

FALABELLA

HUMAN RIGHTS REPORT

2025



+ falabella.com

SODIMAC

TOTTUS

mallplaza

Banco Falabella



# Contents





# Letter from the CEO

**Alejandro González Dale**  
CEO, Falabella S.A.



Throughout its more than 135-year history, Grupo Falabella's leadership has been built on a strong and dedicated focus on responsibility regarding its impact, innovation, and the ability to continuously create value for people.

In that sense, 2024 and 2025 have been crucial, as they have given us the opportunity to demonstrate our capacity for transformation and evolution, and to reaffirm our commitment to helping millions of people further simplify and enjoy their lives.

Today, our focus is on the growth of our five core businesses—Banco Falabella, Sodimac, Falabella Retail, Tottus, and Mallplaza—but we know that how we grow is just as important as growth itself. In this sense, our primary concern is the people who interact with the group: more than 36 million customers, more than 91,000 employees, more than 18,000 suppliers, and more than 2 million participants in our community impact programs. This means paying attention to the impact our organization has on them and the places where

they live. This report reflects precisely that commitment to all the people with whom we have a relationship.

We will continue moving forward in solidifying an organizational culture based on dignity, inclusion, and equity, and in strengthening our management in the area of human rights through ongoing risk assessment and training for our teams. I would especially like to highlight the implementation of our Human Rights Program as of January 2025, which allows us to take coordinated and effective action in managing our risks and impacts, reinforcing our commitment to the sustainability of our operations.

Looking toward the future, we will continue working resolutely to ensure that every step we take as a company is aligned with responsible business conduct. I invite you to learn about our progress on human rights and, together, to explore our key lessons learned and challenges.

## Our ESG results

During 2024, we continued to advance our sustainability agenda, and the results demonstrate it. We were recognized among the 10 most sustainable companies worldwide in the retail category, according to the Dow Jones Sustainability Index (DJSI). Furthermore, Grupo Falabella's historical presence in ESG investment indices, such as FTSE4Good (Financial

Times Stock Exchange for Good) and MSCI (Morgan Stanley Capital International), reflects our commitment to responsible business management. We also obtained first place for the second consecutive year in the 2024 Diagnosis of Business and Human Rights Chile as the IPSA company with the best Human Rights management, according to the study prepared by the

Pontifical Catholic University of Chile's Corporate Sustainability Program of in collaboration with the International Labor Organization (ILO) and the World Benchmarking Alliance.



## 2. Introduction



# We are Grupo Falabella

We operate in seven Latin American countries, China, and India through our five core businesses.

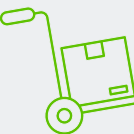
Banco Falabella, Falabella Retail, Tottus, Sodimac and Mallplaza.



**36 million+**  
customers



**91,000+**  
workers



**18,000+**  
suppliers



**2 million+**  
participants in our community  
impact programs







# Grupo Falabella and human rights

We are committed to social responsibility regarding our customers, employees, suppliers, the communities in which we operate, the environment, and society at large.

This commitment began in 2016, the year in which Sodimac Chile approved its first Human Rights Policy. In 2018, Sodimac Chile and Sodimac Colombia, with the support of external consultants specializing in human rights, began human rights due diligence processes, and Mallplaza Chile joined this initiative in 2020. That same year, a human rights taskforce was introduced with the areas of compliance and sustainability of Grupo Falabella companies in Chile, led by the Governance, Ethics and Compliance, Communications, and Sustainability departments of Falabella S.A., to coordinate work at the corporate level.

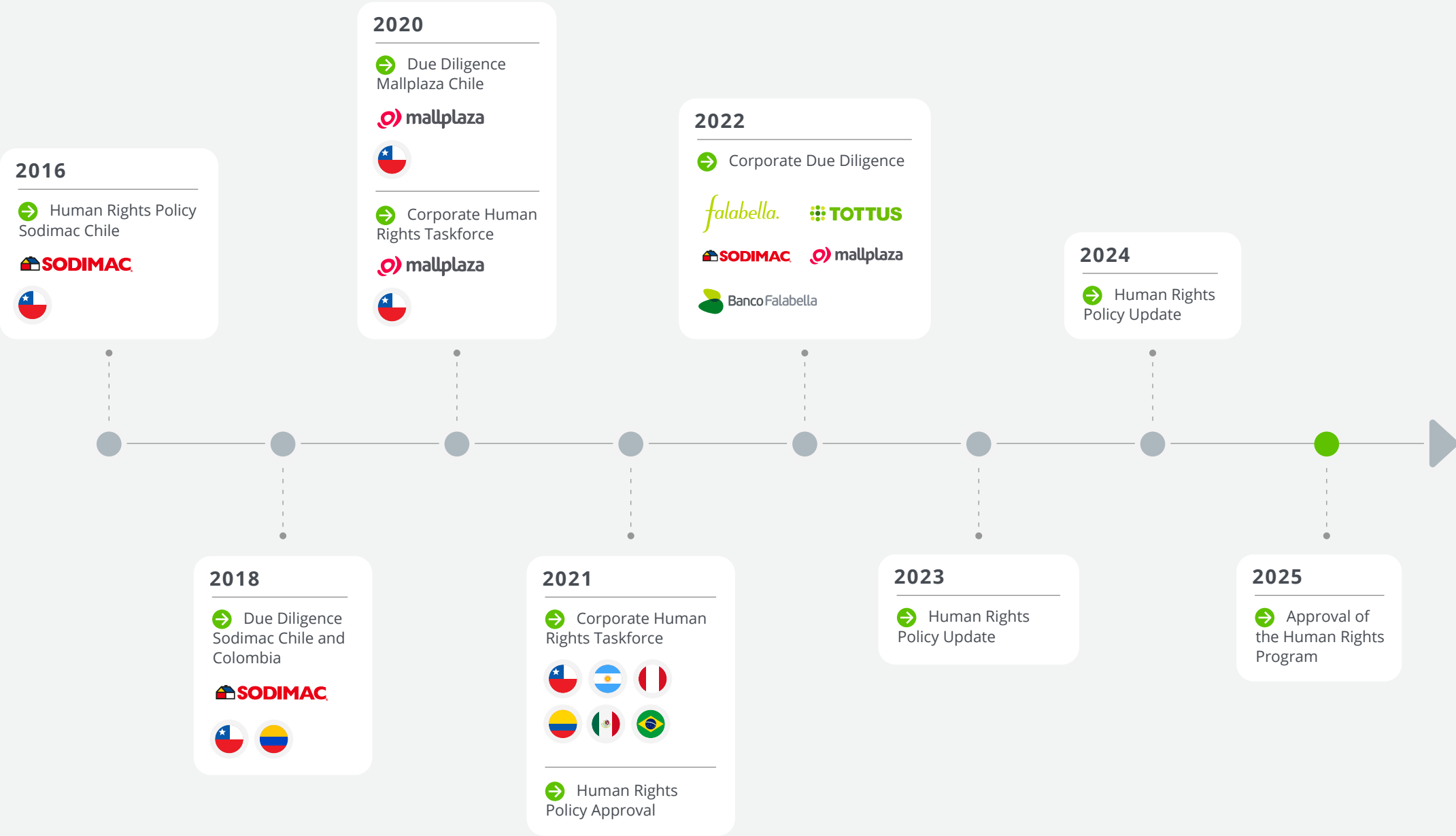
In 2021, Grupo Falabella companies from Colombia, Argentina, Peru, Brazil, and Mexico joined this group. Also in 2021, Falabella S.A.'s first corporate policy on human rights and business was approved and published.

In 2022, due diligence processes began for Falabella S.A. and subsidiaries that had not yet completed this process, with the advice of external consultants specializing in human rights.

During 2023, Grupo Falabella promoted significant progress in human rights throughout the ecosystem; it continued implementing due diligence processes in its business units, strengthened its internal regulations (updating its Human Rights and Business Policy, its Practical Compliance Guide for Suppliers, and publishing its Policy Against Sexual and Workplace Harassment, among other publications), and incorporated the topic into risk management processes.



During 2024 and so far in 2025, work has continued on due diligence processes, as well as training and awareness-raising activities for employees and the Board of Directors. We also updated the Business and Human Rights Policy, and Falabella S.A.'s Board of Directors approved the Human Rights Program. In addition, various initiatives have contributed to strengthening our risk management in this area, through the creation of the Vendor and Supplier Advocacy, improvements in external personnel controls, and participation in the IX United Nations Regional Forum on Business and Human Rights in Latin America and the Caribbean, held in Brazil.





### 3. Reference framework, standards and evaluations



Grupo Falabella adheres to the United Nations Guiding Principles on Business and Human Rights, which seek to instruct companies on how to respect human rights in their operations and business relationships.

