

# ESG ANNEX 2025

FALABELLA



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SODIMAC

TOTTUS

mallplaza

Banco Falabella

01

## Economic Dimension



# Board Independence

According to CSA definitions, a Board director is independent when he/she meets at least 4 of the 9 criteria listed below, including at least 2 of the first 3. Under this definition, as of September 2025, all Directors are considered to be independent.

Director	Enrique Ostalé Cambiaso	Juan Carlos Cortés Solari	Carlo Solari Donaggio	María Cecilia Karlezi Solari	Paola Cúneo Queiroló	Jose Luis del Río Goudie	Alfredo Moreno Charme	Andrés Roccatagliata Orsini	Germán Quiroga Vilardo
1. The director must not have been employed by the company in an executive capacity within the last year.	✓	✓	✓	✓	✓	✓	✓	✓	✓
2. The director must not accept or have a “Family Member who accepts any payments from the company or any parent or subsidiary of the company in excess of \$60,000 during the current fiscal year”, other than those permitted by SEC Rule 4200 Definitions.	✓	✓	✗	✓	✓	✗	✓	✓	✓
3. The director must not be a “Family Member of an individual who is or was during the past three years was employed by the company or by any parent or subsidiary of the company as an executive officer.	✓	✓	✓	✓	✓	✓	✓	✓	✓
4. The director must not be a member of the company’s senior management, an adviser or consultant to the company, nor affiliated with a company that provides it such counsel.	✓	✓	✓	✓	✓	✓	✓	✓	✓
5. The director must not be affiliated with a significant client or supplier of the company.	✓	✓	✓	✓	✓	✗	✓	✓	✓

17 board meetings were held during 2024

# Board Independence

Director	Enrique Ostalé Cambiaso	Juan Carlos Cortés Solari	Carlo Solari Donaggio	María Cecilia Karlezi Solari	Paola Cúneo Queirolo	Jose Luis del Río Goudie	Alfredo Moreno Charme	Andrés Roccatagliata Orsini	Germán Quiroga Vilardo
6. The director must not have personal service contract(s) with the company or be a member of the company's senior management.	✓	✓	✓	✓	✓	✓	✓	✓	✓
7. The director must not be affiliated with a not-for-profit entity that receives significant contributions from the company.	✓	✓	✓	✓	✓	✓	✓	✓	✓
8. The director must not have been a partner or employee of the company's external auditor during the past year.	✓	✓	✓	✓	✓	✓	✓	✓	✓
9. The director must not have any other conflict of interest that the board itself determines as detrimental to his/her independence.	✓	✓	✓	✓	✓	✓	✓	✓	✓

# Board Industry Experience

Director	Enrique Ostalé Cambiaso	Juan Carlos Cortés Solari	Carlo Solari Donaggio	María Cecilia Karlezi Solari	Paola Cúneo Queirolo	Jose Luis del Río Goudie	Alfredo Moreno Charme	Andrés Roccatagliata Orsini	Germán Quiroga Vilardo
Experience in Risk Management	No	Yes	No	No	No	No	No	No	Yes
Experience in cybersecurity	No	No	No	No	No	No	No	No	Yes
Operational and/or management experience in the Retail sector, other than Falabella	Yes	Yes	No	No	No	Yes	Yes	Yes	Yes
Current participation on the boards of other publicly listed companies	0	0	1	0	0	0	0	0	5



## (1.2.10)

## Long-term Incentives for Executive Team

As stated on Falabella's 2024 Integrated Report, its executive team participates in a long-term incentive plan linked to the share value of the parent company. Under this plan, each eligible executive invests in Falabella shares through a loan granted by the company exclusively for this purpose. The loan must be partially repaid over a four-year period, during which executives receive a gross bonus equivalent to two-thirds of each installment, provided they repay their portion of the loan on time.

Executive's contracts include mechanism which allow Falabella to retain or demand a return of benefits granted if the employee fails to meet certain conditions, especially those relating to the continuity of the employment relationship. If the employment relationship ends without being immediately succeeded by another within Grupo Falabella:

- The employee loses the right to the unearned LTI tranches.
- The employee is obligated to pay the full amount of the Loan and interest, including a contractual penalty.

Likewise, the right to receive payments for each LTI tranche is conditioned on simultaneous compliance with the following requirements:

- Maintaining ownership of the shares acquired with the Loan.
- Not revoking the mandate granted to Falabella.
- Wholly fulfilling all contractual obligations in a timely manner.
- Maintaining an uninterrupted employment relationship with Falabella or any of its subsidiaries.

Failure to comply with any of these conditions revokes payment of the corresponding bonus, which in practice operates as a mechanism for recovering or losing the benefit, comparable to a clawback clause.

Falabella S.A. integrates ESG and sustainability matters into its corporate governance, with the Board of Directors and executive management directly involved in defining and overseeing the company's Climate Action Strategy and broader sustainability plans.

Risk-related aspects are part of the ongoing agenda of the **Corporate Risk Committee**, where key sustainability-related risks are discussed, including those arising from Climate Change, labor and talent management, conflicts with communities, reputational or compliance-related risks, including aspects such as product safety, responsible marketing practices and proper supply chain management, among others.

In the **Governance, Ethics, and Compliance Executive Committee**, the progress status of internal regulations related to compliance issues such as crime prevention, free competition, conflict of interest, personal data privacy and environment are reviewed and discussed. Additionally, aspects related to ESG and ethical issues, as well as those referred to diversity and inclusion, and the prevention of workplace harassment are addressed.

## (1.4.2) Risk Management Processess

Our risk management process is guided by a structured methodology aligned with international standards such as COSO ERM and ISO 31000, ensuring consistency, rigor, and integration throughout the organization. Through a dual assessment of inherent and residual risks, we evaluate both the potential magnitude and the effectiveness of existing controls, thereby identifying our true exposure. This systematic approach enables us to safeguard financial stability, strengthen adaptability, and embed sustainability principles into strategic decision-making.

A central element of this methodology is the determination of risk appetite, defined through assessment scales that combine probability and impact across financial, legal, reputational, people-related, and environmental dimensions. Risk appetite is graphically represented through a heat map, which classifies risks into critical quadrants, establishes action plans, and sets escalation criteria. Strategic risks are monitored through specific indicators with defined thresholds, reviewed regularly by risk committees at both the business and corporate levels. When risks exceed the defined appetite, an escalation process involving the corresponding Risk Committee and, if necessary, the Board of Directors ensures traceability, accountability, and timely response.

To complement this methodology, between December 2024 and January 2025, the consulting firm KPMG carried out an independent audit of Falabella Retail's risk management model. This evaluation analyzed governance, processes, culture, and support systems, benchmarking them against market best practices, current regulations, and international frameworks such as COSO ERM and Corporate Governance guidelines. The review of our methodology, including the process for defining risk appetite, provided valuable recommendations that are now serving as inputs to strengthen Grupo Falabella's overall risk management strategy and enhance its maturity level. Together, these practices ensure that risk management is not only a compliance requirement, but a cornerstone of our governance model and long-term resilience.

