

Human Rights Report

AUGUST, 2024

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SODIMAC

TOTTUS

mallplaza

Banco Falabella

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1. Introduction

Falabella is committed to being socially responsible with its customers, employees, suppliers, the communities in which it operates, the environment, and society.

This commitment began in 2016 when Sodimac Chile approved its first Human Rights Policy. In 2018, Sodimac Chile and Sodimac Colombia, with the help of external consultants, initiated human rights due diligence processes, and Mallplaza Chile joined this initiative in 2020. That same year, a human rights taskforce was established with the Compliance and Sustainability areas of Falabella's operations in Chile, led by its management in Governance, Ethics and Compliance, Communications, and Sustainability, to coordinate at the corporate level.

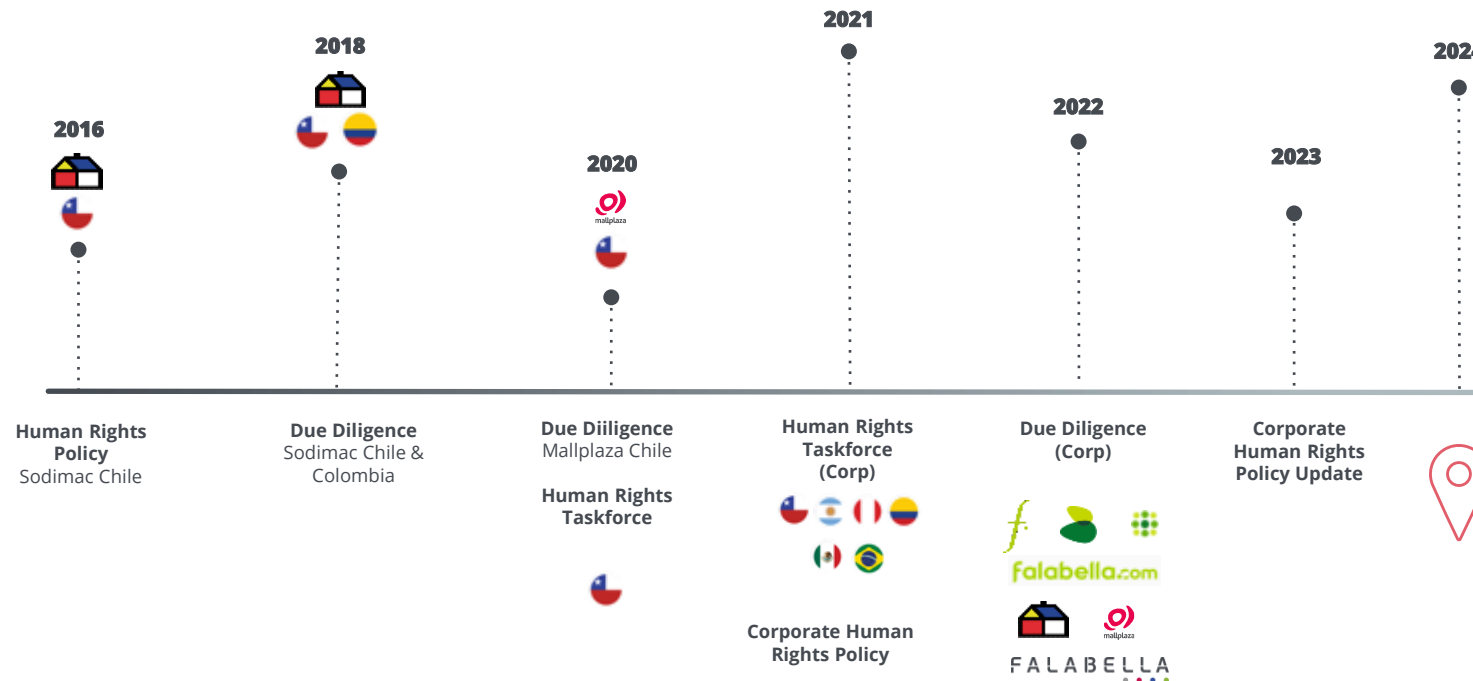
In 2021, Falabella's operations in Colombia, Argentina, Peru, Brazil, and Mexico joined this taskforce. That year, Falabella S.A. also approved and published its first corporate human rights policy.

