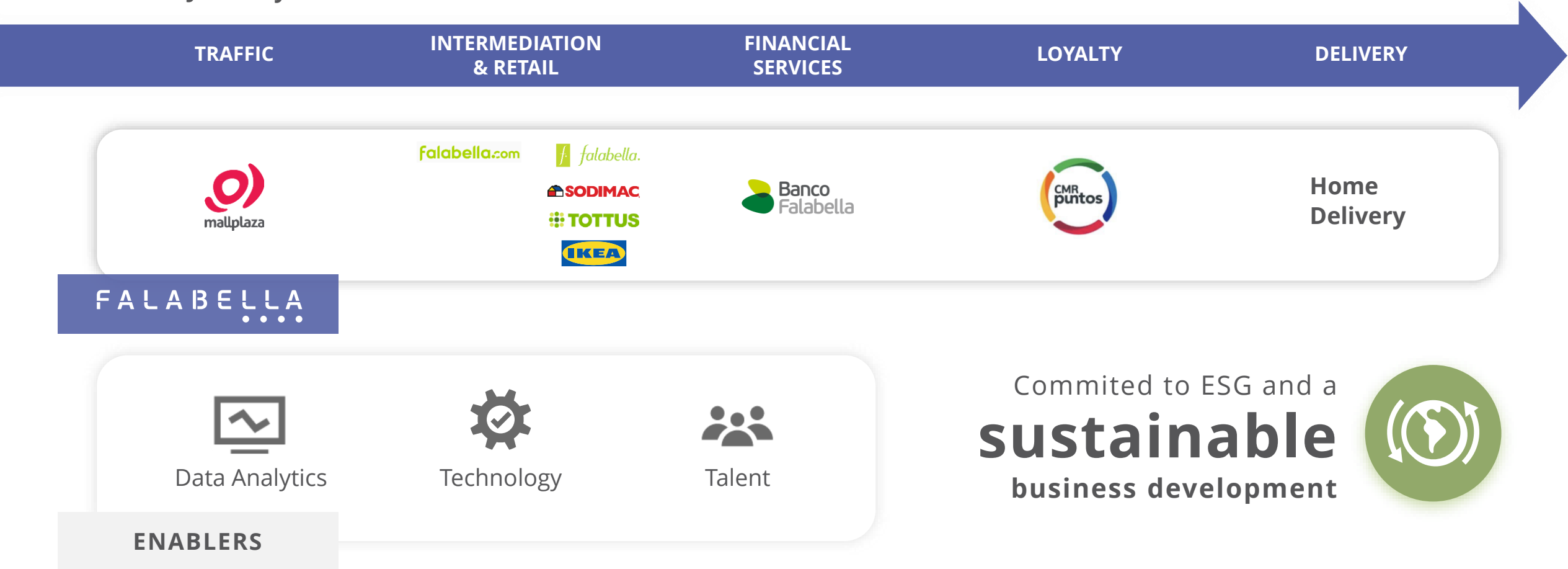
**FALABELLA**





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

Customer Journey



# HIGHLIGHTS 1Q-2024

FALABELLA



SODIMAC

TOTTUS

mallplaza

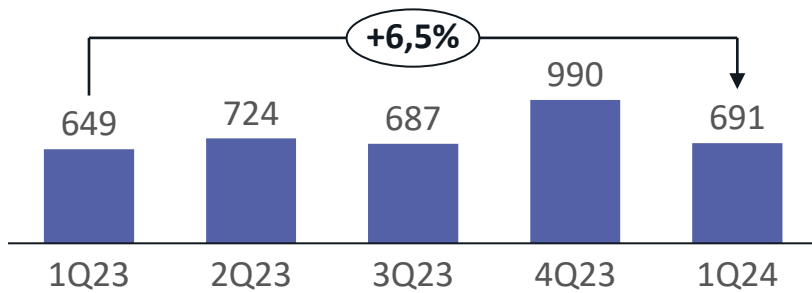
Banco Falabella

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

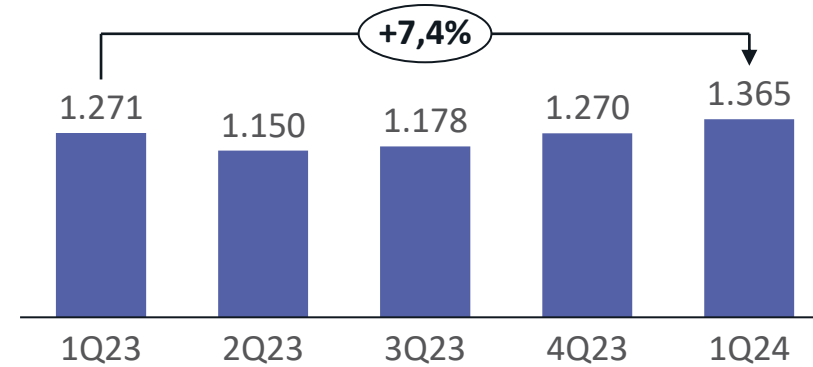
# Strong leadership presence of Retailers & Malls in Latam