To reinforce the integration of risk culture across the organization, certain Business Units have incorporated risk management into their performance recognition models. At Banco Falabella Perú, specific risk-related KPIs represent 5% of the bonus for managers and coordinators, covering aspects such as loss event reporting, action plans, business continuity indicators, and phishing exercises. Similarly, in Banco Falabella Chile and CMR México FCL, a percentage of executive bonuses is linked to the achievement of risk management objectives. These mechanisms ensure that accountability for risk management is integrated at all levels, further aligning individual performance with the company's strategic resilience.



**Integration of Risk in Product/Service Development:****Multiline Discretionary:**

At Falabella Retail Chile, within its range of Private Label products, including categories such as appliances, cosmetics, and apparel, the company is exposed to a series of regulations that pose a compliance risk if products are not reviewed and approved prior to being sold. To mitigate these risks, a quality control process is executed, based on the review, inspection, and approval of products. This process is aimed at certifying products through accredited laboratories. It involves requesting suppliers to comply with various requirements and standards, as well as sending product samples (depending on type and testing requirements) to validate compliance with the legally required regulatory specifications. This validation is carried out said laboratories. In case of non-compliance, suppliers are asked to make the necessary improvements and submit new samples for analysis. If the product complies, an inspection is requested in the country of origin. Once the process is completed and all requirements are met, the product is approved for shipment and sale to customers. For non-certifiable products, a similar process is followed, with the difference being that functional tests are conducted from the user's perspective. If defects are found, improvements and new samples are requested. Finally, the inspection and approval process is carried out before the product is made available for sale. Additionally, as part of the compliance evaluation process, in-store reviews are conducted to confirm that these products meet safety criteria and the standards required by the country.

**Commercial Banking**

At Banco Falabella, prior to the development and/or launch of any new product, various analyses are conducted, including risk identification. This involves reviewing the processes associated with the new product to identify operational risks, implementing mitigation measures if risks exceed acceptable thresholds, and defining indicators to evaluate performance. Additionally, the process includes identifying sensitive information and determining the necessary security measures, among other considerations.

**Home Improvement**

In the Sodimac business, there is a laboratory for new products where, during product development, they verify that the items meet functional criteria and the attributes declared by the supplier. This is done by considering regulations and market studies focused on direct competitors. The fundamental role is to protect the private label, which is why, if a product needs to be created, the laboratory contributes with technical evaluations or supporting documentation.

When it comes to evaluations for product incorporation, various tests are carried out, ranging from technical, regulatory, functional, and safety aspects. All evaluations verify the product as it would be used by the customer, ensuring that any risks that may arise during product use are taken into account.

**Digital market place:**

In the case of Falabella.com, there is a consumer protection risk matrix in Chile that evaluates, by commercial category, the product compliance regulations, risk, and product approval. Currently, this is a detective-type task for the catalog on LINIO. For Falabella.com, the sellers' Compliance team conducts a product compliance assessment with local legislation before the products are published on the Falabella.com website. This is a preventive evaluation prior to their publication.

### (1.4.3)

## Emerging Risks

### Physical Climate Risks: High Temperatures and Extreme Precipitation

Climate change represents a cross-cutting risk for Grupo Falabella, encompassing both physical threats and transition risks linked to the transition toward a low-carbon economy. Physical risks include events such as extreme heat, heavy rainfall, strong winds, and storm surges, among other phenomena that can impact critical infrastructure (stores, logistics centers, shopping malls), the supply chain (maritime and land transport flows), and the safety of employees and customers. Transition risks, on the other hand, are related to regulatory, technological, market, and reputational changes that could affect investment requirements, operational expenses, or revenues.

Within our risk management model, we use scales to assess both probability and impact. This approach allows us to evaluate, measure, and prioritize potential risks, including those related to climate. The impact scale considers different criteria depending on the nature of the potential impact, and some risks are assessed based on multiple criteria. These include financial, reputational, legal, people-related, and environmental impacts. Financial impact is evaluated in terms of Value-at-Risk, expressed as a percentage of a significant segment of the financial statements, with an absolute threshold defined at the Group level and relative thresholds applied across businesses.

The likelihood of extreme climate events is increasing across the region, directly affecting operations in countries such as Chile, Peru, and Colombia. Additionally, regulatory and social pressure regarding climate management is rising, with new regulations and growing expectations from investors and consumers.

Regarding the **magnitude of impact**, potential effects are estimated to include:

- Damage to physical infrastructure and logistics assets
- Disruptions in the supply chain
- Increased operational costs due to adaptation or regulatory compliance
- Reputational risk due to misalignment between climate commitments and actions

As a result, an adaptation strategy has been implemented that includes:

- Integration of climate change into the comprehensive risk management model, aligned with TCFD recommendations and the recently published IFRS S2 standard
- Identification of physical and transition risks by business unit and country
- Evaluation of existing controls and definition of residual risk status
- Monitoring of emerging regulations and adaptation of strategy
- Investment in air conditioning and refrigeration systems, energy efficiency, and generator systems

## (1.4.3) Emerging Risks

### Emerging Risk: Inadequate Use of Artificial Intelligence

Artificial Intelligence constitutes an emerging risk that has either newly surfaced in recent years or undergone significant transformation. In 2024, Falabella updated its high-level strategic risks, and as a result of this process, Artificial Intelligence was identified as an emerging risk for the Group.

While it represents a strategic opportunity for innovation and operational improvement, it also introduces new challenges that require rigorous and proactive risk management.

The main risks identified include:

- Leakage of confidential information due to the input of sensitive data or extraction of confidential content
- Generation of inaccurate or biased content that could affect business decision-making
- Intellectual property issues due to content generation that may infringe copyright
- Regulatory non-compliance regarding personal data protection and privacy
- Proliferation of shadow IT due to the use of GenAI applications without security evaluation or corporate monitoring
- Operational risk due to technological dependency, stemming from increasing integration of AI into critical processes

### Why is this risk considered to have increased in importance recently?

The accelerated adoption of artificial intelligence is profoundly transforming the global business landscape. Its importance has grown due to several converging factors: rapid technological advancements, the disruptive nature of AI solutions, their widespread integration across business processes, and the significant impact they have on Falabella's operations and activities.

Our internal monitoring has also revealed a sharp increase in the use of generative AI tools by employees, further reinforcing the need to manage this risk in a comprehensive and proactive manner.

### Why is the magnitude of impact expected to increase in the future?

The impact of this risk has the potential to grow exponentially due to the accelerated use of generative AI across the organization. Industry trends project exponential growth in the adoption of these technologies over the coming years. At Falabella, we have identified multiple GenAI initiatives in development across our various business units. This growth could lead to exposure of confidential information, loss of operational control, and non-compliance with regulatory frameworks, affecting business continuity and stakeholder trust. The impact of this risk is significant and multidimensional, stemming from external sources such as accelerated technological evolution, regulatory changes, and new cyber threats.