In 2022, due diligence processes began for Falabella S.A. and for companies that had not yet undergone this process, with the assistance of external consultants.

Introduction

In 2023, Falabella made significant progress in human rights throughout its ecosystem; continued implementing due diligence processes in its business units, incorporated the topic into risk management processes and strengthened its internal regulations — updating its Policy on Human Rights and Business, its Compliance Guidelines for Suppliers, and publishing its Anti-Sexual and Workplace Harassment Policy, among others.

In 2024, work related to due diligence processes continued through: i) integrating findings into risk matrices; ii) training and awareness for employees and the Board; and iii) developing a Corporate Human Rights Program.



2. Framework, Standards and Assessments

Falabella adheres to the **United Nations Guiding Principles on Business and Human Rights**, which are a set of guidelines aimed at advising companies on how to respect human rights in their operations and commercial relationships.

This adherence involves, but is not limited to: i) adopting a political commitment to respect human rights within the company; ii) conducting due diligence processes; and iii) if the company determines it has caused or contributed to negative impacts on human rights, remedying or contributing to remedying them.

In terms of management, Falabella is periodically evaluated by various instruments, benchmarks, and national and international standards. In 2023, Falabella achieved its highest-ever score on the **Dow Jones Sustainability Index**, significantly boosted by its performance in human rights. It also improved on its **MSCI ESG rating**, going from BBB to A; and on the **Corporate Human Rights Benchmark**, compiled by the World Benchmarking Alliance, it improved its position by 28 places, ranking 65th overall and 29th in the apparel sector. In Chile, Falabella ranked as the IPSA company with the best human rights management, achieving first place in the 2023 “**Diagnosis on Companies and Human Rights in Chile**” report by the Corporate Sustainability Program of the Pontifical Catholic University of Chile, in collaboration with the ILO and the World Benchmarking Alliance, improving its position by two places from the previous year, with a score of 19.5 out of 24.



3. Political Commitment

Falabella S.A. has a board-approved Human Rights and Business Policy materializing its commitment to respecting and promoting human rights through the establishment of principles and specific measures.

This policy recognizes the need for mechanisms that enable proper detection and prevention of risks to human rights and, if necessary, that remedy them.

The policy applies to all employees and also stipulates that: i) the Company will promote that its suppliers adhere to the same standards; and ii) it will work with them to remedy the negative impacts that they have caused and that are directly connected with Falabella's operation, provided that the latter has contributed substantially to their occurrence.

PRINCIPLES

- Respect for internationally recognized human rights
- Promotion of a diverse, equitable, and inclusive organizational culture
- Non arbitrary discrimination
- Respect for labor rights and rejection of forced labor
- Respect for and promotion of the rights of children and adolescents
- Recognition of integrity as a central element of the organization
- Promotion of transparency in its activities
- Protection of and respect for the environment.

SPECIFIC MEASURES

- Conduct a **human rights due diligence process** every three years to identify and evaluate human rights risks, incorporating detected gaps and proposed action plans into our matrices for remediation.
- Adopt a **Human Rights Program** (currently under development) designed to establish, communicate, and guide expected employee behavior to: i) prevent human rights risks; ii) detect possible violations of the Policy, the Human Rights Program, and/or applicable regulations; iii) provide timely responses in case identified risks occur; and iv) monitor, continuously improve, and update the program. This program will also designate an employee as the **Human Rights Compliance Officer**, responsible for overseeing its implementation and reporting to the Board on its functioning.
- Communication channels with stakeholders (**Integrity Channel**)*.

*For further information on Integrity Channel, see chapter 7

How does Falabella's commitment to human rights materialize in its operations?

Internal Regulations

In addition to the Policy on Human Rights and Business, and its specific measures, Falabella has internal regulations that address various issues related to human rights, such as its:

- Code of Integrity
- Ethics Program
- Gender Equity Policy
- Diversity and Inclusion Policy
- Policy against Workplace Harassment, Sexual Harassment, and Violence at Work
- Gender Violence Protocol
- Gender Transition Protocol
- Practical Compliance Guides for Suppliers and Employees
- Labor Inclusion Procedure
- Environmental and Climate Change Regulations
- Competition Law and Crime Prevention Regulations
- Consumer Rights Protection Regulations
- Procurement and Contracting Policy for Goods and Services, and Supplier Background Checks
- Human Resources Regulations (selection and compensation)
- Data Protection and Information Security Regulations



How does Falabella's commitment to human rights materialize in its operations?