This adherence entails, among other things: i) adopting a political commitment to respect human rights within the company; ii) conducting a due diligence process; and iii) if the company determines that it has caused or contributed to negative human rights consequences, remediating them or contributing to their remediation.

In terms of management, Grupo Falabella is periodically assessed using various national and international benchmarks and standards. In 2024, the group obtained a very high score on the Dow Jones Sustainability Index, significantly driven by its performance in the human rights dimension, while maintaining its A rating in the MSCI ESG Rating. In 2024, no assessment was conducted on the

Corporate Human Rights Benchmark, prepared by the World Benchmarking Alliance, so it retains its 2023 score, ranking 65th overall and 29th in the apparel sector.

In Chile, Falabella S.A. was ranked for the second consecutive year as the IPSA company with the best human rights management, after obtaining first place in the 2024 Diagnosis on Business and Human Rights in Chile prepared by the Pontifical Catholic University of Chile's Corporate Sustainability Program, in collaboration with the ILO and the World Benchmarking Alliance, with a score of 21.5 out of 24.





An aerial night photograph of a large, modern shopping mall complex. In the foreground, a large artificial lake features a detailed pirate ship as a centerpiece. The mall's architecture is contemporary, with multiple levels and large glass windows that are illuminated from within. To the left, there are lush green trees and a paved walkway where people are seen walking. In the background, other commercial buildings are visible, including one with a large 'IKEA' sign. The sky is dark, and the overall scene is lit up by the mall's lights and streetlights.

# 4. Political commitment



# Human Rights and Business Policy

Grupo Falabella has a Human Rights and Business Policy approved by Falabella S.A.'s Board of Directors, which aims to reflect its commitment to respecting and promoting human rights by establishing specific principles and measures to that end.

This policy recognizes the need for mechanisms that enable adequate risk identification and assessment to prevent human rights impacts and, where appropriate, their remediation.

The policy applies to all employees and also establishes that: i) the company will encourage its suppliers to adapt their

conduct to the policy; and ii) it will work with suppliers to remediate any negative impacts they may have generated that are directly linked to Grupo Falabella's operations, provided that the latter has substantially contributed to their occurrence.

In 2024 the policy was improved in several ways: it began to include Grupo Falabella's business partners; the frequency of updates to the human rights risk matrices was reduced from three to two years; and the Integrity Channel's communication channels were updated.


2024 Update	Detail
Scope	The program began to include business partners, defined as those with whom the company has or is considering having (or participating in) some form of association, wherein the profit is subject to the fate of the business, such as forming a company together, or undertaking a joint venture, merger, or acquisition. Likewise, a company's counterpart in a leasing agreement will be considered a business partner.
Due diligence / Risk matrices	The frequency with which human rights risk matrices will be updated was reduced from three to two years.
Integrity Channel	Appealing to the offices of the Ethics Department or the Ethics Officer was incorporated as a communication channel.

## The policy establishes the following principles:

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

## The policy establishes the following specific measures:

- Conduct a human rights due diligence process every two years to identify and assess human rights risks, incorporating into our matrices the identified gaps and the respective action plans proposed for their remediation.
- Adoption of a Human Rights Program, which will establish, communicate, and guide the expected conduct of employees to: i) prevent human rights risks; ii) detect potential violations of the policy, program, and/or regulations applicable to each Grupo Falabella company; iii) provide a timely response if identified risks materialize; and iv) monitor, continuously improve, and update the program. The program also establishes the designation of an employee as the Human Rights Compliance Officer, who will be responsible for overseeing its implementation and reporting to the Board of Directors on its performance.
- Establish communication channels with stakeholders and third parties (Integrity Channel\*)

 Learn about the Human Rights and Business Policy [via this link](#).



# How is Grupo Falabella’s commitment to human rights reflected in its operations?

## Internal regulations

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

- Human Rights Program.
- Code of Integrity.
- Ethics Program.
- Gender Equity Policy.
- Diversity and Inclusion Policy.
- Policy against Sexual Harassment, Workplace Harassment, and Workplace Violence.
- Protocol against Gender-Based Violence.
- Gender Transition Protocol.
- Practical Compliance Guide for Suppliers and Collaborators.

- Labor Inclusion Procedure.
- Environment and Climate Change Regulations.
- Antitrust and Crime Prevention Regulations.
- Consumer Protection Regulations.
- Procurement of Goods and Services, and Supplier Background Check Regulations.
- Human Resources Regulations (selection, mobility and compensation).
- Personal Data Protection and Information Security Regulations.

## Training and communication

Regarding human rights-related communication and training activities, Grupo Falabella carries out the following activities and measures:

- The “Human Rights and Business Week” communications campaign, held annually since 2022, includes communications about the Human Rights and Business Policy and the Human Rights Program, among other topics.
- Supplier Workshop. An annual event held since 2021, the 2024 workshop was attended by 697 suppliers from Chile, Peru, Colombia, Uruguay, Argentina, and Mexico. This event provides information about the Integrity Channel, its contact methods and guarantees, and Grupo Falabella's human rights standards, as contained in our internal regulations and contractual compliance clauses.
- Starting in 2024, human rights topics were incorporated into annual compliance training, which is mandatory for

employees considered to be exposed positions. During this training, risks and controls related to crime prevention, antitrust, personal data protection, and integrity were addressed, as well as the principles and specific measures contained in Grupo Falabella's Human Rights and Business Policy. Additionally, in 2025, information on the Human Rights Program was incorporated into training, and specific workshops were held for the areas responsible for its implementation, as well as for the compliance and sustainability areas of the group's companies in Chile and other countries.

- At the Reflection Meeting for Board Members held in June 2024, training was provided on human rights in relation to national and international trends in the field, due diligence processes, and comprehensive risk management.
- Training for employees on topics related to specific human rights risks, such as: diversity, equity, and inclusion;

inclusive customer service; customer rights; the environment and climate change; workplace harassment, sexual harassment, and workplace violence; occupational health and safety; personal data protection; and information security.



## 5. Human Rights Program





In January 2025, Falabella S.A.'s Board of Directors approved the Human Rights Program, the objectives of which are: i) to conduct due diligence based on the risks of human rights violations in the course of its activities; ii) to establish, communicate, and guide the expected conduct of employees, suppliers, and business partners with respect to human rights; iii) to establish mechanisms to comply with legal requirements and the commitments each company has made in this area; iv) to manage the risks of human rights violations in the course of each company's activities; and v) to designate an employee as a Compliance Officer to implement and manage the program.

The program applies to the entire Grupo Falabella and must be implemented in each subsidiary, requiring compliance from all employees. Additionally, we will encourage our suppliers and business partners to align their conduct with the standards, guidelines, and principles established in the Human Rights and Company Policy, as well as the program provisions applicable to them.

The program contains different elements related to:

Regulation:



- Human Rights and Business Policy
- Code of Integrity

Communication:



- Internal communication:
  - i) induction of new employees and circulation of relevant content on human rights and the Integrity Channel through digital platforms or emails; ii) mandatory annual training for exposed positions and specific workshops as required
- External communication:
  - annual training for suppliers, based on criticality or relevance criteria

Execution:



- Senior management
- Human Rights Compliance Officer appointed by senior management
- Identification of exposed positions
- Human rights due diligence
- Contractual clauses
- Annual Human Rights Report
- Record keeping
- Disciplinary and corrective measures
- Remediation, if applicable
- Integrity Channel

Control:



- |  |   |   |
|--|---|---|
| <ul style="list-style-type: none"><li>• Report of internal investigations, as well as of judicial and/or administrative sanctions</li><li>• Record of complaints made via the Integrity Channel, and sanctions or measures applied</li></ul> | <ul style="list-style-type: none"><li>• Record of ethical audits of suppliers</li><li>• Record of customer incidents</li><li>• Record of security incidents</li><li>• Program Audit</li></ul> | <ul style="list-style-type: none"><li>• Program Monitoring by the Compliance Officer</li><li>• Annual report by the Compliance Officer to senior management</li></ul> |
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**In its annexes, the program considers, among others:**

**Human Rights Compliance Officer Job Description:**

The Human Rights Program considers the designation of a Compliance Officer in each subsidiary. This position will be responsible for implementing and overseeing compliance with all program elements, as well as, in conjunction with senior management, fostering a culture of respect for human rights. The officer must have: i) high visibility throughout the organization; ii) professional and judgmental independence in the performance of their duties; iii) sufficient budgetary autonomy; and iv) access to senior management to report freely and expeditiously. All of the above is intended to implement, monitor, and enforce compliance with the program.

Likewise, the officer will be responsible for carrying out the following tasks and functions:

- Ensure, along with senior management, the effective implementation of the program and its updating.