The identified impacts include:

- **Financial Impact:** Exposure to regulatory penalties for non-compliance with data protection laws, losses due to disruption of critical services, and remediation costs for security incidents.
- **Operational Impact:** Compromised continuity of operations if AI-based systems do not adequately strengthen operational resilience.
- **Reputational Impact:** Loss of customer and stakeholder trust due to exposure of confidential information or business decisions based on incorrectly generated data.
- **Legal Impact:** Risk of non-compliance with current regulatory frameworks regarding data protection, intellectual property, and ethical use of technology.
- **Opportunities:** conversely, correctly handling the implementation of AI, may yield a competitive edge and new business opportunities.

### Mitigation Actions

Falabella has implemented a comprehensive program that balances technological innovation with prudent risk management, based on the following pillars:

- Governance and Strategic Framework
- Tools and Resources
- Training and Talent
- Knowledge Management
- Technical Infrastructure

The program is being gradually executed throughout 2025, with clearly defined phases ranging from the implementation of regulatory foundations to optimization based on metrics and continuous evolution.

### (1.4.3)

## Emerging Risks

### **Emerging Trends in Security Risks: Threats to the Integrity of Our Customers, Suppliers, and/or Employees**

The evolving security threats in Latin America, driven by the increasing activity and violence of transnational and national organized crime gangs, were identified as an emerging risk for Falabella in 2023 and remain highly relevant today. These threats directly endanger the well-being of customers, visitors, employees, and suppliers (CVES) in and around company facilities. They also pose significant challenges to the safety of operations across the diverse geographic and cultural environments where the Group operates, requiring new strategies and coordinated responses. The sustained growth and evolution of these phenomena, together with higher levels of violence and corruption, have increased the likelihood of occurrence in the region. Beyond the direct incidents that may affect facilities and the physical integrity of CVES, the growing perception of insecurity is reshaping consumer habits and impacting the flow of commerce, underscoring the relevance of this risk for Falabella.

From a business perspective, the impacts of this risk are multidimensional. Reputationally, the dissemination of violent events through media and social networks can damage customer and supplier trust, with potential consequences such as reduced foot traffic and diminished loyalty. Specific cases, including hitman contracts at Mallplaza Trujillo and explicit content linked to cruising, demonstrate the brand exposure to reputational harm. Operationally, the risk can lead to temporary or permanent facility closures mandated by authorities, directly threatening business continuity. Economically, the medium-term impacts include higher costs related to insurance, private security, compensation, and sales losses. If criminal trends continue to escalate, financial burdens and the risk of divestment could also increase. Legal risks are present as well, with possible proceedings in both criminal and civil courts.

To address these threats, Falabella has developed a comprehensive set of mitigation measures. At the governance level, the company established a Corporate Security Committee (also referred to as the Corporate Safety Table), coordinated by Corporate Security Management and integrating loss prevention and security teams from all businesses. This committee coordinates organizational efforts, facilitates information-sharing, develops cross-business security projects, and ensures continuous improvement in physical security across all units. Specific measures include: employee awareness programs on the risks of social media overexposure; provision of transportation for key personnel during store and branch opening and closing; environmental monitoring and early warnings for temporary or permanent closures to protect visitors, customers, and suppliers; and the establishment of permanent regional safety working groups to conduct case studies, share lessons learned, and assess risks. Additionally, a Regional Liaison Plan has been implemented to strengthen coordination with local authorities on prevention and security matters. These actions, applied across all businesses while considering their specific structures, exposure, and costs, aim to deter and discourage the planning and execution of high-impact crimes, protecting both people and operations while reinforcing business resilience.

### (1.5.5)

## Breaches to Code of Ethics and Policies

### **Additional disclosure on ethical breaches:**

Falabella discloses in its Annual Report information regarding breaches of regulations and its Code of Integrity. In the report for fiscal year 2024, the company stated that there were no sanctions related to violations of Law No. 20.393, which establishes the criminal liability of legal entities and covers, among other offenses, bribery, money laundering, and terrorist financing. Likewise, no sanctions were reported in connection with violations of free competition laws. In addition, Falabella reports cases of discrimination submitted through its Integrity Channel, as well as complaints related to sexual harassment, workplace harassment, and workplace violence.

## (1.6.1) Policy Influence Contributions

Falabella is committed to transparency regarding its interactions with public policy and the use of financial resources for such purposes. In line with international best practices, the company discloses its contributions related to lobbying, political activities, and associations or tax-exempt groups. The following table details the amounts reported between 2021 and 2024, showing that contributions are limited exclusively to trade associations and think tanks, with no expenditures recorded for lobbying or political campaigns.

Type of Contributions	2021	2022	2023	2024
Lobbying, interest representation or similar	0	0	0	0
Local, regional or national political campaigns / organizations / candidates	0	0	0	0
Trade associations or tax-exempt groups (e.g. think tanks)	905.094.736	944.854.147	1.161.956.508	1.360.740.088
Other (e.g. spending related to ballot measures or referendums)	0	0	0	0
Total	905.094.736	944.854.147	1.161.956.508	1.360.740.088
Data coverage	100%	100%	100%	100%



## (1.6.2) Largest Contributions and Expenditures

In line with its commitment to transparency, Falabella discloses its largest contributions and expenditures related to trade and business associations. These contributions reflect the company’s objective of fostering collaboration, promoting responsible growth, and engaging in dialogue with industry peers to address common challenges and share best practices.

Topic	Position of the company	Description of the objective to support this topic	Total contributed in 2024 (CLP)
Commerce trade associations	Support	Our contributions to chambers of commerce contribute to national economic development through collaboration and trust. We develop open communication with large and small companies, with the aim of developing in a complementary manner to achieve higher standards and responsible regional growth.	\$667.598.612
Shopping center industry associations	Support	Contributions to chambers and associations of shopping centers have the strategic objective of aligning ourselves with the market, sharing best practices for the benefit of shopping centers and discussing the issues that affect these associations.	\$232.067.200

## (1.6.2) Largest Contributions and Expenditures

During 2024, Falabella allocated resources to various associations in the countries where it operates. These contributions are intended to strengthen industry collaboration, promote economic and social development, and support initiatives that enhance standards and best practices within the retail sector. The table below details the three largest contributions made by the Group in 2024.