Communication and Training Mechanisms

Regarding human-rights-related communication and training activities, Falabella conducts:

- **Periodic Communications:** Regular updates for employees about the Human Rights and Business Policy and the due diligence process.
- **Supplier Workshop:** An annual event that has been held since 2021. In November 2023, over 390 suppliers from Chile, Peru, Colombia, Argentina, Uruguay, and Mexico participated. Its purpose is to shed light on Falabella's Integrity Channel (communicating its guarantees and its function as a reporting channel), and human rights standards as outlined in our internal regulations and contractual compliance clauses.
- **Directors' Workshop:** In June 2024, a human rights training session was conducted for Board directors, specifically focusing on national and international trends, the due diligence process, and risk management.
- **Training on Specific Human Rights Risks:** Training sessions are provided for employees on topics related to specific human rights risks, including Diversity, Equity, and Inclusion for Employees; Inclusive Customer Service in Stores; Customer Rights; the Environment and Climate Change; Workplace Harassment, Sexual Harassment and Violence; Occupational Health and Safety; Data Protection and Information Security
- **Annual Webinars:** Sessions held each year for employees in Chile, Peru, Argentina, Uruguay, Colombia, Brazil, and Mexico, aimed at training them on our human rights standards.
- **Human Rights and Business Week Campaign:** An annual communication campaign that has been held since 2022.
- **Incorporation into Annual Compliance Training:** Starting in 2024, human rights topics have been integrated into annual mandatory compliance training for employees in exposed positions. It covers risks and monitoring tools related to crime prevention, competition law, data protection, and integrity, and includes the principles and specific measures of Falabella's Human Rights and Business Policy.

4. Human Rights Due Diligence

PROCESS

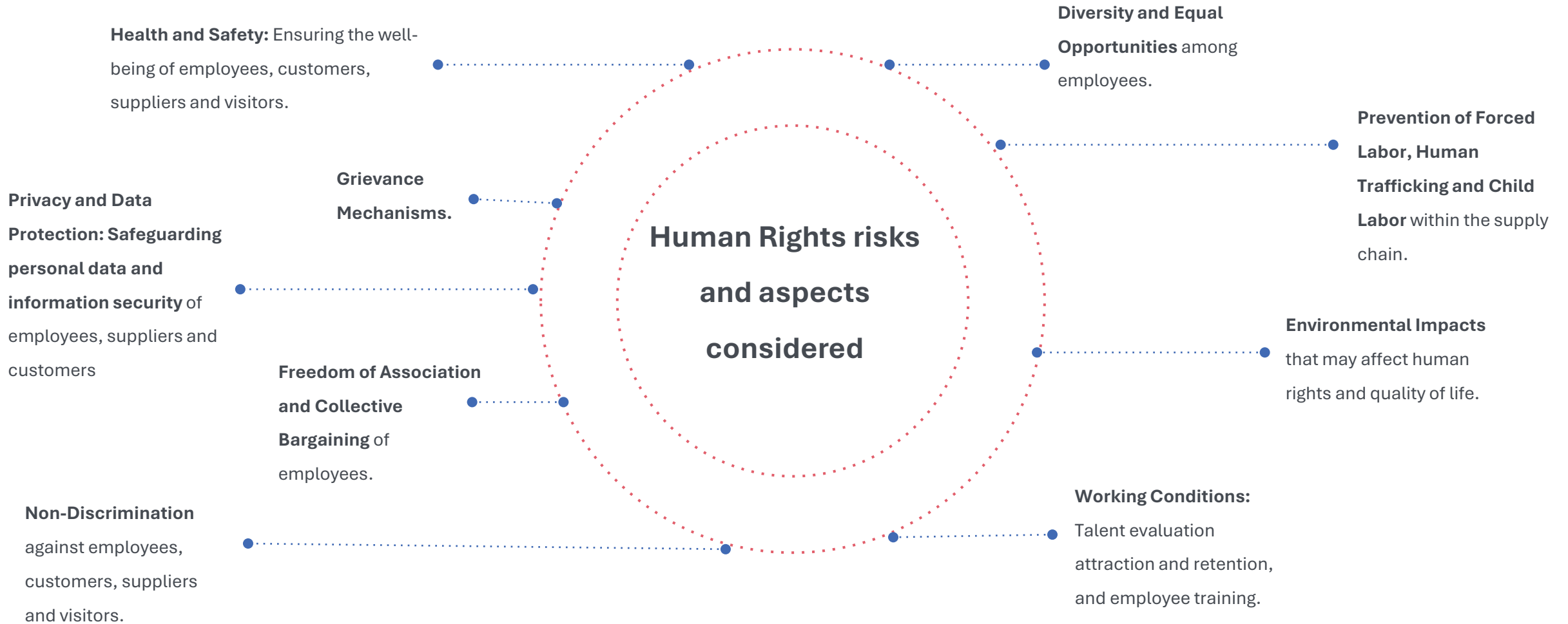
In accordance with our Policy on Human Rights and Business, each company must undertake a due diligence process to identify and assess human rights risks and impacts. This involves integrating detected gaps and action plans for mitigation and remediation into their risk matrices. In 2022, Falabella began a due diligence process for its business units in Chile and elsewhere. This effort complements those undertaken by Sodimac Chile, Sodimac Colombia, and Mallplaza Chile, which began their processes between 2018 and 2020.