- Request, from senior management, the resources and the granting of powers necessary to fulfill their functions;
- Report annually to senior management on the status of program implementation. This report must include management reports and conclusions in the areas of regulation, communication, execution, and control;
- Make suggestions to the relevant management team regarding the measures deemed necessary for the correct execution of the program;
- Maintain records of the most relevant program activities in the areas of regulation, communication, execution and control;

**Categorization of behaviors that affect human rights:**

- Based on a risk prioritization exercise, the program details the behaviors that Falabella S.A.'s Governance, Ethics and Compliance Department has identified as susceptible of constituting a human rights violation if materialized. This categorization is aligned with that used by the Ethics Department to manage complaints from the Integrity Channel, and includes topics such as: workplace and sexual harassment; workplace violence; labor noncompliance by the company and its suppliers related to pay, working hours, freedom of association, human trafficking, child labor, and forced labor, among others; negative effects on the environment and communities; negative effects on privacy and personal data; discrimination; and retaliation.





## 6. Due diligence process





# Process

In accordance with our Human Rights and Business Policy, each company must conduct a due diligence process to identify and assess human rights risks and impacts, incorporating the identified gaps and mitigation and remediation action plans into its risk matrices. During 2022, Grupo Falabella initiated a due diligence process for its business units in Chile and other countries. This effort builds on those of Sodimac Chile, Sodimac Colombia, and Mallplaza Chile, companies that initiated their processes between 2018 and 2020.

The due diligence processes have been led by internal teams with experience in human rights risk management and supported by external consultants specializing in the field.

# Methodology

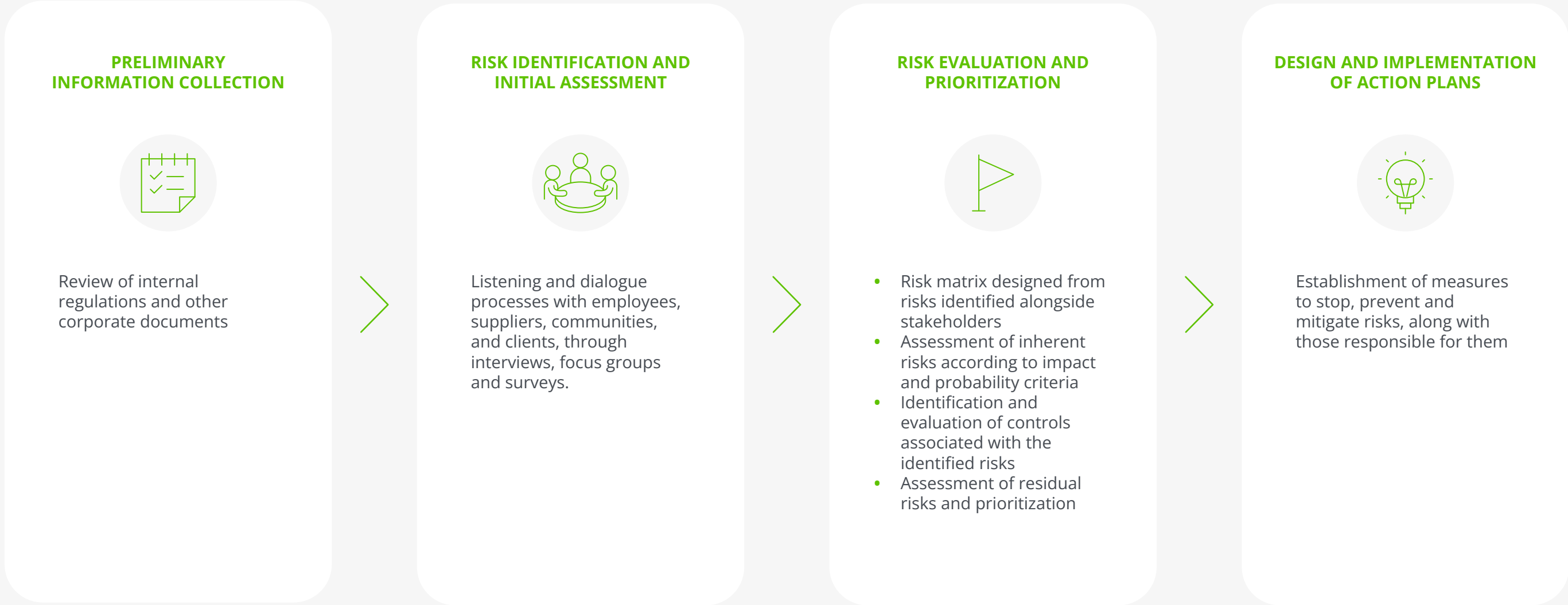
The methodology used for due diligence processes is established in the United Nations Guiding Principles on Business and Human Rights, and includes analysis of internal regulations, interviews, focus groups, and surveys of employees, suppliers, customers, and communities. The purpose is to gather and integrate the perceptions of our relevant stakeholders, whose human rights could be affected by our activities.

Among completed and ongoing due diligence processes, the following human rights aspects were or are being reviewed to identify potential or actual negative impacts:





# Due diligence stages







# Scope and status of due diligence

The scope and status of Grupo Falabella's due diligence processes are detailed below:

Business vertical	Countries
Falabella Corporate	
Falabella Retail	    
Falabella Financiero (Banco and Seguros)	   
Tottus	 
Falabella.com	  
Sodimac	   
Imperial	
Mallplaza	  
Real Estate	

The companies that have undertaken processes to assess human rights risks represent 97% of our operations (\*).

100% of these companies have identified and prioritized relevant risks, and 78% (\*) have completed the definition of controls and mitigation measures.

During 2025, the risk matrices are being reviewed and updated, to incorporate them into Grupo Falabella's comprehensive risk management model, led by the Corporate Risk and Internal Control Department.

In addition, in Grupo Falabella's acquisition or merger processes with third-party companies in recent years, a review of their legal and regulatory compliance has been contemplated among prior procedures, also considering labor and environmental matters, as well as any contingencies, lawsuits or administrative proceedings regarding the health and/or safety of its employees.

(\*) In terms of 2024 revenue.



# Main risks identified

From the evaluation and prioritization stages of the due diligence processes completed to date, the following cross-cutting risks have been identified:



Discrimination and mistreatment of customers, employees and suppliers



Lack of safety, and harm to people due to crime and/or social conflicts



Lack of women's representation and promotion of gender diversity in management positions



Non-compliance with labor regulations by our suppliers in relation to their workers



Non-compliance with regulations on the protection of personal data of customers, suppliers and collaborators



Environmental damage with effects on communities

# Design, implementation and monitoring of action plans

Grupo Falabella is working on the design and implementation of measures to stop, prevent, and mitigate the main risks. The process of designing action plans, in accordance with the Human Rights Program, is led by the Compliance Officer in conjunction with the areas responsible for the risks. It takes into consideration the perception of various stakeholders regarding concerns and opportunities for improvement. Action plans may include, among others, adjustments to the company's facilities and infrastructure, production processes, or other operational processes. They may also include the participation of companies in skill building, training, or improvements to supplier management systems.


To monitor the actions, the Human Rights Program establishes, among its control elements:

- The audit, which consists of an independent and objective examination conducted by each company's internal audit department, of the program's processes and activities, such as action plans, to evaluate their operation, functioning, and effectiveness.

- Monitoring by the Compliance Officer, which consists of supervising and verifying the proper functioning and effectiveness of the program, with the purpose of guiding decision-making that ensures compliance with the defined action plans.

In addition to the above, Grupo Falabella has ongoing communication and engagement mechanisms with its stakeholders, enabling us to identify relevant issues and opportunities for improvement, and obtain feedback on the measures implemented and their effectiveness.

In the following pages, we detail examples of prevention and mitigation measures implemented for each of the risks.



For details on our relationship with stakeholders, see the [2024 Annual Report \(pages 112 to 114\)](#).



# Risks and implemented measures

## Discrimination and mistreatment of customers, employees and suppliers

In addition to the Human Rights and Business Policy, Grupo Falabella has a Gender Equity Policy, a Policy against Sexual Harassment, Workplace Harassment and Workplace Violence, a Protocol for the Prevention of Sexual Harassment, Workplace Harassment and Workplace Violence, an Integrity Code, and a Diversity and Inclusion Policy, among others. Their aim is to establish guidelines and measures to prevent all types of discrimination and mistreatment and, in turn, promote inclusion and prevent harassment and violence in the workplace.

The Diversity and Inclusion Policy was updated in early 2024, incorporating new aspects to comply with regulatory requirements on the inclusion of people with disabilities, the tasks of Labor Inclusion team (for Chile), and new concepts that will increase representation of our inclusion groups. In addition, this policy establishes common standards and structures, with special emphasis on the pillars of gender equity, sexual diversity, and people with disabilities.