## Revenues (US\$ MM)

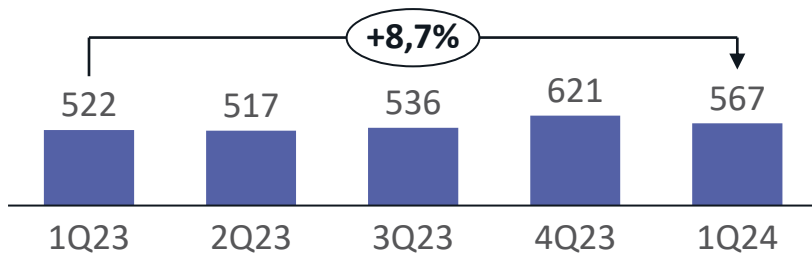
### Falabella Retail



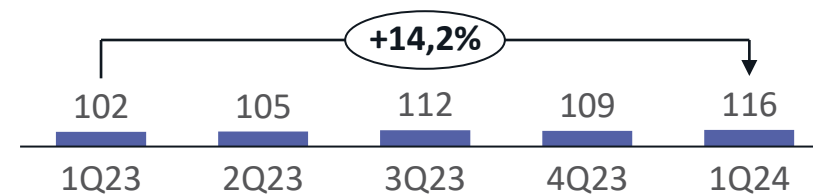
### Home Improvement



### Supermarkets

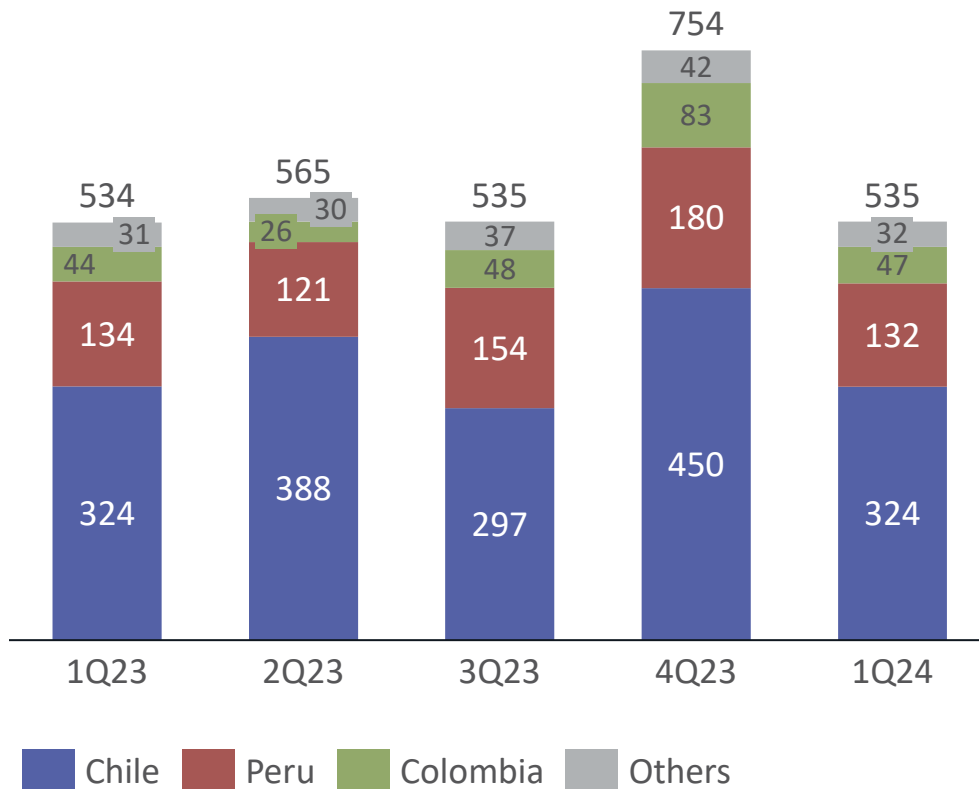


### Mallplaza

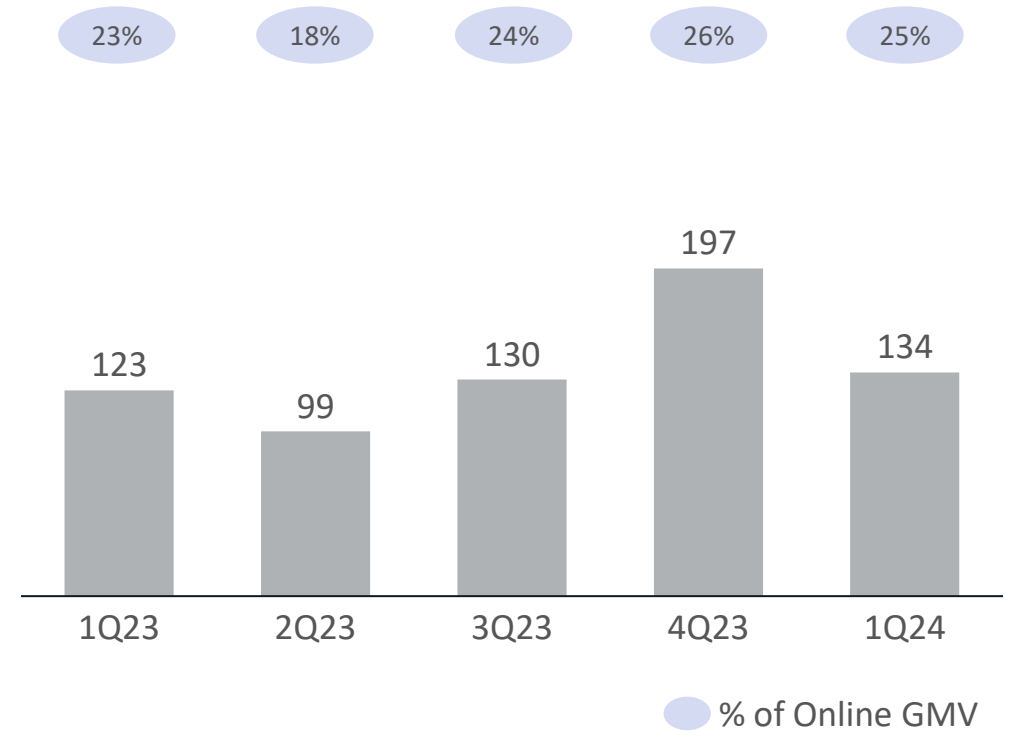


# Our value proposition for customers and **sellers** continues to gain traction

Online GMV (US\$ MM)