METHODOLOGY

The methodology used for the due diligence processes aligns with the United Nations Guiding Principles on Business and Human Rights. It includes analyzing internal regulations, and conducting interviews, focus groups, and surveys with employees, suppliers, customers, and communities. This approach aims to gather and integrate the perspectives of relevant stakeholders whose human rights could be impacted by our activities.



Among ongoing and completed due diligence processes, the following human rights aspects have been or are being reviewed to identify current or potential negative impact:



Due Diligence Stages



PRELIMINARY GATHERING OF INFORMATION

Review of internal regulations and other corporate documents



IDENTIFICATION AND INITIAL ASSESSMENT OF RISKS

Engaging with employees, suppliers, communities, and customers through interviews, focus groups, and surveys to identify and assess risks.

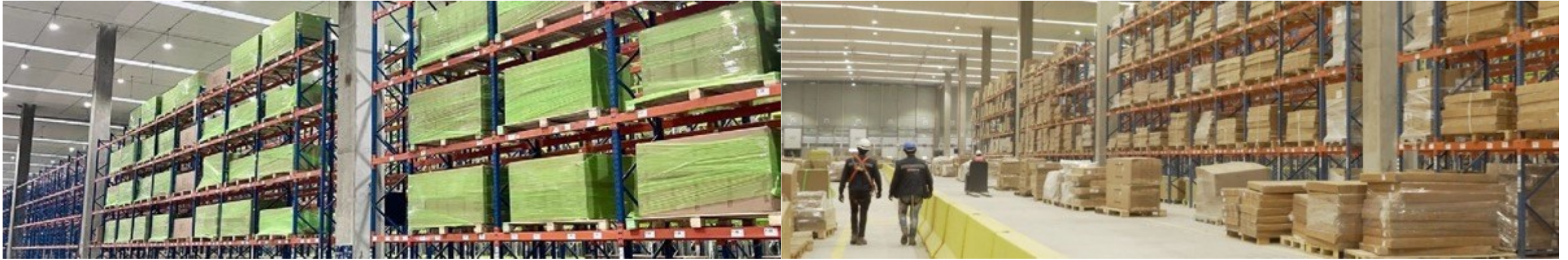


EVALUATION AND PRIORITIZATION OF RISKS

- Design of a matrix listing identified risks regarding stakeholders.
- Assessment of inherent risks based on impact and probability criteria.
- Identification and evaluation of controls associated with each identified risk.
- Evaluation and prioritization of residual risks.