Name of the organization, its description, and the purpose of the contribution.	Total contributed in 2024 (CLP)
The largest contribution made in 2024 as a Group was to the Chilean Chamber of Shopping Centers. The Chilean Chamber of Shopping Centers is an independent, non-profit association that brings together natural or legal persons who own or manage shopping centers.  Its objective is to actively contribute to the integral development of the Shopping Center sector and provide Chilean consumers with world-class standards.	\$195.852.673
The second most significant amount contributed by the Group was made to the Lima Chamber of Commerce — a private, non-profit institution established with the purpose of promoting free enterprise and contributing to Peru’s economic and social development.	\$135.669.744
The third largest contribution was made to the Trade Association of the Financial Retail Industry A.G. — a specialized trade association that brings together the main credit issuers and insurance brokers associated with the retail industry.	\$147.292.116

## Supplier ESG Program / Supplier Development

To ensure compliance of its ESG commitments for its supply chain, Falabella's subsidiary Mallplaza has in place a Supplier Engagement Policy, which establishes the principles and rules that must be followed in purchasing processes as to guarantee a sustainable management of activities with suppliers. All of Mallplaza's procurement operations, contracting of goods and services, and relationships with suppliers must comply with the following principles: Legality and transparency, Confidentiality, Impartiality, Responsible procurement, Accountability, and Auditability.

Moreover, Mallplaza has implemented a "Full Supplier Assessment" which includes ESG variables, as well as a supplier development process to implement modifications or improvements to work procedures when risks have been identified. Additionally, the company provides information and training regarding ESG processes and requirements, with access to benchmarks for peer comparison and technical support, such as to its external staffing program to develop their sustainability capabilities and performance.

On the other hand, Falabella Retail use SMETA audits to assure compliance with its supply chain standards and commitments: the results of these audits are presented to the Compliance Committee and to the CEO of the company on a quarterly basis.

Our subsidiary Sodimac has informative material on its Sustainable Product System, with a Guide which is has been presented to suppliers through webinars as to train suppliers on the company's requirements. During 2024, 185 suppliers were trained on this topic.

### (1.7.5)

## KPIs for Supplier Screening

As stated in Falabella's 2024 Integrated Report, the company had a total of 6,267 tier-1 significant suppliers, and 1,312 tier-2 significant suppliers.

Regarding goals for supplier training and skill building, our subsidiary Sodimac has a target of training 209 suppliers in 2024. Moreover, our subsidiary Falabella Retail has a target of supporting 100% of its suppliers with non-compliances through corrective action plans aimed at improving their performance.

## (1.8.1 )

## Tax Policy

Falabella's Tax Policy requires each of the groups' constitutive companies to comply in good faith, according to the spirit and the letter of the tax laws that apply to them. Moreover, the Group commits not to transfer values into low-tax or secrecy jurisdiction to reduce or optimize tax dues, and forbids opaque practices to this end, such as mischaracterizing the commercial substance or economic purpose of tax structures (pertaining transactions and operations) to reduce tax burdens.

Furthermore, under the Transfer Pricing Policy, Group companies are required to apply the arm's length principle when engaging on related-parties transactions, and establishes procedures to ensure their appropriate implementation, based on recognized standards such as the OECD Transfer Pricing Guidelines.

For more information, please visit:

[Tax Policy](#)

[Transfer Pricing Policy](#)

[Annual Report 2024, page 71](#)

**(1.8.3)****Effective Tax Rate**

	<b>Business segment</b>	<b>2023 (thousand CLP)</b>	<b>2024 (thousand CLP)</b>
Earnings before tax	Non-banking business	175,868,820	631,405,478
	Banking business	23,095,035	261,838,832
	TOTAL	198,963,855	893,244,310
Reported tax	Non-banking business	27,913,013	200,897,069
	Banking business	(17,533,669)	56,942,852
	TOTAL	10,379,344	257,839,921
Effective tax paid	Non-banking business	81,077,619	122,517,566
	Banking business	50,089,386	24,795,292
	TOTAL	131,167,005	147,312,858



### **(1.9.1)**

## **Information Security Governance**

Since June 2023, Mr. Germán Quiroga has served as the director responsible for information security and, in this function, coordinates with the Company's Chief Information Officer.

Leonardo Di Nucci is the Company's Chief Information Officer, responsible for information security and cybersecurity, and reports directly to the CEO.

## (1.9.2)

## Cybersecurity and information security policies

Falabella has two internal policies that regulate the conduct of employees and contractors regarding information protection and cybersecurity.

The **General Information Security Policy** establishes that all employees across Falabella's businesses are responsible for safeguarding and protecting the information they handle in performing their duties. It also states that contractors and external companies providing services and having access to the company's information assets must comply with this policy. Additionally, the policy defines the role of the Chief Information Security Officer (CISO), who is responsible for overseeing the periodic review of the policy. The objective of the Information Security Policy is to define general guidelines that ensure the proper use and protection of all information assets within Falabella's businesses.

The **Cybersecurity Policy** aims to define strategic and technical aspects for protecting Falabella's infrastructure. It establishes that security reviews must be conducted to ensure the protection of operating systems, as well as to respond to threats and attacks. The document also states that best practices for managing information security risks must be monitored in order to foster continuous improvement in the company's information security systems.

### (1.9.3)

## Information Security Management Programs

To ensure proper Information Security management, Falabella holds an external ISO 27001 certification obtained through an audit that covers the declared scope. This is complemented by the existence of business continuity plans related to information security, which are tested at least once a year.

Regarding the escalation of incidents or suspicious activity related to information security, Falabella has an immediate reporting and escalation mechanism that allows employees or suppliers to report suspicious activity or threats. The document titled Cybersecurity Incident Management Procedure outlines the roles and responsibilities for addressing threats to information security.

Additionally, Ethical Hacking activities are carried out to identify vulnerabilities within the information security management system. In 2024, various exercises were conducted to evaluate vulnerabilities and improvement opportunities, as well as decision-making flows during cyberattacks. These exercises include a subsequent training module to prepare employees for potential threats.

Falabella has implemented comprehensive information security programs designed to anticipate, prevent, and respond to evolving cyber threats. These programs combine technical safeguards with a strong culture of Information Security Awareness Training, ensuring that employees across the organization adopt secure behaviors as part of their daily activities. Through the 2023–2024 Awareness Plan and the annual Information Security Week, the company has delivered targeted campaigns and workshops on secure browsing, digital footprint, access control, phishing, malware, artificial intelligence, and social media, complemented by surveys to assess employee engagement and understanding. In addition, Falabella conducts regular internal audits and ethical hacking exercises that simulate real attack scenarios to test systems, applications, and processes, proactively identifying vulnerabilities and strengthening defenses.

## (1.10.1)

## Product Quality Management

To ensure the quality of products sold, our subsidiaries have different processes and controls in place.

Mallplaza implemented an external verification of its quality management system and has updated its ISO 9001 certification in 2024. Moreover, Mallplaza's different teams are trained continuously for correct quality management on its processes, and several mechanisms are established for external stakeholders to report complaints, such as customer modules in shopping malls and tickets for stores to raise complaints. On this topic, Falabella Retail has in place Customer Services and Technical Service in stores for customers to raise complaints on faulty products.