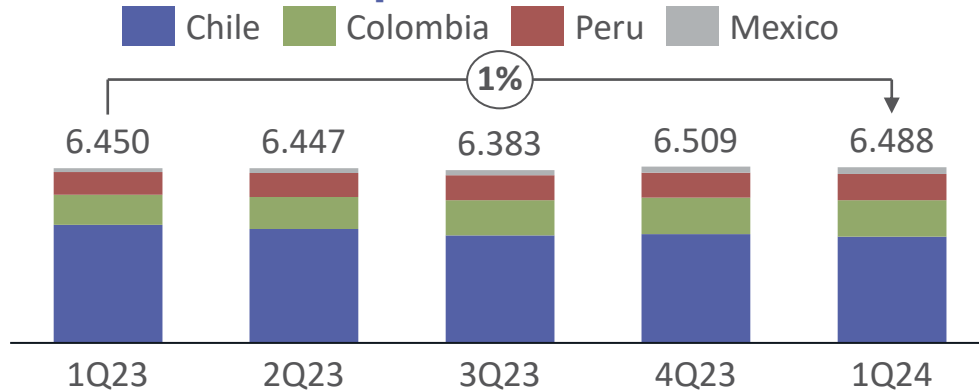


Online GMV - 3P (US\$ MM)

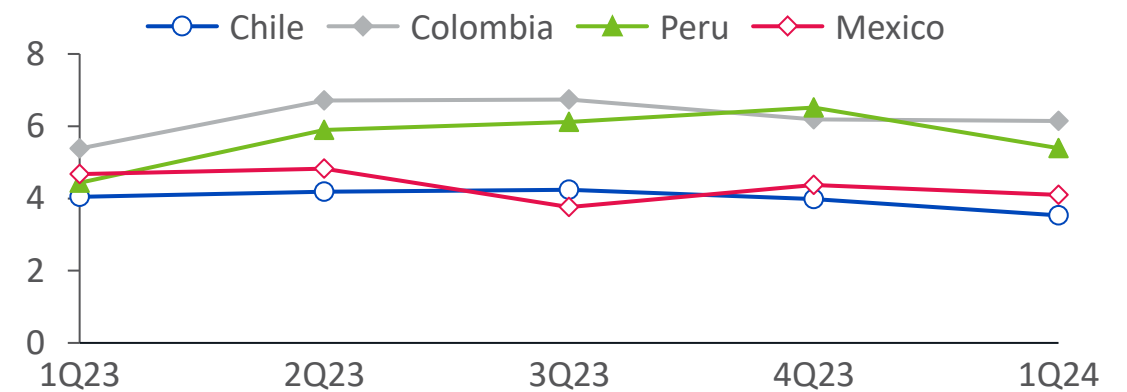


# Building the leading digital bank of the Andean region

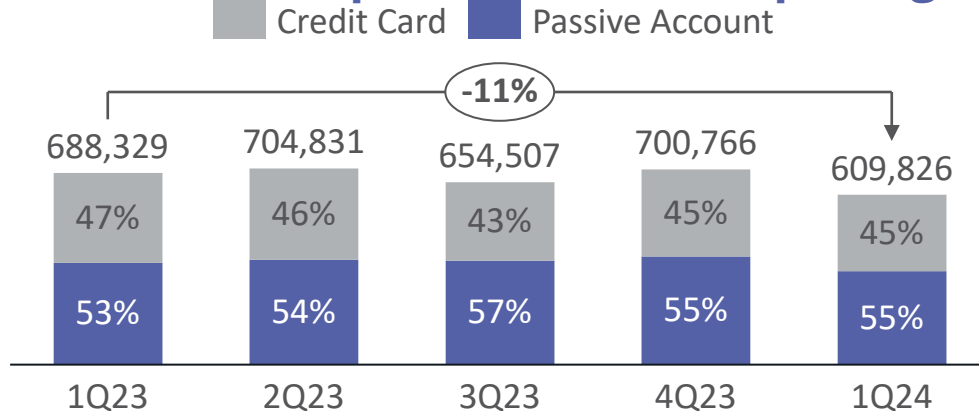
## Loan portfolio (US\$ MM)



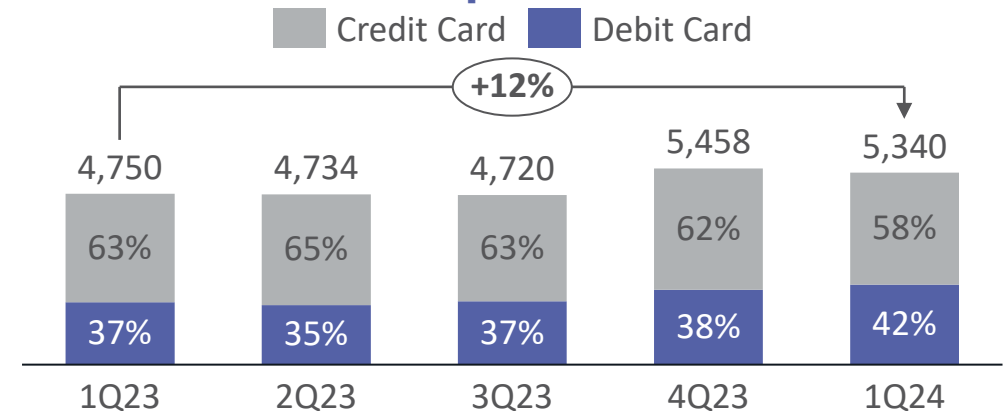
## NPL (%)