DESIGN AND IMPLEMENTATION OF ACTION AND/OR MITIGATION PLANS



Due Diligence Scope and Progress

Business

Falabella Corporativo

Falabella Retail

Falabella Financiero

Falabella Inmobiliario

Falabella Marketplace

Tottus

Sodimac

Imperial

Mallplaza

Countries



Among the identified companies and operations, Sodimac, Mallplaza, and Falabella Inmobiliario (Chile) have completed the design and implementation stage of action and/or mitigation plans. The other entities have completed risk identification and are in the evaluation and prioritization stage.

It bears emphasis that in recent years, during acquisitions or mergers with third-party companies, Falabella has included a review of legal and regulatory compliance as part of pre-operation processes. This review takes into account labor and environmental matters, as well as any contingencies, lawsuits, or administrative procedures with relevant authorities concerning health and/or safety regulations for employees.

Main Identified Risks

From the completed evaluation and prioritization stages to date, the following company-wide risks have been identified:



Discrimination against and mistreatment of customers, employees, and suppliers



Lack of representation of women and promotion of gender diversity in executive positions



Non-compliance with personal data protection regulations for customers, suppliers, and employees



Harm to individuals resulting from crime



Non-compliance with labor regulations by our suppliers concerning their workers



Environmental damage affecting communities

Risks and Implemented Mitigation Measures

DISCRIMINATION AGAINST AND MISTREATMENT OF CUSTOMERS, EMPLOYEES, AND SUPPLIERS



- Policies and Protocols: Falabella has established several policies to prevent discrimination and promote inclusion, such as the Gender Equity Policy, Policy Against Sexual Harassment, Workplace Harassment and Violence Policy, Integrity Code, and Diversity and Inclusion Policy. These policies outline clear guidelines to prevent discrimination and mistreatment, and to foster an inclusive culture.



- Policy Updates: In early 2024, the Diversity and Inclusion Policy was updated to include aspects related to the inclusion of people with disabilities and to enhance the representation of diverse groups within the organization. The policy now includes standards

and structures for gender equity, sexual diversity, and people with disabilities, with sponsors on the Diversity, Equity, and Inclusion Committee.



- Training and Awareness: Training capsules on topics of diversity and inclusion, including sexual diversity, gender equity, disability, and interculturality, have been developed on the Academia Falabella platform. A specific course on Disability Inclusion was also launched.

The main areas responsible for managing these risks are Human Resources, Operations, Procurement, Security, Ethics, Compliance, and Legal.

Risks and Implemented Mitigation Measures

DISCRIMINATION AGAINST AND MISTREATMENT OF CUSTOMERS, EMPLOYEES, AND SUPPLIERS

Specific initiatives:

Sexual Diversity

- Job postings are published on the Pride Connection Employment Portal, inclusive guidelines have been developed, and Falabella participates on the Strategic Committee of Pride Connection Chile. Falabella also mentors other companies through the Pride Connection mentorship program.
- At Falabella, we offer the same benefits to employees regardless of the form of union they choose with their partners, including pre- and post-natal benefits for same-sex adoption, and marriage benefits for civil union agreements.
- The Gender Transition Protocol provides guidelines for supporting individuals who choose to start or continue their gender transition process in a respectful and supportive environment. In Chile, supplementary health insurance covers gender transition, including psychological support, hormonal treatment, and surgery.
- The LGBTIQ+ and Ally Community is a space for people on our teams to meet, connect and communicate about issues that are important to them. It also provides the opportunity to lead the path forward and have a hand in making Falabella's culture more inclusive, amplifying the diversity of voices and experiences linked to organizational priorities. Such communities work independently by company and are present in Chile, Peru, Colombia, Brazil and Mexico.

Harassment Prevention

- Training on sexual harassment, workplace harassment, and violence at work, for internal and external employees, through training modules and both in-person and remote sessions.
- We promote the proper use of Integrity Channel by our employees, allowing them to make inquiries and report possible violations or abuses during their employment.
- We also encourage employee participation on joint committees, where they act as representatives and organizational agents on issues such as hygiene, safety, occupational health, and prevention of sexual harassment, among others.