Each of these pillars has sponsors who act as examples and representatives of each inclusion group, promoting role modeling, boosting initiatives, and making commitments widely visible. These sponsors participate in Falabella S.A.'s Diversity, Equity, and Inclusion Committee, which is responsible for leading the corporate strategy on these issues.

In addition to Falabella S.A.'s Diversity, Equity, and Inclusion Committee, Grupo Falabella has taskforces by company and country, with the participation of focal points from each of them, in order to provide guidelines and to work in a participatory manner to promote initiatives and strategic objectives in accordance with local realities.

In addition to the above, Grupo Falabella has implemented a series of activities that operationalize its political commitment to inclusion groups. On our Academia Falabella training platform, we offer a diversity and inclusion training program, mandatory for all group employees. This

program addresses topics such as sexual diversity, gender equality, disability, intersectionality, and interculturality. As of March 2025, 48% of employees have completed this program.

Since 2020, a training and communications plan on diversity and inclusion issues has been developed for Grupo Falabella's loss prevention and security teams, with a special emphasis on external security guards, through their employers.

**The areas primarily responsible for managing these risks are people, communications, operations, procurement, security, ethics, compliance, and legal.**

We highlight the following examples of initiatives related to equity, sexual diversity, disability, and the prevention of workplace harassment, sexual harassment, and violence:







## 1. Sexual diversity

- Posting our job opportunities on the Pride Connection portal. Likewise, together with this organization, **we developed an Inclusive Treatment Manual to train and guide our collaborators and external staff in the appropriate treatment of our clients and visitors, with awareness and respect for their diversity and differences.** In turn, our companies have developed their own manuals and protocols aimed at inclusive and non-discriminatory treatment in their facilities and services. Every year, we participate in Radiografía Equidad CL, a survey of the work of Chilean companies in inclusion, and in 2022, we were selected to join Pride Connection Chile's Strategic Committee for three years. In addition, we have shared our experience by assuming the role of mentor company in its Business Mentoring Program.
- Initiatives that promote equal rights for the LGBTIQ+ community throughout the year, through communication materials, newsletters, awareness-raising talks, and discussion panels on various gender-related topics.
- All of Grupo Falabella's employees, regardless of the type of union they choose with their partners (marriage

or civil union agreements), have the same benefits, including maternity and paternity leave for same-sex adoption.

- The Gender Transition Protocol establishes guidelines for supporting and assisting individuals who decide to begin or continue their gender transition process in a respectful and friendly environment. In Chile, supplementary health insurance provides coverage for gender transition, which includes psychological support, hormone treatment, and surgery.
- **The LGBTIQ+ and Allies Community is a space for our team members to meet, connect, and communicate about issues important to them.** It also provides an opportunity to act as leaders of change and have a direct impact on the transformation of Grupo Falabella toward an increasingly inclusive culture, amplifying the diversity of voices and experiences in regard to organizational priorities. The communities function independently by company in Chile, Peru, Colombia, Brazil, and Mexico. The community co-designs various initiatives identified as necessary or of interest, such as sexual diversity training, communication development, and awareness talks, among others. In 2024, the Day Against

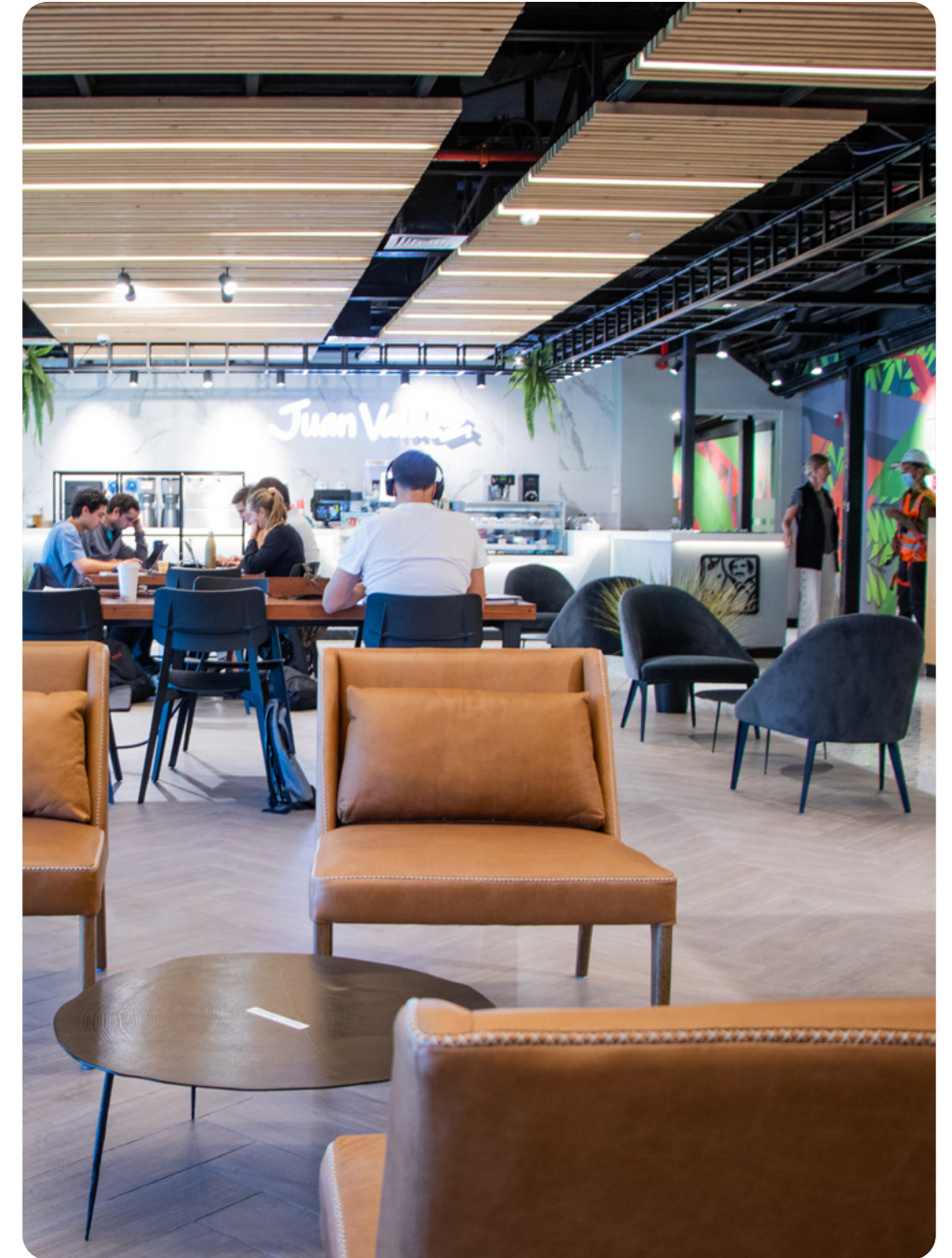
Homo-Bi-Transphobia, Coming Out Day, and Pride Day were commemorated through audiovisual material and by supporting the design of Pride Month.

- Aligned with our commitment to creating safe and inclusive workplaces, we joined Summit Presente 2024, the largest annual LGBTIQ+ diversity and inclusion conference in Peru and Latin America, sharing our best practices.
- For the fourth consecutive year, we signed the Pride Connection Peru Declaration of Commitments, in which, through ten guidelines, we joined the group of companies that continue to work against discrimination based on sexual orientation, gender identity or gender expression in Peru.



## 2. Prevention of workplace harassment, sexual harassment, and workplace violence

- In 2024, in response to the enactment of Law No. 21,643 in Chile (known as "Karin's Law"), the Policy against Sexual and Workplace Harassment was updated and is now called the Policy against Sexual Harassment, Workplace Harassment, and Workplace Violence. This was communicated on our internal Viva Engage portal and through corporate employee emails, seeking a broader reach. Additionally, we conducted an extensive process to update each company's Internal Regulations of Order, Hygiene, and Safety. This was done in order to adapt internal regulations to the guidelines established by the new Protocol for the Prevention of Sexual Harassment, Workplace Harassment, and Workplace Violence. Similarly, the General Investigation Procedure was adapted to the new requirements imposed by both Law No. 21,643 and its respective regulations.
- Training on sexual harassment, workplace harassment, and workplace violence for employees and external personnel, through training capsules and in-person and online sessions.
- In Colombia, sexual harassment cases are handled through the Integrity Channel within a considerably shorter investigation timeframe than that established by the General Investigation Procedure. Furthermore, when a complaint is filed, an Open Investigation Committee is established to define provisional measures to protect those potentially affected.
- At the regional level, an average of 58% of employees were trained in 2024. In Chile, an average of 73% of employees were trained.
- In 2025, Sodimac Chile obtained the "Karin's Law Seal" certification at its highest level (Level 2), awarded by the Chilean Safety Association, a mutual insurance company that administers labor insurance against occupational accidents and illnesses in Chile. This certification is a formal recognition that Sodimac has implemented policies, protocols, and best practices aligned with the law to prevent and address workplace harassment, sexual harassment, and workplace violence. This certification covers 100% of its stores, distribution centers, and support offices. Also, Sodimac is the first large company to obtain it.
- We promote the proper use of the Integrity Channel by our employees, allowing them to inquire and report potential violations or abuses during their employment relationship. We also encourage employee participation in joint committees, so that they can act as organizational representatives and agents in matters of hygiene, safety, occupational health, and the prevention of sexual harassment, among others.