## Credit card & passive account openings (#)

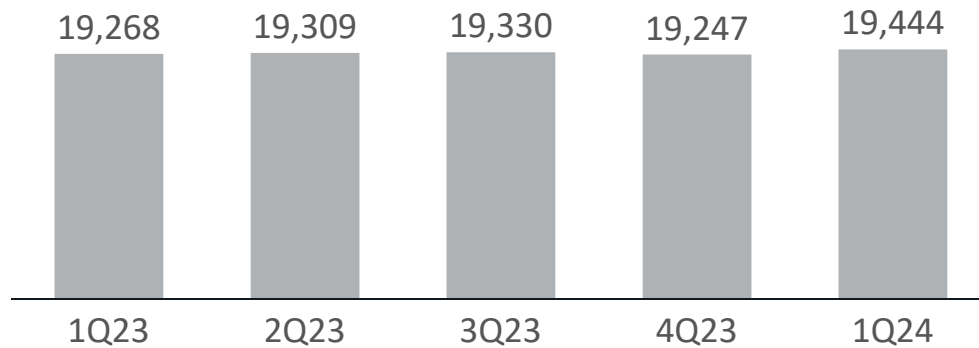


## Credit & debit card purchases (US\$ MM)

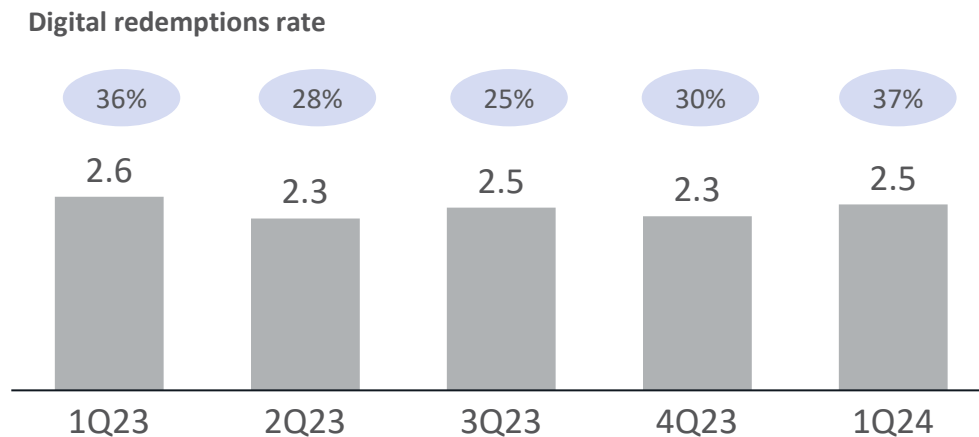


# Our loyalty program is one of the most preferred and plays a critical role in the adaptation to a data-driven company

## Participants (# 000')

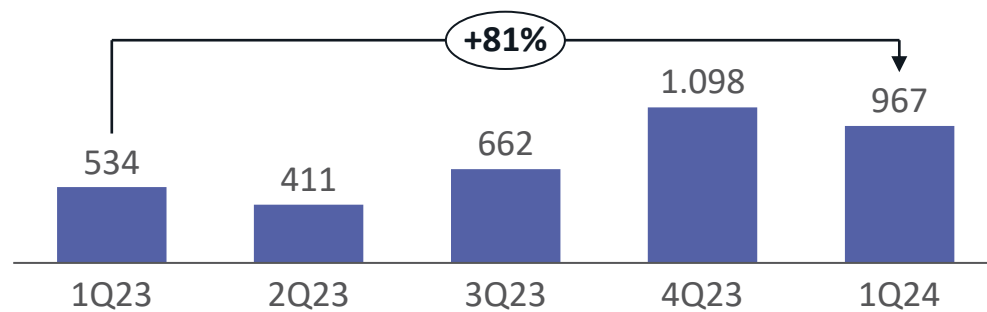


## Redemptions (# MM)

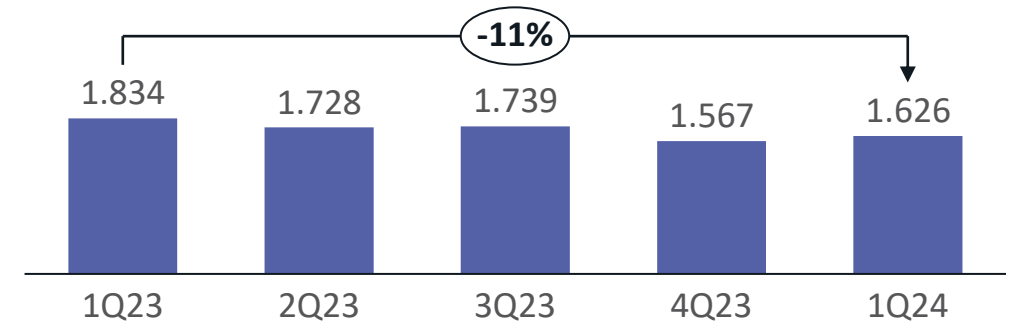


# We continue to focus efforts on our plan to strengthen our financial position

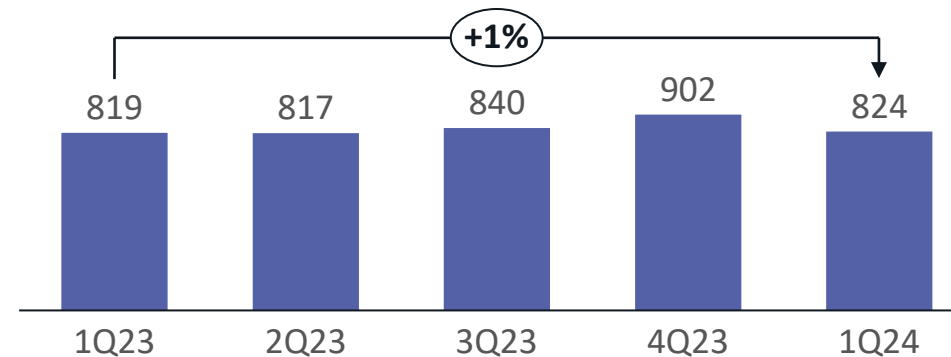
## Cash and Equivalents – Non Banking (US\$ mm)



## Inventories (US\$ mm)



## SG&A (US\$ mm)

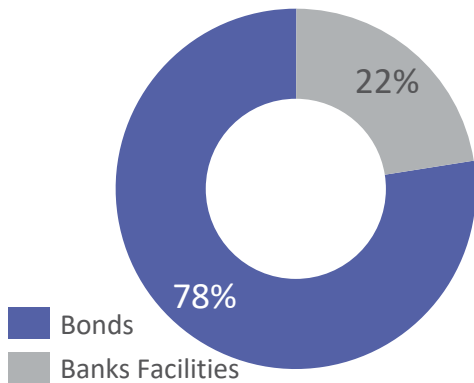


# Summary Financials (US\$ MM)

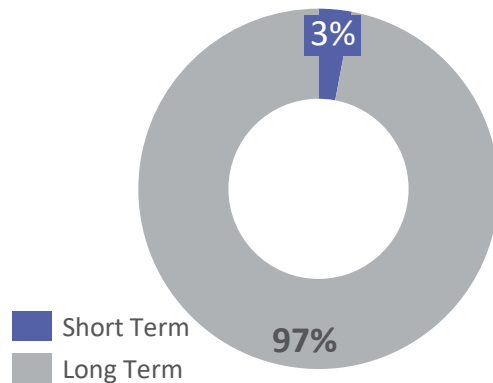
	1Q23	% revenues	1Q24	% revenues	Var (%)
<b>Total sales</b>					
<b>Total sales</b>	<b>2.811</b>		<b>2.733</b>		<b>-3%</b>