Our subsidiary Sodimac has implemented internal quality controls and audits for imported products that will be sold in its stores: this processes are undertaken through inspections to guarantee the quality of products on supplier factories. Once inspection criteria are met, the shipping approval is sent to the supplier. Also, Sodimac trains its Procurement and Quality Areas on its Quality Management System to raise awareness on the roles of employee in this system. Moreover, the Client Experience area of the company is the one in charge of receiving and handling client complaints, directly in stores and through social networks.

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## Environmental Dimension



## (2.1.2)

# Environmental Management Systems Verification

### EMS: Certification / Audit / Verification

Our Environmental Management Systems are certified under the international standard ISO 14001 at Mallplaza (Chile, Perú and Colombia) and Sodimac Colombia, which together account for 4.1% of Falabella's consolidated revenue in 2024.

The Mallplaza Chile ISO 14001 certifications can be found here: <https://corporativo.mallplaza.com/en/governance/governance-documents/>

Most of our business units have implemented our Environmental Program, which includes assimilable management components and are subject to internal audit. These business units represent 74% of our consolidated revenue for 2024.



**AENOR**  
Certificado del  
Sistema de Gestión Ambiental



GA-2011/0577

AENOR certifica que la organización

**PLAZA S.A.**

dispone de un sistema de gestión ambiental conforme con la Norma ISO 14001:2015

para las actividades: La prestación de servicios de soporte de locales comerciales y el mantenimiento de infraestructuras de centros comerciales.

que se realiza/n en: Direcciones indicadas en el Anexo

Primera emisión: 2011-11-10  
Modificación: 2025-01-02

Última emisión: 2023-11-17  
Expiración: 2026-11-10





### (2.3.1)

## Packaging Commitment (1)

Regarding the commitments and programs established to manage impacts related to packaging use, Falabella has taken the following steps:

### **Measurable group-wide commitment to reducing the volume and/or weight of packaging**

In January 2024, Falabella Retail and Falabella.com entered into a Clean Production Agreement (CPA) with the Santiago Chamber of Commerce and the Sustainability and Climate Change Agency of the Chilean Ministry of the Environment. This two-year public-private partnership aims to identify opportunities to reduce the environmental footprint of packaging throughout the lifecycle of e-commerce and to carry out collaborative actions that enhance circularity. The agreement includes a commitment to reduce e-commerce packaging weight by 5% by the end of 2025.

Companies adhering to the CPA must comply with the following differentiated obligations based on their company type:

- Reduce the weight of their e-commerce packaging by at least 5%.
- Incorporate materials with lower environmental impact into e-commerce packaging, in line with applicable environmental regulations.
- Adopt circular economy strategies for e-commerce packaging.

### **Programs to increase the use of recyclable packaging**

Tottus was awarded a certificate from the Sustainability and Climate Change Agency of CORFO, confirming the achievement of 100% compliance with the objectives and goals of the Eco-labeling Clean Production Agreement (CPA), which was coordinated by SOFOFA. The goals for participating companies included publishing 12 communications about the Eco-label and certifying 25 SKUs with the recyclability seal. Tottus successfully met the publication requirement and certified 81 SKUs with the recyclability seal.

### (2.3.1)

## Packaging Commitment (2)

Regarding the commitments and programs established to manage impacts related to packaging use, Falabella has taken the following steps:

### **Programs to phase out single-use plastic packaging**

Mallplaza has launched its “Plaza 0” program, making it the first mall in Chile to take action against disposable plastic tableware and packaging in food courts. This initiative aligns with Chile's Single Use Plastics Law, which mandates that within a determined timeline, no restaurant or store serving food may use single-use items.

### **Programs to ensure that recyclable packaging is actually recycled**

Sodimac has gradually established a nationwide network of recycling points in Chile, ensuring that the public has access to recycling facilities and ensuring the recycling of packaging materials such as cardboard, glass, and plastics. The company tracks the weight of recovered paper and cardboard, plastics, metals, and glass on an internal digital platform. The company also offers products made from plastic waste collected at its recycling points. Furthermore, Sodimac's waste recovery for cardboard, plastic wrap, and wood is managed by specialized, certified companies, guaranteeing effective recycling.

Sodimac, Falabella and Tottus are partners of ReSimple, which is responsible for collecting recyclable packaging waste directly from households, as well as operating Clean Points and Green Points. It offers a home pickup and recycling service for furniture and large appliances.

Customers can drop off used car batteries at Sodimac and Car Center stores free of charge. Sodimac is also part of the “Chilean Plastics Pact,” an initiative led by Fundación Chile that aims to implement actions to advance toward a circular economy for plastics.

(2.3.2)

(Packaging Materials)

Packaging material	Total weight (metric tons)	Coverage (as % of cost of goods sold)
Wood / Paper	7.778	16%
Metal	158	12%
Glass	587	4%

(2.3.3)

(Plastic Packaging)

Plastic Packaging	FY2024
Total weight (tonnes) of all plastic packaging	6.228
Percentage of recyclable plastic packaging (as a % of the total weight of all plastic packaging)	39%
Percentage of compostable plastic packaging (as a % of the total weight of all plastic packaging)	0,001%

These figures include the packaging and containers associated with products subject to the Extended Producer Responsibility (REP) law, consolidated across our retail businesses in Chile: Sodimac, Tottus, and Falabella Retail.

## (2.4.1)

## (Waste Management Programs (1))

Incorporating circular economy principles into waste management, both during operations and post-consumer phases, is a global challenge.

At Falabella, we tackle these challenges through concrete actions aligned with our core value of "Protecting the Future."

Our initiatives include the following programs:

### **Waste audits to identify opportunities for improving waste performance and action plans to reduce waste generation**

Tottus operates stores that are part of the Zero Waste Clean Production Agreement (CPA). As part of this initiative, monthly meetings and audits are held to present an analysis of the behavior of recoverable waste, to identify and implement improvements that increase recovery rates - particularly for organic waste. We have analysis reports from 2024, and starting this year, findings are being reported to identify gaps and implement corrective actions.

Mallplaza has developed a regional roadmap focused on reducing waste sent to final disposal. This roadmap is aligned with the strategic objectives embedded within our environmental management system, which enables continuous identification and implementation of improvements. In compliance with regulations, Mallplaza has conducted waste characterization studies, allowing us to identify the areas with the highest waste generation and detect opportunities to improve waste recovery performance.

Sodimac manages waste nationwide across all its facilities, under the responsibility of the Risk Prevention Department and the Operations Management team. Waste control is carried out through the Recylink waste management platform, which enables visibility into the operational waste generated at store level. This platform provides traceability and insight into the types and quantities of waste - both recyclable and those sent to final disposal - while also tracking associated KPIs. It allows for monitoring the volume and frequency of waste pickups, generating both environmental and economic efficiencies in waste management.

## (2.4.1)

## Waste Management Programs (2)

### **Quantified targets to minimize waste**

Mallplaza has set a target to recover 60% of the waste generated in the urban centers by 2025. The progress towards this goal can be found in Mallplaza's 2024 Integrated Report.