### 3. Disabilities

- During 2024, as Grupo Falabella, we participated in two inclusive job fairs to seek talent with disabilities. At the same time, we began engaging with eleven institutions, foundations, organizations, and five higher education institutions to attract talent with disabilities, establish reasonable job adjustments, and assist employees in obtaining their disability credentials.
- The Accessibility Network, created in 2022, is made up of people with disabilities, job inclusion coordinators, caregivers, family members, and people interested in the topic. Among its objectives, the network seeks to raise awareness about disabilities, commemorating "Disability Week" and carrying out activities, events, and campaigns that strengthen a culture of inclusion throughout the year, promoting physical, technological, and attitudinal accessibility. The network is present in Chile, Peru, Colombia, and Mexico, and has informational materials for all the countries where Grupo Falabella operates.
- We highlight some examples of measures adopted in our facilities: Open Plaza Chile has a "Friendly Space," an initiative that aims to mitigate auditory and visual stimuli in malls during certain hours so that neurodivergent people

can have a pleasant shopping experience without sensory overstimulation. Likewise, Mallplaza Los Dominicos in Chile began implementing "The Silent Hour" to offer a calmer and more respectful experience to neurodivergent people by reducing sensory stimuli in different areas of the shopping center, and offering noise-cancelling headphones to those who need them. Sodimac Chile also holds a "Silent Hour", which has been implemented in 56 stores. We also **highlight the implementation of Lazarillo App. People can download it to navigate within the store, identifying the different aisles to orient themselves for a better shopping experience. At Sodimac Colombia, we highlight the "Inclusive Assisted Sales" initiative, through which all stores have access to an internal assisted sales platform, where live sign language support can be requested.**

### Other alliances in which we participate to promote diversity, equity and inclusion

- Inclusive Business Network (ReIN): a group of more than 100 companies associated with SOFOFA (Chile), working to promote responsible labor inclusion processes.
- UC Network of Experienced Companies: a business community linked to the Pontifical Catholic University of Chile, dedicated to preparing and supporting companies in transforming their organizational culture toward comprehensive age management.
- Intercultural Business Network SJM (Jesuit Migrant Service) of Chile: a meeting space for interculturality and the inclusion of migrants in the workplace.
- CEO for Inclusion: An initiative of the ConTrabajo Foundation in collaboration with Acción Empresas and sponsored by ESE Business School's Center for the Development of Social Initiatives (CEDIS). It promotes commitment to the inclusion of people with disabilities and the elimination of barriers in the workplace.



## Lack of safety, and harm to people due to crime and/or social conflicts

To protect visitors, customers, suppliers, and employees at our facilities from emerging crime trends that impact their safety, Grupo Falabella has had a Corporate Security Department since 2020. This department coordinates the Security and Environmental Analysis and Corporate Physical Security sub-departments, along with security teams by country and company. Their tasks include analyzing physical security risks at the group's facilities, such as criminal activity or trends and public disorder, and developing policies, protocols, and procedures to prevent and mitigate their consequences.

In addition, we have included a regulatory focus, risk analysis and management, prevention plan proposals, and analysis of internal and external indicators, contributing to a continuous process of improvement in physical security, which is applied to all our businesses.

In the context of the development of the Human Rights Program, since 2023, the Corporate Security Department has prepared a Physical Aggression and Hostile Conduct Incident Report, which

is communicated, at least semi-annually, to the Governance, Ethics and Compliance Department and the Corporate Sustainability Department. The purpose of this report is to identify all incidents that have occurred at the facilities of companies operating in Chile and in which physical aggression (aggressive behavior by one person toward another or toward company assets, as well as the use of weapons, regardless of whether damage has occurred) and hostile conduct (confrontational verbal or physical behavior, but without contact between people or the throwing of objects used as projectiles) have occurred. The report allows us to measure: i) the level of incidents by type, per company; ii) the distribution of incidents by region and municipality; and iii) physical attacks and hostile behavior based on the parties involved (security personnel, customers, employees, and third parties), and whether or not weapons are present. The report also includes information on the month-to-month evolution of these incidents, which allows us to identify periods that require greater preparation by facilities, security, and loss prevention personnel.

Likewise, as part of its ongoing monitoring of environmental risks, the Corporate Security Department prepared a report on crime and emerging risks to alert people to criminal activities that have shown a sustained increase in frequency, evolved in their methods of execution, or arisen in the countries where Grupo Falabella operates.

These activities represent a potential direct or indirect risk to the safety of employees, customers, visitors, and/or suppliers and, consequently, to the Group's operational continuity. In this context, the Corporate Security Department made recommendations and proposed specific mitigation actions for each of the identified risks.

Meanwhile, in the face of disruptive crises—including natural events of a climatic and/or anthropogenic nature—emergency communication systems and crisis planning are being strengthened at every level in Grupo Falabella, as well as internal information procedures for decision-making and the convening of the respective crisis committees, if necessary.

**The areas primarily responsible for managing this risk are security, operations, people, compliance, and legal.**



To learn more about the implemented measures, see [2024 Annual Report \(page 69\)](#) and [ESG Annex 2024 \(pages 9 and 10\)](#).







## Non-compliance with labor regulations by our suppliers

At Grupo Falabella, we strive to establish long-term relationships with our suppliers, foster their growth, and support their commitment to sustainable production.

Through various instruments, such as the Practical Compliance Guide for Suppliers, contractual clauses and ethical audits, our suppliers commit to complying with current labor regulations and their obligations to their employees, aligned with Grupo Falabella's principles.

Additionally, reviews are conducted upon initiating and throughout the contractual relationship, of aspects such as the existence of overdue labor and social security debts, or the non-payment of employee health insurance.

During 2024, Falabella Retail, Tottus, and Sodimac monitored and audited their suppliers at the regional level in partnership with SEDEX (Supplier Ethical Data Exchange), which provides access to the SMETA social audit Protocol. In this way, best practices are assessed among our private-label suppliers for

their responsible and comprehensive development. Suppliers are audited and evaluated based on document reviews, evidence verifications, and on-site visits. The results of these assessments could reveal gaps, based on which specific action plans are defined and implemented.

While audits cover a wide range of topics, the most common risks identified in Latin America and Asia are related to health and safety, wages, benefits, and working hours. Suppliers are prohibited from having any critical noncompliance—such as child labor, forced labor, serious rights violations, or serious risks to the health and safety of their workers, among others—, otherwise the business relationship will be terminated. For minor noncompliance, suppliers must submit an action plan, which Grupo Falabella oversees to ensure improvement.

During 2024, 2,275 supplier assessments were conducted, of which 2,095 considered sustainability aspects, including human rights.

Likewise, during 2024, centralized management of external personnel providing services to the group's companies began to be implemented in Chile. This work, led by the Legal Department's Labor Affairs division, allows for, among other things: i) providing counsel and managing the corresponding documentation to comply with the subcontracting law; ii) comprehensive management of processes associated with external personnel, increasing control and maintaining a direct relationship with the business areas and contracting companies; and iii) controlling and monitoring the validation and payment of external personnel, providing specific indicators required by each business for this purpose, such as those related to compliance, absenteeism, and turnover.

Notable among the tools included in this system is worker authentication, which allows us to monitor the entry of external personnel through online verification of suppliers' compliance with their workers' labor and social security obligations.

The purpose of all the above is to manage our contractors, whom, despite no direct employment relationship, are part of our value chain, as well as to ensure proper compliance with labor and social security obligations. This translates into minimizing occupational risks in subcontracting and complying with service standards.

**The main areas responsible for managing this risk are procurement, sales, compliance, people, ethics, and legal.**



To learn more about Grupo Falabella's ongoing risk management in its value chain, see [2024 Annual Report \(page 122 and following\)](#).



# Lack of women's representation and promotion of gender diversity in management positions

We want to ensure the representation of diverse talent and increase female participation, going beyond the legal requirements of each country. In this context, we have set a goal to ensure that women comprise 40% of senior and middle management positions, having already reached 39.8% as of 2024.