Risks and Implemented Mitigation Measures

DISCRIMINATION AND MISTREATMENT OF CUSTOMERS, EMPLOYEES, AND SUPPLIERS

Specific initiatives:

Disability

- We designed a strategic plan that, in 2022, included the construction of ramps in stores and branch offices to ensure proper mobility and transport for people with disabilities, and the creation of online requests on the SAP help desk for employees with hearing or speech disabilities. Additionally, we began a partnership with the organization RedApis to ensure subtitles and sign language in our videos and internal talks, with the goal of enhancing inclusive communication.
- The Accessibility Network, established in 2022 with the aim of promoting awareness and education regarding diversity and inclusion, fosters equal opportunities and conditions for everyone within the ecosystem. The network is available in Chile, Peru, Colombia, and Mexico and provides informational materials for all the countries where Falabella operates. It currently has over 170 members. In 2023, along with the Diversity, Equity, and Inclusion department, it organized the Week of Persons with Disabilities.

Risks and Implemented Mitigation Measures

HARM TO PEOPLE FROM CRIMINAL ACTIVITY

- **Corporate Security:** Established in 2020, the Corporate Security Management team coordinates physical security and environmental analysis across all group facilities. This management studies criminal risks and develops policies and procedures for their prevention and mitigation.
- **Policies and Procedures:** Security policies, protocols, and procedures to protect visitors and employees from environmental threats. The focus includes risk analysis and security management to continuously improve physical protection throughout the corporation.



The main areas responsible for managing this risk are Security, Operations, Human Resources, Compliance, and Legal.

Risks and Implemented Mitigation Measures

NON-COMPLIANCE WITH LABOR REGULATIONS BY SUPPLIERS

- Contractual Compliance: Use of the Supplier Compliance Guide, contractual clauses, and ethical audits to ensure suppliers comply with labor regulations and obligations to their workers.
- Audits and Reviews: Regular audits to identify and address non-compliance in areas such as health and safety, salary, benefits, and working hours. Suppliers must present action plans for minor non-compliance, and business relationships are terminated for critical non-compliance.



The main areas responsible for managing this risk are Procurement, Commercial, Compliance, Human Resources, Ethics, and Legal.

Risks and Implemented Mitigation Measures

LACK OF REPRESENTATION OF WOMEN AND PROMOTION OF GENDER DIVERSITY IN EXECUTIVE POSITIONS

We aim to ensure the representation of diverse talent and increase female participation beyond the legal requirements of each country. In order to do so, we have set a goal for 40% of senior and middle management positions to be filled by women, reaching 39.4% in 2023. This reflects our commitment to creating work environments that attract women and promote their professional development, fulfilled through action plans encompassing various dimensions:

- **Unconscious Bias:** We have created an inclusive communication manual; reformulated job descriptions to be gender-neutral; provided periodic training workshops on unconscious bias; and ensured equal benefits for men and women.
- **Gender Pay Gap:** We manage the gender pay gap across all our business units, tracking the indicator throughout the year to take necessary actions. Our compensation strategy is based on principles of internal equity and external competitiveness, determining salaries based on

responsibility and individual contribution, with guidance from an internationally recognized consulting firm. The measurement of the pay gap is conducted by the level of responsibility or internal grade assigned to each position, aiming to compare salaries equitably according to job level. This measurement covers all positions, regardless of their function, business area, or geographic location. Within the same level of responsibility, similar compensation is assigned within the salary band, ensuring that compensations are competitive. We have updated salary scales annually and reward merit, offering larger increases to those with outstanding performance.

- **Communication and Perception:** Every year, the "Mujeres Conectadas" network survey is conducted with women in senior and middle management to gather data on their experiences at Falabella and identify gaps in gender equity, allowing us to work on relevant solutions. This survey reaches over 1,000 female leaders throughout the countries where we operate.



The main areas responsible for managing this risk are Human Resources and Sustainability.

Risks and Implemented Mitigation Measures

NON-COMPLIANCE WITH PERSONAL DATA PROTECTION REGULATIONS

General guidelines, principles, and minimum activities regarding personal data protection were defined at a corporate level, that each company must observe and comply with to ensure that all individuals—whether clients, employees, or suppliers—have their personal data handled in accordance with legal regulations and Falabella's standards. In November 2021, the Personal Data Protection Compliance Program was approved. This initiative establishes the guidelines for determining, communicating, and guiding the expected behaviors of work teams, as well as ensuring a unified standard for personal data protection across all group companies.

