



DIVERSITY AND INCLUSION POLICY

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01 INTRODUCTION.

A diverse, pluralistic and inclusive society allows all of its members, without distinction, to provide and contribute to the development of the country, participating in its economic, social and cultural activities with their capacities and potentialities.

Likewise, a company with teams and leaders fostering inclusion, captures the richness of diversity, propels innovation, attracts and retains all kinds of talent, manages to address the needs of the client and is better prepared to deliver solutions tailored to the client's requirements.

Notwithstanding the foregoing, people with different conditions, characteristics or orientations confront obstacles or difficulties to get inserted in the labor market; therefore, Falabella deems necessary to work in order to reduce such obstacles and difficulties, and, as far as possible, eliminate them.

02

PURPOSE.

This Policy aims at establishing the basic principles which must guide the behavior of Falabella and all its Associates, to promote a diverse and inclusive organizational culture and work environment.

03

SCOPE.

This Policy has a corporate scope, thus being applicable to Falabella as a whole, having to be implemented and its compliance demanded from all Associates.

04

DEFINITIONS.

The terms used in capital letters in this Policy are defined in Appendix No. 1.



05

GENERAL PRINCIPLES.

The general principles in matters of diversity and inclusion which must guide the behavior of Falabella in its relationship with its Associates, clients and suppliers are the following:

1

RESPECT FOR THE DIGNITY OF PEOPLE

Falabella has a strong commitment to the respect and protection of the dignity of all the people. This constitutes a fundamental pillar of its corporate integrity culture. Therefore, each Company should watch that inside of it, or in relation with the activities it performs, there are no actions or behavior threatening the dignity of its Associates or those people the organization interacts with.

2

INCLUSION

Falabella will watch for the existence of a work environment which integrates people, regardless of their individual conditions, characteristics or orientations.

Likewise, it will promote the elimination of obstacles or difficulties for the recruitment and proper performance of the people belonging to Inclusion Groups. Among the processes such an encouragement should be sought, are those related to the selection and hiring of Associates, their accompaniment, training, and, the monitoring of their adaptation to the work and to the Company.

Each Company should have workplaces with access, infrastructure conditions, technology resources and tools that people in Inclusion Groups, might need to effectively integrate themselves and perform as Associates.

3

NO ARBITRARY DISCRIMINATION

Falabella will not tolerate arbitrary discrimination acts, that is, those that are not based on the capacity or aptitude of the person for the performance of his or her job. Such discrimination acts include, but are not necessarily limited to, those based in attributes such as race, sex, sexual orientation, gender identity, or disability.

4

DIVERSITY

Falabella appreciates the value existing in work teams made up of people with different ways of thinking, origin, religious beliefs, convictions, experiences, educational background and physical capacities, and where the diverse points of view are listened, valued and respected.

06

LABOR PARTICIPATION OF INCLUSION GROUPS

Falabella values participation and recognizes the potential that people belonging to Inclusion Groups, have to effectively contribute to the generation of value for each Company and for the society as a whole. However, such people might confront difficulties which obstruct their possibilities to get along and fully develop in their workplace. Therefore, each Company should adopt Active Measures aiming at reducing or avoiding such difficulties.

The Inclusion Groups benefitting from the measures each Company implements to foster participation and insertion in the workplace of the people belonging to them, will be defined by Falabella S.A., and reviewed whenever deemed necessary. After such a definition or review, each Company should establish specific Active Measures related to the Inclusion Group of the case, which might have an impact, among other subjects, on: i) the selection, hiring, promotion and retention of people belonging to the Inclusion Group; ii) the generation of visibility and knowledge of the difficulties which might obstruct the proper insertion and work performance of the people mentioned above; and, iii) the generation of affinity, empathy and support, with and for, such people.

The Active Measures each Company commits regarding the defined Inclusion Groups, should be in writing in an Inclusion Procedure that the Company shall issue, and should be subject to dissemination, promotion, follow-up and monitoring of its effectiveness by the Inclusion Committee.

07

POLICY COMPLIANCE.



Each Company will organize an Inclusion Committee that will be composed of, at least, one representative of the following areas: i) sustainability; ii) personnel; and, iii) legal.

The Inclusion Committee will be in charge of: i) watching over the compliance with every and any law or binding regulation regarding inclusion; ii) the correct and timely implementation of this policy; iii) the dissemination, promotion, follow-up and monitoring of the effectiveness of the Active Measures; iv) the issuing, implementation and compliance with the corresponding Inclusion Procedure; and, v) periodically informing the General Manager of the Company, about the compliance status of this policy, of the Active Measures and the Inclusion Procedure mentioned above.



08 RELATED DOCUMENTS.

- Integrity Code
- Inclusion Procedure of Disabled People or Disability Pension Beneficiaries.

APPENDIX

DEFINITIONS

The words and terms defined below, when written in initial capital letter as in their corresponding definitions, whether necessary or not according to the capitalization spelling rules, and regardless their position in this Policy, or used in a person, mood, tense or grammatical variable as considered necessary for their proper understanding, will have the meanings assigned to each of the words or terms as follows:

ACTIVE MEASURES

Means those concrete and noticeable actions, consisting in affirmative commitments that need execution, and not duties of omission or abstention, that each Company establishes in its Inclusion Procedure, whose aim is to reduce or avoid the difficulties that people belonging to an Inclusion Group confront and which might obstruct their possibilities to get along and fully develop in their workplace.

ASSOCIATE

Means: i) each and every person connected to a Company through a work contract; and, ii) all the members of the Board, the administration council or any other collegiate body of higher administration which in accordance with the applicable law corresponds to a Company.

COMPANY

Means the Falabella company for which what is said in this document may be asserted for a specific case.

FALABELLA

Means: i) Falabella S.A.; and, ii) any other legal entity, in any jurisdiction, in which Falabella S.A., directly or through another legal entity or natural person, controls over 50% of its voting capital stock, or capital if it were not a Joint Stock Company, or might elect or appoint most of its board members, advisors or administrators.

INCLUSION GROUP

Means the one made up of people who present common conditions, characteristics or orientations, due to which historically they have had low participation or inappropriate labor insertion, or have been subject to discrimination, such as, for example: those in a disability situation; women; senior citizens; those who identify with the LGBTTI (lesbian, gay, bisexual, transsexual, transgender and intersexual) collective; those having a different nationality origin; and/or, those belonging to ethnic or indigenous groups.

INCLUSION PROCEDURE

Means the Inclusion Procedure of Disabled People or Disability Pension Beneficiaries of the Company.

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1

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Responsible
Governance, Ethics
and Compliance
Department
Falabella S.A.

Reviewer
Legal Affairs and
Governance
Department
Falabella S.A.

Approver
General
Manager
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DIVERSITY AND INCLUSION POLICY

FALABELLA