This reflects our commitment to creating workspaces that attract and promote women's professional development. To this end, we implement specific action plans in various areas, including:

## 1. Gender pay gap:

- We manage the gender pay gap in all our business units, monitoring the figures throughout the year to implement appropriate action. Our compensation strategy is based on principles of internal equity and external competitiveness, determining salaries based on the responsibility and individual contributions of employees, with the advice of an international consulting firm. The pay gap is measured by level of responsibility or internal grade assigned to each position, with the aim of equitably comparing salaries according to the position level. This measurement covers all positions, regardless of their functions, business areas, or geographic locations. For the same level of responsibility, similar compensation is assigned within the salary range, ensuring competitiveness. We have salary scales updated annually and reward merit, granting larger increases to those with outstanding performance.
- During 2024, we managed to reduce the pay gap at the senior management level to 8.47% (from 9.96% in 2023).





## 2. Selection and development of female talent:

- We strive for at least one woman to be present in 100% of executive selection processes (except for specialist areas).
- We make talented women visible within the organization by including them in the Talent Book, an application designed to boost the internal mobility of talented women in senior and middle management, both in recruitment processes and in Succession Committees.
- We promote female mentoring programs at each company and implemented the "Coffee with Women" networking initiative, where senior managers meet one-on-one with women to enhance their development within Grupo Falabella.
- During 2024, key events such as Talent Day and Women's Week were held to promote an inclusive and equitable culture. In this regard, we achieved having 82% of executive selection processes (senior and middle management) include women as candidates, and 40% of the processes resulted in

hiring women. Additionally, in terms of future development, 42% of the executive succession pipeline is comprised of women.

- **Connected Women Network:** This is a network of women in senior and middle management that seeks to promote women's connection and visibility, as well as their development and participation in senior leadership positions. Notable among the initiatives carried out are the implementation of a gender gap survey in 2023 and the annual "Connected Women" meetings in Chile, Peru, and Colombia. The survey aimed to collect data on women's experiences at Grupo Falabella, to identify gaps in gender equity, and to work with them on relevant solutions. This survey reached more than 1,000 women leaders with a presence in the different countries where we operate.
- In 2024, "Connected Women in Finance" was launched, creating a mentoring program with Women in Finance Latam. The program sought to enhance the

careers of young professionals and create an opportunity for women mentors to meet new generations of professionals and other women with significant trajectories in the sector.

In addition to the above initiatives related to reducing the gender pay gap and promoting the development of female talent, we highlight the following:



During 2024, Falabella Retail made progress in implementing a Gender Equity and Work-Life Balance Management System, in accordance with Chilean NCH 3262 standard. The system aims to foster more equitable and inclusive work environments through policies and practices that promote co-responsibility, equal opportunities, and the reduction of gender gaps.



This implementation has involved collaboration between various areas of the company, the review of its internal practices, and the incorporation of measures aimed at the well-being of its teams. In April 2025, Falabella Retail obtained certification from the external audit, accrediting it as eligible to apply for the "Equal Work-Life Balance Seal," a recognition granted by the National Service for Women and Gender Equality of Chile to organizations that have effectively implemented this management system.

In terms of external groups and social impact, at Grupo Falabella we seek to empower women and provide tools to support them in their professional, educational, and personal development, thereby contributing to reducing gender equity gaps through various initiatives such as:

- **Emprendedoras Gennials (Banco Falabella Colombia):** seeks to contribute to the development of women-led businesses, encouraging financial inclusion and the proper management of their productive initiatives. In 2024, we supported 160 women through mentoring, training, and fairs to showcase, promote and facilitate the sale of their products.

- **Partnership with the Women Social Leaders Foundation (Banco Falabella Chile):** This partnership was established in 2024 to empower its members in their daily financial decisions. The program included educational talks for the associations they lead and 100 spots in the personal financial well-being support program offered by the fintech company Adah, a financial growth platform for women leaders and their families.

[More information here.](#)

- **Fuertes y Fantásticas (Falabella Retail Chile):** An initiative designed to empower vulnerable women who have been out of the labor market for an extended period, providing them with the necessary tools for their reintegration. Through personalized image and human resources consulting, the program helps them regain self-confidence and prepare to successfully face future job interviews, promoting their autonomy and strengthening their employment opportunities.

[More information here.](#)

**The main areas responsible for managing this risk are people, communications, and sustainability.**

## Non-compliance with regulations on the protection of the personal data of customers, suppliers and employees

At the corporate level, the general guidelines, principles, and minimum activities that each company must observe and comply with regarding personal data protection were defined, to guarantee that all individuals, whether customers, employees, or suppliers, have their personal data processed in accordance with legal regulations and Grupo Falabella's standards. In November 2021, the Personal Data Protection Compliance Program was approved, an initiative that establishes guidelines for determining, communicating, and guiding the expected behaviors of teams, as well as ensuring the existence of a single personal data protection standard for every company in the group.

At Grupo Falabella, we identify personal data as essential assets and value it according to the dimensions of confidentiality, integrity, and availability. We classify data according to different levels of confidentiality, which allows us to categorize personal data and business data. This classification is grouped into highly confidential, sensitive confidential, non-sensitive confidential, internal use,

and public use. Based on this classification, we identify information security risks present in the data lifecycle and the controls that mitigate threats detected at the data perimeter related to storage systems, repositories, data schemas, and/or the transport layer.

**The areas primarily responsible for managing this risk are compliance, legal, information security, people, marketing, business intelligence, sales, communications, and procurement.**





Environmental damage with impact on communities

Grupo Falabella is committed to sustainable development, respect for the environment and for environmental regulations, which means reducing the adverse impacts of its operations and promoting best practices in terms of eco-efficiency, climate action, and waste management.

In this context, Grupo Falabella has an Environmental and Climate Change Policy that includes among its general principles:

- Compliance with environmental legislation in all jurisdictions in which it operates as well as with its own voluntary environmental commitments.
- Environmental protection and reduction of environmental impact, through initiatives, strategies, and controls that promote environmentally compatible development in the locations where it operates.
- The rational use of water, energy and natural resources employed in its operations, activities, and the value chain.
- Transparency of environmental performance, informing stakeholders as

required by environmental regulations and/or the commitments voluntarily assumed by each company.

Likewise, each company has implemented an Environmental Program, which establishes communication and training mechanisms for employees and suppliers; mechanisms for compliance with regulations and commitments; management of environmental risks and opportunities; and the appointment of a Compliance Officer.

During 2024, work was done to identify and standardize controls and best practices aimed at preventing and mitigating the risk of conflict with the community. Some examples include community engagement plans for operations, monitoring mechanisms, and channels for consultations and complaints available to various stakeholders, which is particularly relevant in the real estate and retail businesses.

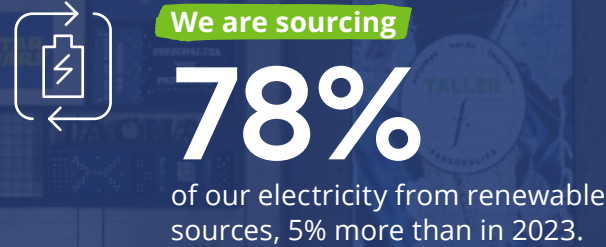
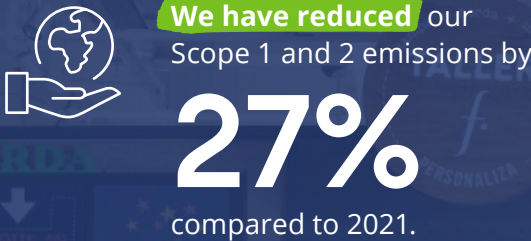
Finally, through our climate action and circular economy initiatives, we seek to mitigate the impacts generated in our operations and value chain, promoting actions that reflect our commitment to

decarbonization, adaptation to the risks and opportunities arising from climate change, reducing waste sent to landfills, and integrating circular economy principles into our processes.

In 2023, we announced our goal of reaching net-zero emissions by 2035 in Scopes 1 and 2, approved by the Falabella S.A. Board of Directors and aligned with the Greenhouse Gas Protocol (GHG)\*. As an intermediate goal, we seek to reduce these emissions by 65% by 2030, using 2021 as a base year. Additionally, we committed to sourcing our electricity supply from 65% renewable energy by 2030 and reducing food waste in our supermarkets by 20% by 2025.

(\*) Entity that establishes the corporate accounting and reporting standard on greenhouse gas emissions.

In 2024, we are making consistent progress toward our goals:



These commitments are part of a strategy aimed at decarbonizing operations and adapting to the physical and transition risks of a low-carbon economy, and are supported by governance that incorporates a risk-based approach.