GMV Online	534		535		0%
GMV own products (1P)	411		401		-2%
GMV third-party products (3P)	123		134		9%
Total sales of physical stores	2.277		2.198		-3%
<b>Financial Results</b>					
Non-Banking Revenue	2.317	82,8%	2.437	83,6%	5%
Financial Services Revenue	482	17,2%	479	16,4%	0%
<b>Total Revenue</b>	<b>2.799</b>	<b>100,0%</b>	<b>2.916</b>	<b>100,0%</b>	<b>4%</b>
Gross profit	837	29,9%	1.007	34,5%	20%
SG&A expenses	(819)	-29,2%	(824)	-28,2%	1%
<b>EBITDA</b>	<b>129</b>	<b>4,6%</b>	<b>302</b>	<b>10,4%</b>	<b>134%</b>
<b>Net (Loss) Income</b>	<b>(55)</b>	<b>-2,0%</b>	<b>60</b>	<b>2,0%</b>	<b>NA</b>
<b>Balance Sheet</b>					
Cash (non-banking)	534		967		81%
Gross Loan Book	6.450		6.488		1%
Financial Net Debt (Exc. Banking)	3.680		3.495		-5%



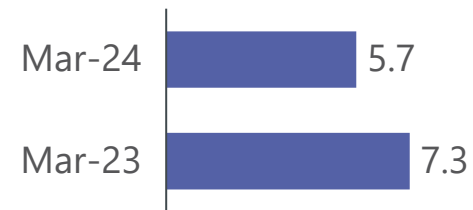
**Debt By Creditor**  
w/o Banking Operations