Additionally, as part of the **Information Security Risk Analysis** process, there is a taxonomic framework for personal data that allows for the categorization of personal and business data according to their levels of confidentiality. This helps to identify potential risks during the data lifecycle and to implement controls to mitigate security and privacy threats. The controls focus on key aspects such as data storage, repositories, database schemas, and the transport layer, considering the dimensions of security, confidentiality, integrity, and availability.



The main areas responsible for managing this risk are Compliance, Legal, Information Security, Data Governance, Human Resources, Marketing, Commercial, Communications, and Procurement.

5. Governance and Responsibility

In 2020, Falabella established a **Human Rights Taskforce** involving the Compliance and Sustainability departments of Falabella Chile, led by Governance, Ethics, and Compliance Management, and the Communications and Sustainability Management of Falabella S.A., to coordinate corporate-level efforts. In 2021, this initiative was expanded to include Falabella's companies in Colombia, Peru, Argentina, Brazil, and Mexico. The Taskforce focused on three main areas: drafting the Policy on Human Rights and Business, developing a communication and training campaign to raise awareness among employees and suppliers, and initiating or updating due diligence processes.

Currently, Falabella S.A.'s Sustainability Management and Governance, Ethics, and Compliance Management coordinate human-rights-related work with the Compliance and Sustainability departments of all its companies.

According to our **Human Rights and Business Policy**, each company must adopt a Human Rights Program. The responsibility for implementing and maintaining this Human Rights and Business Program lies with the **Board of Directors**, the **General Manager**, and the **Compliance Officer** of the company. The Compliance Officer is responsible for the administrative implementation of the program and must

possess attributes recommended by international best practices to execute, monitor, and enforce the program.

The Program also requires each company to create a **risk matrix** as part of the due diligence process. This matrix is developed according to the company's Compliance Risk Management Procedure and is managed by the Compliance Officer. Risk matrices must be updated when events occur that could affect the company's compliance standards or influence risk management. Each identified risk in the matrix **corresponds to an individual responsible for managing and implementing proactive controls and action plans for mitigation**. This ensures continuous monitoring of human rights risk management.

Additionally, **Sustainability Management** is responsible for designing and implementing an agenda focused on the highest standards and corporate practices to address both short-term and long-term business challenges related to environmental, social, and human rights issues. Corporate Sustainability Management meets annually with the Board of Directors to report results, and obtain approval for the strategic vision, commitments, and investment budget.

6. Grievance Mechanisms and Remediation

Falabella provides its **Integrity Channel**, available in various languages for employees and third parties, such as suppliers, customers, and any individual who needs to make an ethical inquiry, report a human-rights-related issue or raise concerns about legal or internal policy violations.

Integrity Channel is unified across all Falabella businesses and is confidential, anonymous, and free from retaliation. Confidentiality is required for all participants in an internal investigation or inquiry; retaliation against those who use the channel in good faith is not tolerated; and anonymous inquiries and reports are permitted. Once a report is submitted to the Channel, it is investigated in accordance with our **General Investigation Policy and Procedure**. The investigation is conducted by trained investigators, who then provide a report for each business to take any necessary actions. These actions can range from disciplinary measures to employee termination. It is important to note that using this tool does not waive the right of individuals to report to relevant authorities nor does it require maintaining confidentiality with the authorities. The Integrity Channel is regularly promoted through training, posters, emails, digital campaigns, and in-person events. Falabella continuously seeks feedback from employees on this tool through surveys, meetings with employees, and unions. Annually, Ethics Management presents an

update on the implementation and operation of the Ethics Program to the Board of Directors, including statistics on Integrity Channel's functioning. This report includes information on uses of the channel (ethical and unethical) and their annual trends, along with various indices measuring the channel's reach and effectiveness.

Integrity Channel's means of communication are: i) email; ii) telephone; iii) company website and intranet; and iv) in-person, directly to the Ethics Officer or the corresponding Ethics Management office.

- Integrity Channel [link](#)
- Integrity Channel's means of communication [link](#)
- General Investigation Policy [link](#)
- General Investigation Procedure [link](#)



In line with the Human Rights and Business Policy, Falabella has established mechanisms to adequately identify and assess risks to prevent impacts on human rights and, where applicable, to remediate them.