At Grupo Falabella, we understand that the climate crisis affects multiple human rights, so implementing prevention and response measures to address this phenomenon is crucial to ensuring the safety and experience of our employees, customers, and neighboring communities, as well as the continuity and sustainability of our operations and services.

### Climate adaptation and resilience

In terms of **prevention**, we have developed various initiatives to mitigate the negative impacts of climate change before they materialize. Not only does this reduce the vulnerability of our employees, communities, and customers, but it also lowers the economic costs associated with the interruption of activities, recovery, and reconstruction following a natural disaster. Some of these initiatives include: i) preventive infrastructure maintenance; ii) emergency drills and training for firefighters, key personnel, employees, and communities; iii) monitoring meteorological events and generating early warnings; and iv) coordination with key local stakeholders to monitor and implement prevention actions.

At the **response** level, we implemented measures to address the immediate and short-term effects of extreme climate change events, such as floods, landslides, wildfires, and heat waves. We believe that a rapid and coordinated response can protect our employees, customers, and the community, and minimize damage to our facilities' infrastructure. Some of our response initiatives include: i) coordination with local and national authorities to diagnose the emergency,

identify needs, and define actions to be implemented; ii) communication with customers in affected areas about the situation and potential consequences for services and operations; iii) support to employees and communities based on identified needs; and iv) making our spaces available for local support actions, in coordination with public and private institutions and civil society.

In 2024, we published our first Climate Report, outlining our commitments, progress, and vision for the challenges we face.

**The areas primarily responsible for managing this risk are sustainability, environment, operations, compliance and legal.**



To learn more about Grupo Falabella's environmental management, see [the 2024 Annual Report \(pages 164 to 179\)](#) and the [2023 Climate Report](#).

### Noteworthy examples from 2024:



In Peru, Sodimac continued to roll out the "Build Well" project, which promotes safe construction and natural disaster prevention through best practices in the use of materials and infrastructure reinforcement. This initiative included awareness-raising and training activities for customers, employees, and communities, focusing on prevention and preparedness for risks such as the El Niño phenomenon.



Banco Falabella Peru led a prevention plan for El Niño in Piura and Trujillo, regions at greatest risk of being affected. In partnership with Techo Perú and with the support of our volunteer workers in both regions, we strengthened flood evacuation plans, installed signage, distributed emergency backpacks and food supplies, and held financial education workshops.



# Specific performance on key issues

In response to the industry's material issues and the complexity of its value chain, Grupo Falabella has developed a specific approach to key topics that seek to mitigate risks while generating value for its stakeholders.

# Children and adolescents

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

We promote respect for human rights and the rights of children and adolescents throughout our supply chain, implementing supplier assessments and audits that seek to identify the risk of child labor, mitigate it, and implement immediate corrective actions.

We also seek to guarantee the rights of children and adolescents, promote better living conditions, and foster opportunities for their development through various programs and initiatives related to basic schooling and education, financial literacy, and the transition to working life, among others. During 2024, more than 50,000 children and adolescents improved their learning through educational programs implemented in schools in Latin America and India.



To learn more about the education programs, see [2024 Annual Report, Social Impact, pages 150-163](#).

With regard to our associates who are mothers and fathers, we promote work-family balance with measures that allow them to share parental duties, so they can balance their work, personal, family, and domestic responsibilities. Some of these measures include:

- Days off associated with specific events, plus additional personal days.
- A longer period of leave than legally established for parental leave in each country, within the scope of each company and as part of a gradual implementation plan.
- Specific monetary benefits associated with births and adoptions.







## Employee well-being

We look after our teams with a value proposition that promotes a positive work-life balance; contributes to development, mobility, and continuous learning; respects their rights to association and collective bargaining; and builds a culture of health and safety that extends to everyone in the organization.

We offer people who work at Grupo Falabella a value proposition that supports their professional development while protecting their personal lives. This proposition is based on four fundamental pillars: benefits, talent, culture, and flexibility.

Additionally, since 2022, Grupo Falabella has implemented a unified listening strategy, based primarily on surveys that cover the diverse experiences of employees. Our main listening tool is

the "Culture Survey," designed to glean employee perceptions regarding key areas of their experience, with the aim of guiding the management of people and the climate of each team based on data.

In addition to the "Culture Survey," we implemented two specific employee lifecycle surveys in some Grupo Falabella companies: the "Onboarding Survey" and the "Exit Survey," the primary purpose of which is to gather key information that allows us to optimize time and critical processes in our employees' journeys.



## 7. Governance and responsibility

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In 2020, in order to coordinate work at the corporate level, a human rights taskforce was implemented with the compliance and sustainability areas of Grupo Falabella companies in Chile, led by Falabella S.A.'s Governance, Ethics and Compliance, Communications, and Sustainability departments. In 2021, companies in Colombia, Peru, Argentina, Brazil, and Mexico joined this initiative. This group focused on three areas of work: drafting the Human Rights and Business Policy; developing a communications and training campaign to raise awareness among employees and suppliers on the subject; and initiating or updating due diligence processes.

Currently, Falabella S.A.'s Departments of Sustainability and of Governance, Ethics, and Compliance coordinate human rights-related work with the homologous departments in its various companies. Beginning in 2025, in connection with the approval of the Human Rights Program by the Falabella SA Board of Directors, the taskforce meets monthly with these departments to support the group's various companies in the program's approval and implementation process.

Responsibility for implementing and maintaining this program rests with **each company's board of directors**, its **CEO** and the **Compliance Officer**, the latter of whom is responsible for administrative implementation.

The Compliance Officer must possess the attributes recommended by international best practices for the execution of his or her duties, in order to implement, monitor, and enforce compliance with the aforementioned program.

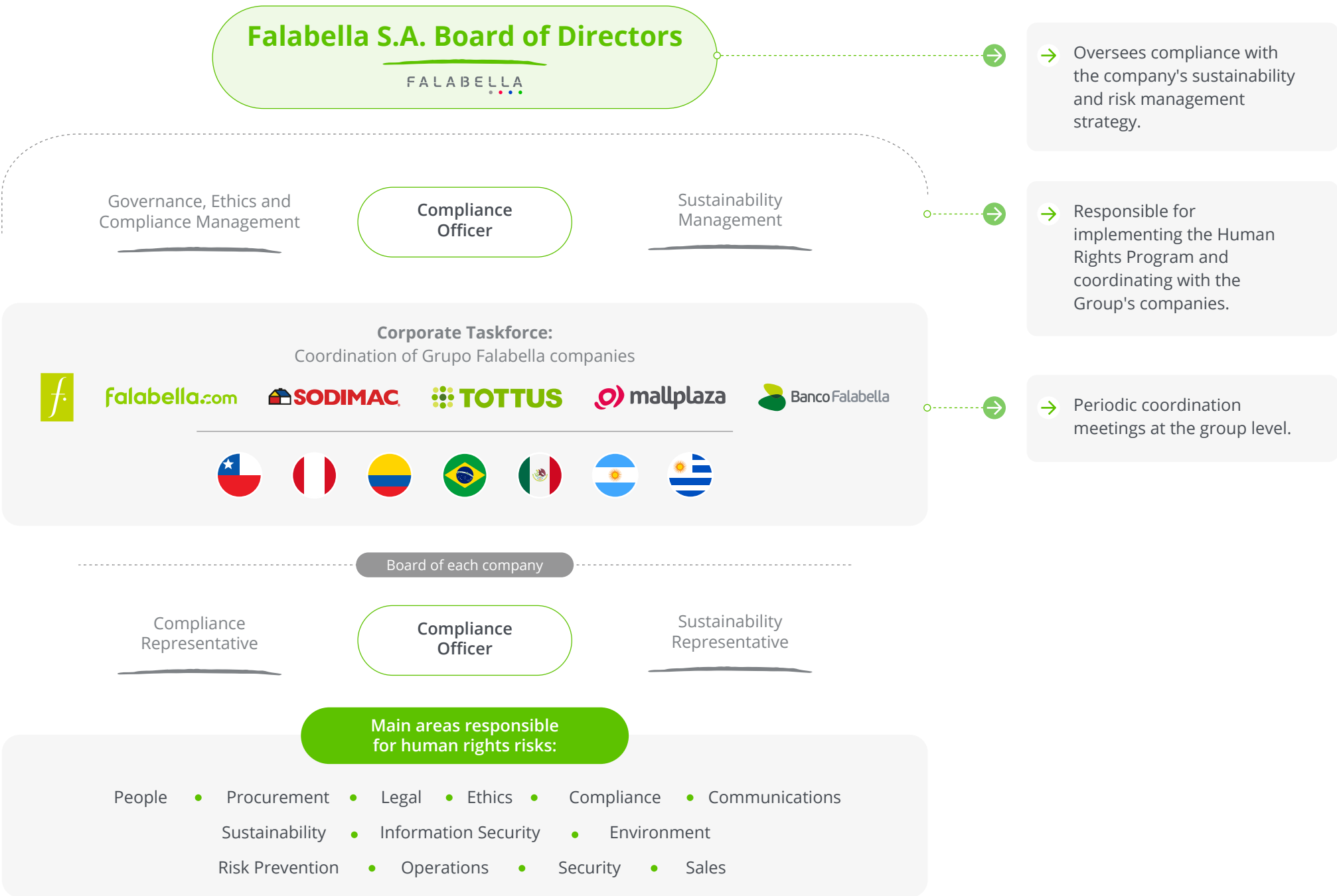
The program also establishes the obligation to develop a risk matrix, a process governed by the company's Compliance Risk Management Procedure. Risk matrices must be updated every two years or when events or facts occur that may affect the compliance standard set by each company or influence its risk management. This includes, but is not limited to: i) regulatory changes; ii) operational incidents; iii) high-profile incidents; iv) findings from background check processes related to business operations; and v) new challenges or trends in human rights.