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



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

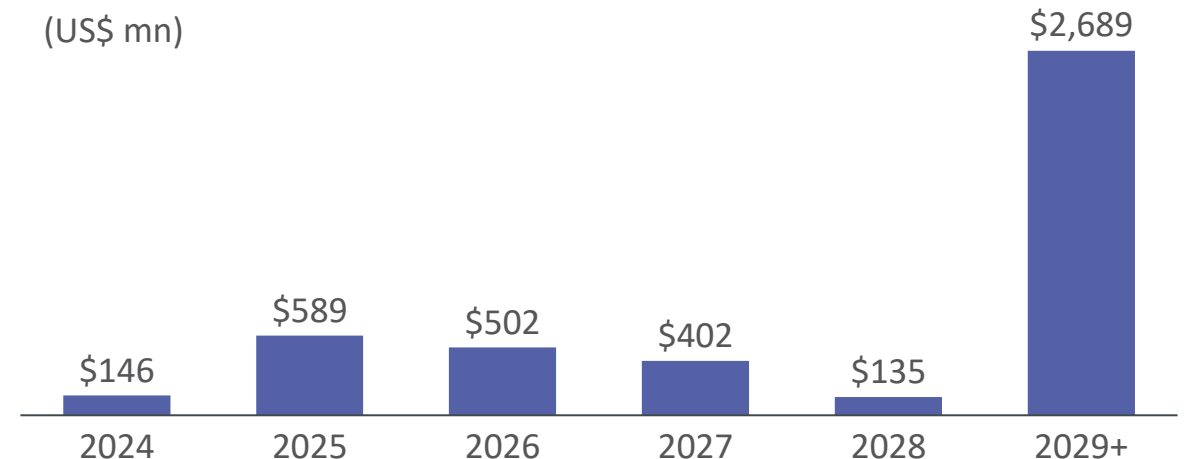


**Net Leverage (times)**  
w/o Banking Operations



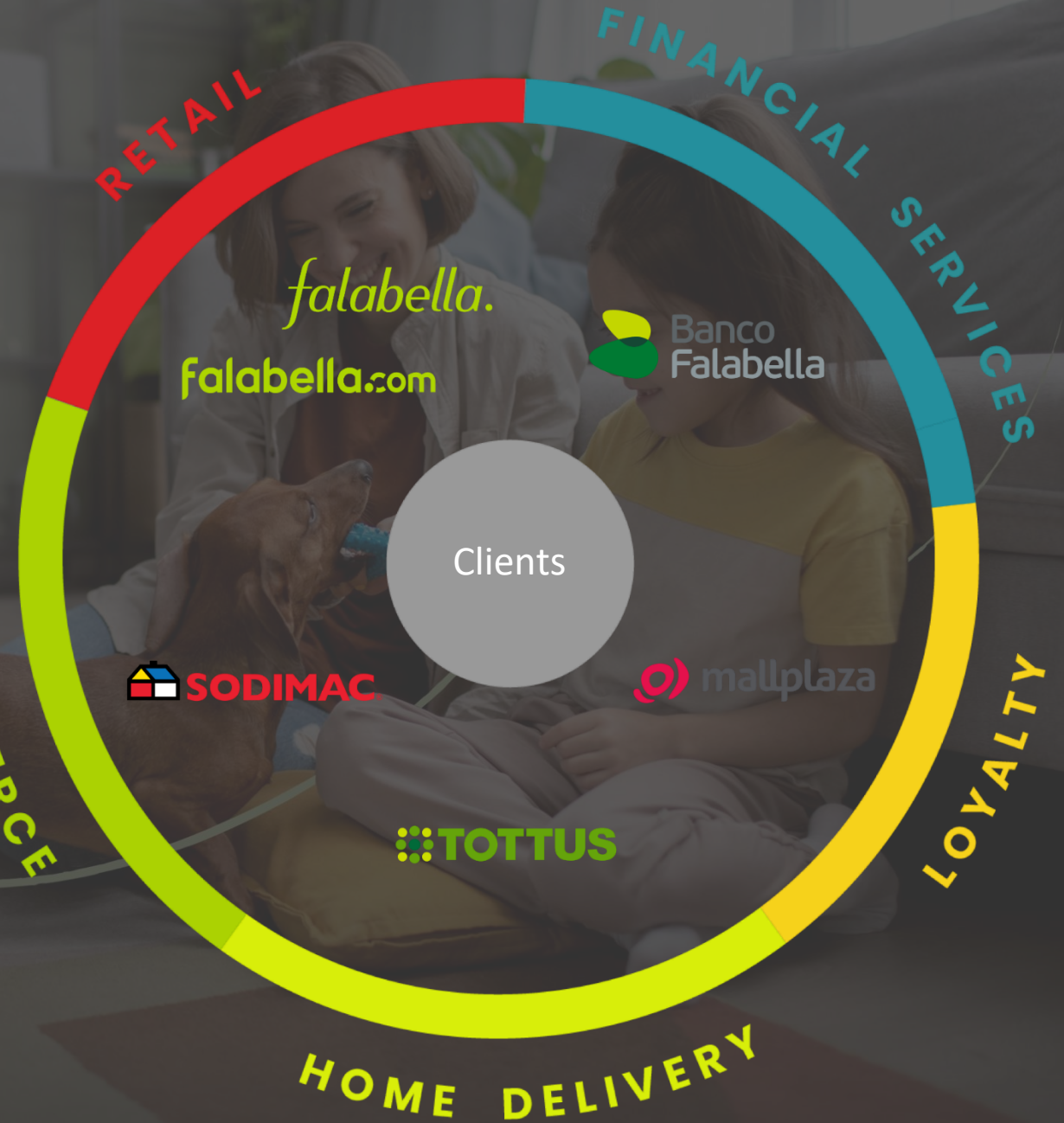
**Financial Debt (Exc. Banking business) reached US\$ 4,462 million**