As part of the +Verde 2030 vision, Falabella Retail has set waste management targets to be achieved by 2030, including internal recycling programs in 100% of stores, diversion of 90% of non-hazardous waste from landfills, and use of recycled or sustainably sourced materials in 50% of packaging units.

### **Investment in innovation or R&D to minimize waste**

As previously stated, Mallplaza and Sodimac implemented the Recylink waste management platform, which enables the monitoring of operational waste from stores. The platform provides visibility into the types and quantities of waste, distinguishing between recyclables and waste sent for final disposal, enabling traceability of associated KPIs, as well as control over the volume and frequency of waste pickups.

Falabella Retail has also conducted a Life Cycle Analysis of its packaging to quantify its impact and identify opportunities for reduction through eco-design initiatives. This study enabled us to identify critical points and based on these, define sustainable attributes that help mitigate the impacts.

### (2.4.3)

## Food Loss & Waste Commitment

### **Programs established to measure and reduce the volume of food loss & waste**

Through our supermarket formats - Tottus, Hiperbodega, and Superbodega - we have publicly committed to reducing food waste by 20% by 2025, considering 2021 as the baseline year.

To achieve this target, we work under the Food Loss and Waste Accounting and Reporting Standard (FLW Standard) of the World Resources Institute. We developed a methodology for inventory quantification and implementation, which results in the FLW indicator measured in tons. This outcome quantifies food shrinkage across six perishable food categories, defined as gross shrinkage, minus clearance sales, donations, and food waste recovery efforts. You can review the detailed performance by food category in our annual report.

On our path toward reducing food loss and waste, we have implemented a plan to define and execute strategies across all stages of the supply chain. These strategies focus, first and foremost, on improving data coverage and accuracy through quantification methods such as direct weighing records, while promoting alternative uses for food residues, such as donation or recycling. This enables us to better understand how to improve our processes, working closely with our organic waste managers and beneficiary organizations. Additionally, enhancing accuracy through demand forecasting and adjustments in product procurement helps reduce shrinkage-related food losses and improves operational efficiency. We are committed to improving the accuracy of inventory control and monitoring by investing in modernization and the implementation of analytical tools. Furthermore, shrinkage, donations & FLW committees are held monthly in Chile and Peru, where progress and results of action plans are reviewed and scheduled for upcoming periods.

Food donations are part of our waste reduction strategy and, at the same time, contribute to local empowerment and development. We have implemented redistribution strategies, reducing losses while contributing to the community through partnerships with organizations such as Banco de Alimentos in Peru and Red de Alimentos in Chile.



## (2.5.1)

## Water Efficiency Management Programs (1)

We have implemented the following programs to safeguard water resources:

### **Water use assessment to identify opportunities for water efficiency improvement**

During 2024, Mallplaza carried out a process of collecting and reviewing information related to water management, covering extraction, consumption and wastewater discharge. This detailed analysis allows us to conduct a comprehensive assessment of risks and opportunities, considering operational aspects as well as environmental and regulatory impacts. Sodimac has implemented online measurement systems (telemetry) in some stores to identify opportunities for optimizing water consumption, with weekly reports sent to each location. The company also plans to expand the number of stores equipped with these systems to further enhance water efficiency.

### **Actions to reduce water consumption**

Mallplaza has developed an action plan that includes: the establishment of working groups to manage water consumption reduction; the expansion of low-water landscaping and the implementation of automated and advanced irrigation systems; the monitoring of water consumption through technological tools that enable real-time monitoring of water inflows and outflows to quickly address irregularities; the replacement of fixtures with water-efficient alternatives; and the monthly monitoring of water consumption, incorporating measurements from maintenance and landscaping equipment. In addition, Mallplaza has implemented a range of initiatives to promote water efficiency across its operations. It has adopted a water consumption telemetry system through the SIMON software to monitor usage and enable water efficiency measures such as low-flow faucets, sustainable landscaping, and improvements in water-based climate control systems.

## (2.5.1)

## Water Efficiency Management Programs (2)

We have implemented the following programs to safeguard water resources:

### **Actions to improve wastewater quality**

At the regional level, a preventive and corrective maintenance program was implemented for different urban centers, which includes periodic cleaning of grease traps and septic tanks, treatments using microorganisms to degrade liquid industrial waste such as fats and oils in piping systems and chambers - helping to prevent blockages, reduce odors, and ensure compliance with environmental regulations as well as self-monitoring practices to track parameters and take corrective or preventive actions when deviations occur.

### **Setting water consumption reduction targets**

Mallplaza aims to reduce its direct water use intensity by 30% by 2025, using 2019 as the baseline (m<sup>3</sup>/GLA).

### **Application of water recycling**

In its Cali operations, Mallplaza has introduced rainwater recycling to reduce water consumption in common areas, with an expected annual saving of 4,700 m<sup>3</sup>. At Mallplaza Cartagena, condensate from air conditioning systems is collected and reused.

### **Employee awareness training on water efficiency management**

At the Puente Alto store, as part of Tottus's commitment under the framework of a local Climate and Environmental Governance roundtable organized by the Municipality, two in-store training sessions on water efficiency were conducted, and posters promoting water efficiency were displayed for customers.

## (2.9.2) Sustainable Raw Materials (1)

Regarding commitments and programs set to manage impacts related to raw materials, the company has implemented the following:

### **Falabella Retail**

Falabella Retail's +Verde program includes a responsible sourcing component. This initiative defines preferred raw materials and the minimum percentages that must be contained in the composition of a given product to be included as part of the program. For a raw material to be considered as having a sustainable attribute, it must be traceable through a certification of origin which includes reducing negative environmental impacts on soil quality, biodiversity, pollution, and the use of fresh water, in addition to social aspects such as human health and fair trade.

As part of Falabella Retail's 2030 Sustainability Vision, +Verde aims for sustainably sourced raw materials to comprise 30% of units sold by 2030, achieving a 19.3% progress for 2024. Additionally, by 2030, 30% of models are expected to have certifications related to the management of chemicals harmful to human health and the environment, and 100% of own-brand factories are targeted to be evaluated on a three-year cycle.

We have a control system that ensures all products communicating a sustainable attribute are supported by valid certificates from the country of origin. The certifications are based on international standards that ensure traceability throughout the supply chain of raw materials and ensure compliance with social and environmental criteria during processing, verifying that the sustainable attribute is maintained from the source to final certification. These certifications are issued and validated by third-party organizations or authorized auditing bodies. In addition, we have a protocol for suppliers that establishes our sustainability guidelines for the procurement of these products. The factories responsible for manufacturing products with sustainable attributes must source certified raw materials and provide supporting documentation, including scope and transaction certificates to verify the sustainable attribute. In 2024, training sessions were conducted to strengthen the validation of sustainable certifications among fashion purchasing teams, ensuring proper documentation and clear communication of responsible product attributes. The sessions aimed to equip these teams with the necessary knowledge to identify valid certificates and prevent the submission of fraudulent documentation.