Each of the risks identified in the matrix has a **person responsible for permanently and proactively managing and implementing the controls that mitigate it**, as well as the action plans defined for this purpose. For example, the across-the-board risks identified in this report are managed by the areas of people, procurement, ethics, compliance, legal, information security, environmental, sustainability, physical security, and loss prevention, among others. This ensures continuous monitoring of human rights risk management.





In addition to the above, the Sustainability Department's main mission is to design and implement an agenda focused on the highest corporate standards and practices to advance short- and long-term business challenges related to environmental, social, and human rights issues. It meets annually with the Falabella S.A. Board of Directors to report on results and obtain approval of the strategic vision, commitments, and investment budget. In accordance with the Human Rights Program, each company's Compliance Officer must report annually to the Board of Directors on the implementation and execution of this program, in order to facilitate risk management and identify gaps and opportunities for improvement.





## 8. Grievance mechanisms and remediation





# Grievance mechanisms and remediation

## Integrity Channel

At Grupo Falabella, we have an Integrity Channel, available in different languages for employees and third parties, such as suppliers, customers, and anyone who needs to make an ethical or human rights-related inquiry or complaint, or raise questions or concerns related to violations or non-compliance with the law or internal regulations.

The Integrity Channel is one and the same for all Group businesses, and it is confidential, anonymous, and free of retaliation. This means that confidentiality is required of all participants in an internal investigation or inquiry; retaliation against those who use it in good faith is not tolerated; and anonymous inquiries and complaints are permitted. Once a complaint is filed through the Channel, and in accordance with our General Investigation Procedure and Policy, an investigation is conducted and forwarded from Ethics Management to trained investigators, who then submit a report so

that, in conjunction with each business, the necessary measures can be taken. These can range from disciplinary actions to the employees's termination. It is important to note that the use of this tool, which the company makes available to all employees and third parties, does not imply waiving the right to file a complaint with the corresponding authorities, nor does it imply a requirement to maintain confidentiality in doing so.

The Integrity Channel is periodically promoted through training sessions, posters, emails, and digital and in-person campaigns. Focusing on continuous improvement, Grupo Falabella receives ongoing feedback from employees regarding this tool through surveys, meetings with team members and unions, and other initiatives.

Once a year, the Ethics Department presents an update to the Board of Directors on the implementation and operation of

the Ethics Program, including statistics on the functioning of the Integrity Channel. Among other things, information is presented regarding contacts received (both ethical and non-ethical) and their progress during the year, along with various indicators that measure the scope and effectiveness of the Channel's operation.

The communication methods for this channel are: i) by email; ii) by phone; iii) through the link located on each company's website and intranet; and iv) in person, by visiting the offices of the Ethics Officer or the corresponding Ethics Department.

- Integrity Channel Link
- Integrity Channel Contact Methods
- General Investigation Policy
- General Investigation Procedure







## Vendor and Supplier Advocacy

For Grupo Falabella, it is essential to maintain a fluid, productive, and mutually beneficial relationship with those it engages in its business activities. Therefore, in 2024, it made available to its vendors and suppliers a system called the Vendor and Supplier Advocacy, the functions of which are to identify any substantial differences that may arise in the context of the business relationship, bring them to the attention of the appropriate departments of each company, and bring the parties closer to a solution.

The Vendor and Supplier Advocacy is a voluntary dispute prevention and resolution mechanism, so it does not prevent sellers and suppliers from resorting to civil courts or other resolution mechanisms permitted by law, if they so prefer.



To learn more about the Vendor and Supplier Advocacy in Chile, [click the following link](#).



To learn more about the Vendor and Supplier Advocacy in Peru, [click the following link](#).



To learn more about the Vendor and Supplier Advocacy in Colombia, [click the following link](#).

## Other contact channels

In addition to the Integrity Channel and the Vendor and Supplier Advocacy, there are specific channels for more direct communication with certain stakeholders, such as customer service and support, which resolve questions and complaints.

## Remediation

In accordance with the Human Rights and Business Policy and the Human Rights Program, Grupo Falabella has established mechanisms that allow for an adequate identification and assessment of human rights risks and, where appropriate, remediation.

Grupo Falabella encourages its suppliers to adjust their conduct to this policy, and they will work together to remediate any negative impacts they may have generated and that are directly linked to the group's operations, provided that the latter has substantially contributed to their occurrence.

Every report submitted to the Integrity Channel is investigated by the company. If the case is proven, the company, along with the Ethics Department, defines the applicable sanctions, action plans to address identified gaps, and, where appropriate, any measures necessary to promptly remediate any impact caused.



## 9. Recognitions and certifications



During 2024 and 2025, we received various recognitions and certifications:

- **Falabella S.A. once again earned first place in the third edition of the "Diagnosis on Business and Human Rights in Chile,"** prepared by the Pontifical Catholic University of Chile's Corporate Sustainability Program, in collaboration with the ILO and the World Benchmarking Alliance. Mallplaza, meanwhile, took second place in the retail category and sixth place overall in this study.
- **Best Places for LGBTIQ+ Talent, Pride Connection Chile.** For the third consecutive year, Falabella S.A., Sodimac, Falabella Retail, Mallplaza, Tottus, and Banco Falabella were recognized among the best places for the development of LGBTIQ+ talent. We earned the highest distinction, "Category A," in the fifth edition of Equidad CL, a program by the Human Rights Campaign, Fundación Iguales, and Pride Connection Chile.
- **Falabella Retail Colombia receives the Friendly Biz award from the Chamber of Diversity.** This distinction was granted for our commitment to diversity and equity in building a more inclusive society.
- **Aequales Certification (Peru).** Sodimac and Falabella Retail were recognized by Aequales in the "Reference" and "Commitment" categories, respectively, for diversity and inclusion in Latin America, highlighting their contributions to creating safe workplaces, promoting gender equity, and equal opportunities.
- **Falabella Retail Perú receives the Presente Certification,** a measurement and evaluation tool that recognizes companies that strive to be the best places for LGBTIQ+ talent.
- **Falabella Retail Chile is recognized as "outstanding" and ranks third among national companies in "Migrant Commitment,"** a distinction awarded by the Chilean State for promoting labor relations with an inclusive, intercultural, and discrimination-free approach.
- **"Eddu," Banco Falabella's financial education program, received the "Best Sustainable Initiatives 2024" award.** It was presented by Pulso's Sustainability Hub in the Quality Education category.
- **Sodimac Chile receives the Transforma Seal for the second consecutive year,** for its commitment to the employment of young people in vulnerable situations.
- **Sodimac and Falabella Retail Chile were granted the "Best Paying Companies (MEP)" award,** according to the ranking prepared by the Chilean Product Exchange (BPC) and the Chilean Entrepreneurs Association (ASECH).
- **In 2025, Sodimac Chile obtained the "Karin's Law Seal" certification at its most demanding level (Level 2),** awarded by the Chilean Safety Association, which verifies that it has implemented policies, protocols, and best practices aligned with said law.







## Next steps

During 2025, as part of the due diligence process, we will complete the design and implementation phase of the action plans where applicable. We will also continue updating the matrices to incorporate them into Grupo Falabella's comprehensive risk management model and implementing the Human Rights Program in the Group's companies.



A photograph of three people—two women and one man—standing in a modern, open-plan office or retail space. They are all smiling and looking at a tablet held by one of the women. The background is filled with shelves, tables, and various items, suggesting a creative or collaborative environment. The lighting is warm and focused on the group.

HUMAN RIGHTS REPORT 2025

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