In relation to suppliers, Falabella will encourage them to align their practices with this policy and work together to remedy any negative impacts directly linked to Falabella's operations, provided that Falabella has significantly contributed to their occurrence.

7. Specific Performance on Key Issues

Given the material topics of the industry and the complexity of its value chain, Falabella has developed a specific approach to key issues aimed at mitigating risks while creating value for its stakeholders.

Gender Equity

At Falabella, we believe that equal opportunities, rights, and responsibilities between men and women promote development, stability, and justice in societies. They also contribute to attracting and retaining talent, reducing selection costs and absenteeism, and enhancing employee performance and motivation. Therefore, Falabella aims to foster an organizational culture that actively promotes gender equity and the reconciliation of work and family life for its employees. The Falabella Gender Equity Policy establishes principles, measures, and general actions to guide the company's efforts to promote gender equity as part of its organizational culture. These principles are: i) equal opportunities; ii) no arbitrary discrimination; and iii) work-family balance.



Internally, these principles translate into actions and measures such as:

- Balancing female and male participation
- Equal pay
- Prevention of gender-based violence
- Promoting gender-neutral communication

Externally and socially, Falabella seeks to empower and provide tools to women to support their professional, educational, and personal development, thus contributing to reducing gender equity gaps through various initiatives, such as:

- Financial education and inclusion for women, entrepreneurs, and social leaders
- "Fuertes y Fantásticas", an initiative supporting women seeking to enter the labor market, achieve economic independence, and change their lives
- "Impulsa STEM," an initiative aimed at introducing science and technology to girls, adolescents, and women to help close the gender gap in these fields

Children and Adolescents

Our Policy on Human Rights and Business considers the respect and promotion of children and adolescents' rights, in line with the United Nations Children's Fund, Save the Children and the United Nations Global Compact's Children's Rights and Business Principles; rejecting the use of child labor.

Our goal is to ensure the rights of children and adolescents, promote better living conditions, and foster opportunities for their development through various programs and initiatives in basic education and schooling, financial education, healthy eating, and STEM education, among others.

We also promote the respect for human rights and the rights of children and adolescents throughout our supply chain, implementing assessments and audits of suppliers to identify, mitigate, and take immediate corrective actions if child labor risks are identified.



Employee Well-being

We care for our teams with a value proposition that promotes a positive balance between personal and work life; supports development, mobility, and continuous learning; respects employees' rights to association and collective bargaining; and builds a culture of health and safety that encompasses everyone in the organization.

Falabella offers its employees a value proposition that supports their professional development while caring for their personal lives, based on four fundamental pillars: benefits, talent, culture, and flexibility.

Additionally, Falabella has a unified strategy for employee feedback, primarily based on surveys covering various employee experiences. Our main feedback tool is the Culture Survey, designed to gather employees' perceptions regarding key aspects of their experience, aiming to guide people management and team climate management based on data.



Suppliers

At Falabella, we aim to establish long-term relationships with our suppliers, foster their growth, safeguard their working capital, and drive their commitment to sustainable production. To achieve this, we have a Practical Compliance Guide for Suppliers, which is provided at the start of the commercial relationship with each supplier and includes the corporate integrity parameters that guide our actions and the behavior we expect from them in terms of integrity, environmental practices, crime prevention, fair competition, and human rights, among others.

In 2023, Falabella Retail, Tottus, and Sodimac monitored and audited their suppliers regionally in partnership with SEDEX (Supplier Ethical Data Exchange), which provides access to the SMETA Social Audits Protocol. This allows for the evaluation of good practices among our private-label suppliers for their responsible and comprehensive development. Suppliers are evaluated through document reviews, evidence checks, and on-site visits. The results of these evaluations lead to specific measures, such as creating action plans.

In 2023, 4,040 supplier evaluations were conducted in retail-related businesses, of which 3,380 considered aspects of sustainability, including human rights. Among those evaluated were 58% of national suppliers and over 99% of international suppliers.



8. Next Steps

In 2024 and 2025, we will complete the pending stages of ongoing due diligence processes. Additionally, in line with the specific measures stipulated in the Human Rights and Business Policy, we will continue working on the development of the Human Rights Program.

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