## (2.9.2)

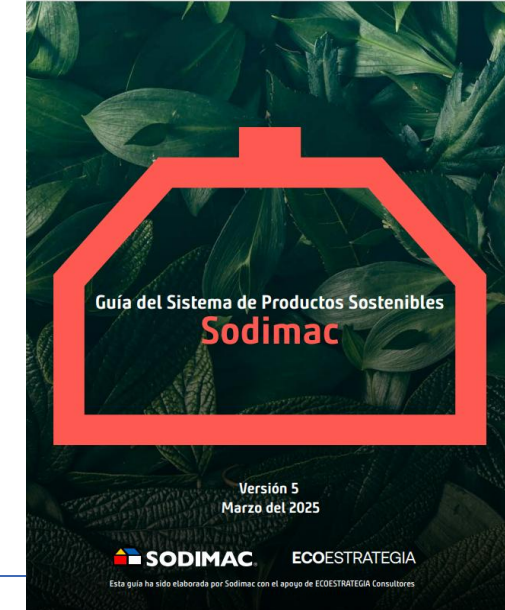
## Sustainable Raw Materials (2)

Regarding commitments and programs set to manage impacts related to raw materials, the company has implemented the following:

### Sodimac

Sodimac developed the "Sustainable Products System Guidebook," designed to help customers understand the sustainability attributes of each product. Our approach considers the impacts across the different stages of the product life cycle, from raw material sourcing to final disposal. By prioritizing products that minimize these impacts, we aim to make significant progress in reducing our carbon footprint. The system is structured around six criteria that allow the identification of products with superior sustainability performance. To be included, products must meet at least one criteria, defined using a life cycle approach and aligned with international standards for the disclosure of sustainable attributes. The evidence supporting these attributes includes third-party certifications and assessments. The guidebook can be found here: [Sodimac Sustainable Product Guidebook – Spanish only](#)

Sodimac has an FSC certification for our own brand wood beams and sawn wood, which demonstrates our commitment to sustainable sourcing and minimizing environmental impact.



(2.9.3 - 2.9.4)

(Raw Materials)

The following KPIs reflect Falabella Retail’s material mix in its Conscious Brands product catalog, which in 2024 accounted for 1.3% of the Group’s consolidated revenue.

2024	Amount	Standard name	Share of materials used that are certified	Share of materials used that are recycled:
Cotton	2,296 tons (2,296,182 kgs)	GOTS, OCS GRS, GCS	47%	46%
Linen	81 tons (81,964 kgs)	European Linen	70%	70%
Man-made cellulosic fibers	392 tons (392,040 kgs)	Ecovero/ Tencel, Lyocell/Modal	84%	84%

2024	Amount	Percentage derived from recycled plastics
Plastic materials in products	1,039,661 kgs	66%



03

## Social Dimension



### (3.1.1 & 3.1.2)

## Labor Practice Commitments and Mechanisms (1/3)

At Falabella, as stipulated in our Human Rights Policy, we fully respect labor rights. Therefore, we have a series of commitments and monitoring mechanisms detailed below.

### Living Wage Commitments

At Falabella we constantly work to raise the living standards of our employees. That is why we make sure to comply with local regulations in terms of payment of remuneration and we work to grant better conditions day by day. In this sense, we have standardized systems and practices that allow us to ensure a salary in line with the growing costs of living in each country where we have operations. Our corporate methodology aims to analyze annually that our salaries are competitive, that they are in accordance with the levels of responsibility and relative weight of each position within the company, as well as that they adjust to the local reality and cost of living of the markets in that we operate. Thus, our methodology is based on a combination of studies and recognized methodologies, which include an annual market wages and the cost of living assessment in each country where we operate. For the former, we have a global job evaluation tool called IPE (International Position Evaluation) and a salary study TRS (Total Remuneration Survey), both delivered by the consulting firm Mercer. Additionally, we rely on various specialized studies to estimate the cost of living in each country, following the guidelines of the Ancker methodology to contemplate the standardized basket of products and services that includes food, housing, clothing, health, transportation and personal care items. Combining the analysis of the aforementioned studies, we review each year the salary position of our collaborators, plan corrective actions and update our standards

### Social Protection and Additional Benefits

Falabella recognizes the importance of providing comprehensive social protection to its employees, beyond the legal benefits required by current regulations. In this regard, the company has implemented additional benefits that reinforce its commitment to the physical, emotional, and financial well-being of its employees. For more information, please check our [Annual Report 2024, page 100](#).



### (3.1.1 & 3.1.2)

## Labor Practice Commitments and Mechanisms (2/3)

### **Working**

### **hours**

### **monitoring:**

Falabella has an explicit commitment to safeguard employees' work-life balance by ensuring that they do not systematically exceed their regular working hours. In line with Chile's gradual implementation of the 40-hour workweek, the company sets clear limits on maximum working hours, actively promoting compliance with these standards.

To achieve this, Falabella periodically monitors teams whose working hours surpass established thresholds and adopts corrective measures to prevent excessive or recurring overtime. The company also prioritizes avoiding or reducing overtime through workforce planning and efficiency measures.

In cases where overtime is necessary, Falabella guarantees that employees are duly compensated in accordance with current labor legislation, ensuring transparency and compliance with all applicable regulations.

### **Annual**

### **leave**

### **and**

### **rest**

### **periods:**

The company is committed to guaranteeing employees' right to paid annual leave, in full compliance with applicable labor legislation. Falabella actively promotes the proper use of vacation time as a means to safeguard employee well-being, work-life balance, and productivity.

To reinforce this commitment, the company conducts periodic reviews of unused vacation balances, promotes internal awareness campaigns highlighting the importance of rest, and implements incentive mechanisms such as vacation bonuses and additional days off for employees who take their annual leave in a timely and regular manner. These measures are designed to encourage employees not only to take the rest they are entitled to, but also to fully enjoy it, ensuring both compliance and a healthy organizational culture.

### (3.1.1 & 3.1.2)

## Labor Practice Commitments and Mechanisms (3/3)

### Gender Equality

Through our Gender Equality Policy, Falabella seeks to consolidate an organizational culture that promotes gender equality and the work-life balance of its employees. Thus, grounded in principles of internal equity and external competitiveness, we measure pay gaps according to each position's responsibility level or internal grade, ensuring fair and equitable comparisons by organizational level.

### Notice periods

To mitigate the impacts of major restructuring and reorganization processes, such as store closures, we strive to inform affected unions and employees with at least 30 days in advance. We also offer employment alternatives within the group or outplacement services, along with appropriate severance packages.

### Industry Transition and Reskilling

As noted in the letter from our Chairman in our 2024 Integrated Report, "the most transformative changes are being driven by artificial intelligence (AI), which is shaping the industrial revolution of our era. We have focused on building internal capabilities to harness AI's full potential, integrating it across all areas of the company".