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



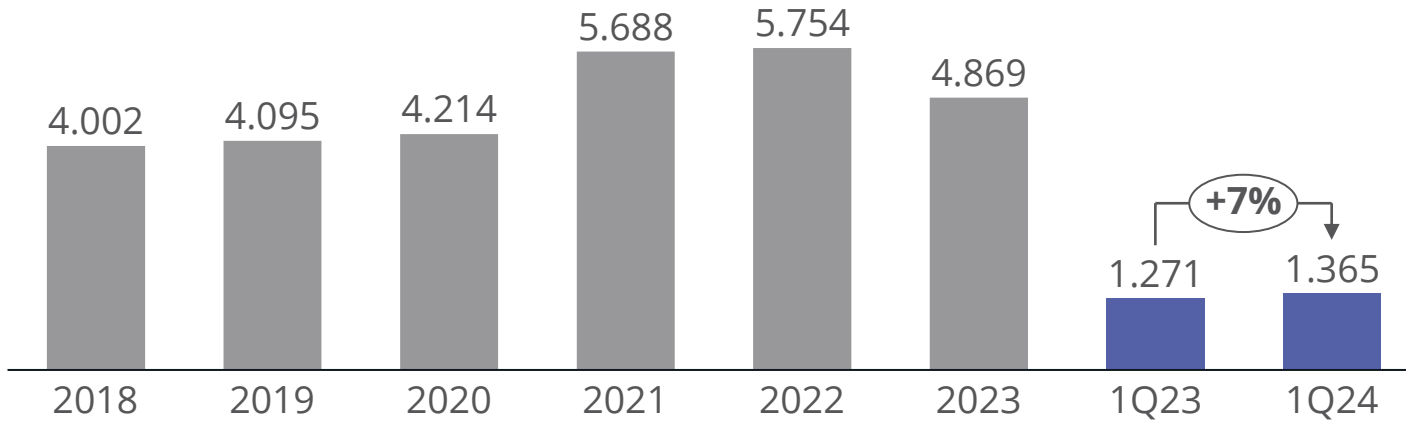
# HIGHLIGHTS 1Q-2024

# HOME IMPROVEMENT

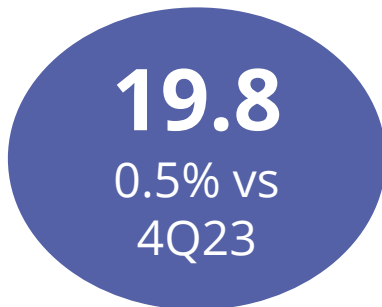


# Our customer-focused efforts are yielding positive results, increasing our customer base and sales

## Regional Revenue (US\$ million)



## Active Clients LTM (# million)

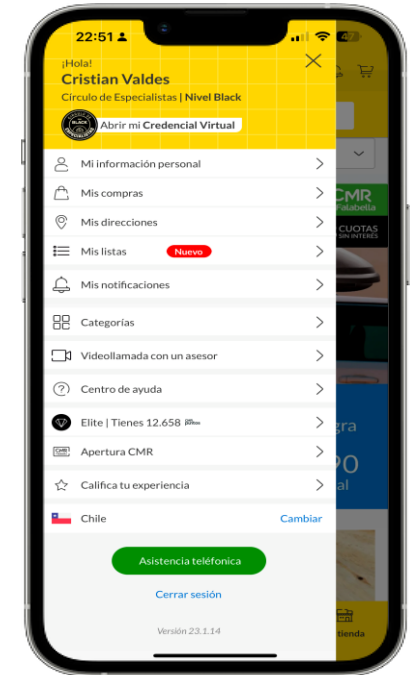


## Share PRO & B2B over sales



## Our initiatives

- ▶ Differentiated digital experience
- ▶ Omnichannel pricing
- ▶ Maestrado



**1.9 MM**  
+5% VS 4Q23  
CES Members

Private labels brands play a key role on Sodimac's strategy to satisfy each of our customers segments



DIY



PRO

Private Label Brands



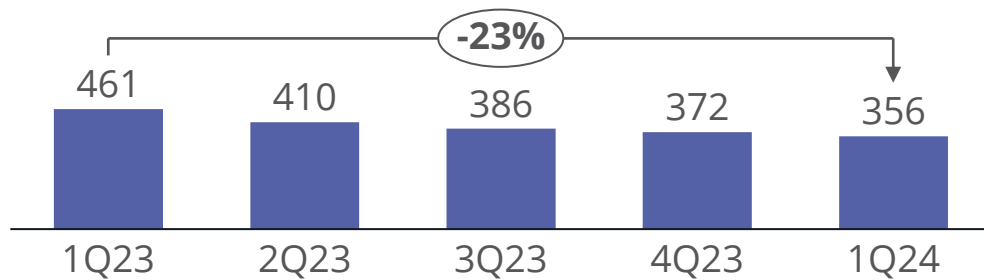
The diagram displays a variety of private label brands for Sodimac, arranged within a dashed rectangular border. The brands are categorized by their target customer segment, from DIY on the left to PRO on the right. The brands shown include:

- Hc** (JUST Home collection)
- Klimber**
- dacqua** (SENSI)
- BauKer**
- HALUX**
- UBERMANN**
- Würden**
- casa bonita**
- DAIR**
- KÖLOR** (GLAM)
- topex**
- DEAR SANTA**
- Mr. Beef**
- HÖLZTEK**
- KÖLOR** (GLAM)
- kleine** (wolk, intelligent floor)
- AUTOSTYLE**
- humboldt**
- do it**
- RECCA**
- ozom** (Smarthome para todos)
- ERG**
- KARSON**
- BOLKOW**

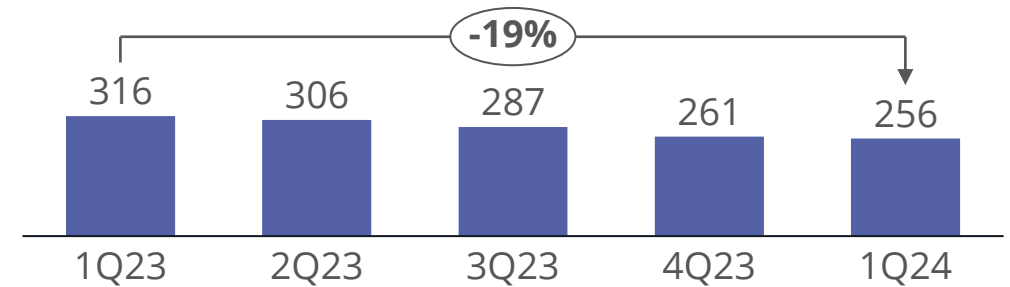
# We have been able to manage our **inventory levels**