### Coverage

Falabella's commitment to labor matters encompasses both its **own operations and those carried out by contractors and strategic partners**. In its direct operations, the company prioritizes the well-being of its workforce through consistent standards regarding social protection, working conditions, safety, and labor dignity. On its relationships with contractors and partners, it actively promotes respect for labor rights and the adoption of good practices throughout the entire value chain.

In this way, Falabella reaffirms its commitment to building responsible, sustainable, and people-centered work environments, consolidating a management model that contributes to the development of both its employees and the communities with which it operates.

### (3.3.2 )

## Employee Development Programs

Falabella recognizes the importance of supporting its employees through job changes. In certain cases, and specific situations, the company has implemented job transition support measures, considering variables such as position, seniority, performance, and the context of the separation.

In situations involving reorganization processes involving a larger number of employees, the company may define transition benefits applicable to all affected employees to facilitate their return to work.

In this way, Falabella approaches these processes with a sense of responsibility and respect, adapting measures to the circumstance of each case.

On the other hand, our employee development program covers part-time employees.

(3.1.4)

## Gender Workforce Breakdown

In 2024, 37.5% of STEM-related positions in Falabella were occupied by women.

(3.3.4)

Employee Hiring Rate (1/ 2)

Breakdown per management level and nationality for 2024

Management Level	Employee Nationality	Total Hires	Management Level	Employee Nationality	Total Hires
Senior Management	Argentina	11	Supervisor	Argentina	0
	Chile	15		Chile	437
	Perú	11		Perú	240
	Colombia	3		Colombia	190
	México	1		México	146
	India	0		India	0
	Brasil	4		Brasil	72
	Uruguay	0		Uruguay	1
	Venezuela	1		China	1
	Others	1		Bolivia	0
Management	Argentina	21	Operator	Venezuela	41
	Chile	118		Others	6
	Perú	86		Argentina	1
	Colombia	29		Chile	1104
	México	35		Perú	2476
	India	1		Colombia	161
	Brasil	18		México	7
	Uruguay	0		Brasil	62
	China	1		Uruguay	0
	Bolivia	0		China	1
	Venezuela	9		Bolivia	4
	Others	2		Venezuela	69
				Others	20

(3.3.4)

Employee Hiring Rate (2/2)

Breakdown per management level and nationality for 2024

Management Level	Employee Nationality	Total Hires	Management Level	Employee Nationality	Total Hires
Salesforce	Argentina	24	Auxiliary	Chile	2
	Chile	7718		Perú	1
	Perú	11681		Colombia	1
	Colombia	4460		México	2
	México	2054		Brasil	163
	India	0		China	1
	Brasil	852		Bolivia	0
	Uruguay	50		Others	1
	China	1	Other Professionals	Argentina	33
	Bolivia	72		Chile	1870
	Venezuela	437		Perú	672
	Others	51		Colombia	561
Administrative	Argentina	2		México	90
	Chile	93		India	39
	Perú	163		Brasil	171
	Colombia	158		Uruguay	8
	México	3		China	9
	India	0		Bolivia	15
	Brasil	71		Venezuela	114
	Uruguay	2		Others	11
	China	0			
	Bolivia	1			
	Venezuela	15			
	Others	0			

(3.3.5)

Employee Turnover Rate (1/ 2)

Breakdown per management level and nationality for 2024

Management Level	Employee Nationality	Total Turnover Rate	Management Level	Employee Nationality	Total Turnover Rate
Senior Management	Argentina	22.6%	Supervisors	Argentina	15.4%
	Chile	6.3%		Chile	14.3%
	Perú	25.6%		Perú	18.8%
	Colombia	11.8%		Colombia	20.6%
	México	7.1%		México	47.7%
	India	0.0%		India	0.0%
	Brasil	15.4%		Brasil	35.1%
	Uruguay	33.3%		Uruguay	16.7%
	Venezuela	0.0%		China	9.5%
	Otros	0.0%		Bolivia	6.7%
Management	Argentina	21.7%	Operator	Venezuela	18.2%
	Chile	13.4%		Otros	33.3%
	Perú	19.5%		Argentina	50.0%
	Colombia	19.3%		Chile	24.8%
	México	22.6%		Perú	41.8%
	India	18.2%		Colombia	14.9%
	Brasil	22.0%		México	24.7%
	Uruguay	42.9%		Brasil	41.0%
	China	10.0%		Uruguay	33.3%
	Bolivia	0.0%		China	5.0%
	Venezuela	28.6%		Bolivia	42.9%
	Otros	50.0%		Venezuela	14.9%
				Otros	28.2%



(3.3.5)

Employee Turnover Rate (2/2)

Breakdown per management level and nationality for 2024

Management Level	Employee Nationality	Total Turnover Rate	Management Level	Employee Nationality	Total Turnover Rate
Salesforce	Argentina	10.2%	Auxiliary	Chile	22.2%
	Chile	21.4%		Perú	87.5%
	Perú	30.1%		Colombia	9.1%
	Colombia	31.3%		México	50.0%
	México	84.3%		Brasil	45.0%
	India	0.0%		China	50.0%
	Brasil	69.9%		Bolivia	0.0%
	Uruguay	15.5%		Otros	0.0%
	China	33.3%	Other professionals	Argentina	26.5%
	Bolivia	28.0%		Chile	19.6%
	Venezuela	32.4%		Perú	28.9%
	Otros	30.1%		Colombia	22.8%
Administrative	Argentina	0.0%		México	40.3%
	Chile	13.1%		India	23.6%
	Perú	23.6%		Brasil	88.7%
	Colombia	40.5%		Uruguay	8.2%
	México	91.7%		China	7.7%
	India	0.0%		Bolivia	75.0%
	Brasil	19.6%		Venezuela	17.1%
	Uruguay	57.1%		Otros	27.3%
	China	0.0%			
	Bolivia	100.0%			
	Venezuela	12.7%			
	Otros	0.0%			

### (3.3.6)

## Long-term incentive for employees

### **Sponsorship Program for Master's and MBA programs abroad**

The program's objective is to support the training of high-performing, high-potential employees in topics of strategic importance to Falabella. A total of 8 scholarships are awarded (4 MBAs and 4 Master's degrees) at the world's top universities. 100% of tuition is financed, with no cap. Upon completion of the program, the individual must remain in the program for 3 years for the MBA and 2 years for the Master's degree after their return. They can return to any business/country where Falabella operates and apply for a new position with compensation commensurate with their academic level. This benefit is available to approximately 15,000 employees below the C-Suite Level.

(3.5.1 )

Online Strategies & Customers

Item	2024
% of total customers using online services solutions/sales platform	17.4%
% of revenues generated online	22%

### (3.7.1 )

## Privacy Protection Policy/Procedures

Falabella internally supervises and audits its personal data protection compliance program through its business units. More recently, so far in 2024, our Colombian subsidiaries underwent an independent external party audit of our practices and procedures

# ESG ANNEX 2025

FALABELLA



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SODIMAC

TOTTUS

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