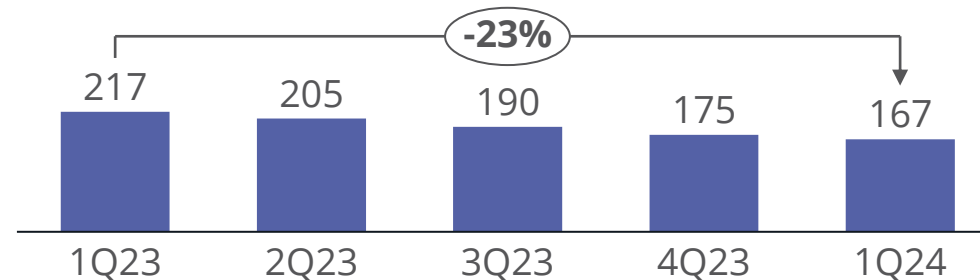
### Sodimac Chile Inventory (US\$ million)



### Sodimac Colombia Inventory (US\$ million)



### Sodimac Peru Inventory (US\$ million)



# We are committed with our strategy to boost our Omnichannel value proposition

---



**Increase sales and contribution** by customer segment through product innovation and the enhancement of our digital customer experience



Consolidate our **value proposition** for the PRO customer through initiatives such as our loyalty program “CES”



Continue our **growth in Mexico**, focusing on CAPEX efficiency and increasing sales per m<sup>2</sup>



Improve efficiency in mature countries by **optimizing working capital and increasing asset profitability**

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

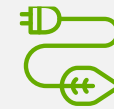
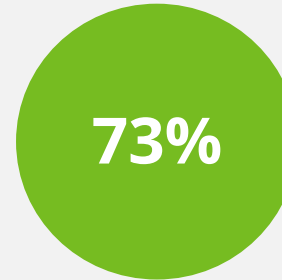
### Food Loss and Waste in our Supermarkets

-20% food waste by 2025

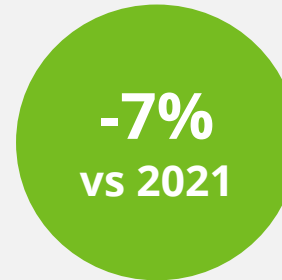
## 2023 PROGRESS



...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

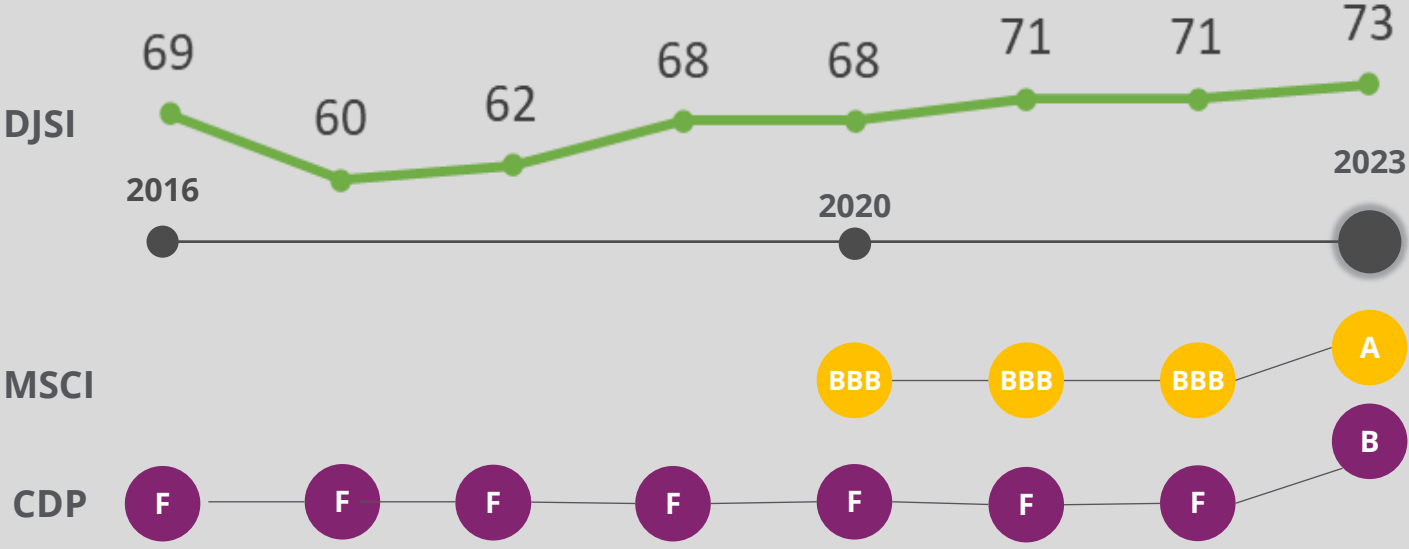


**Integrating ESG risk management**

**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

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    Sustainable 1

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)

FALABELLA  
● ● ● ●



 SODIMAC

 TOTTUS

 mallplaza

 Banco Falabella

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