

COMMUNITY ENGAGEMENT POLICY

At Cencosud, we work daily with passion, respect, transparency, and trust to improve our clients' quality of life through a unique, sustainable, and inimitable experience through our products and services. Our Sustainability Strategy and Business Model, based on the principles of a Sustainable Supply Chain, Production, and Consumption, seeks to lead our different Business Units towards the transformation of the organization into a sustainable business.

As a Company, we care about the communities around us. Our objective is to create a positive impact on society by supporting social integration, community development and inclusive growth through our value chain in the sectors where we operate. Being good neighbors is part of our signature, and it is because of this that we seek to generate social value, to position ourselves as relevant actors in the development of the region and to build relationships based on participation, trust and respect.

We work towards this objective through the commitment of our collaborators, who always seek to maintain a close and polite relationship with neighboring communities based on good relations and transparent information. We also do this through the relationship with our suppliers and the communities in which they operate, always working to build sustainable value chains with them.

Through the work of every Business Unit and in every country where we are present, we will seek proactive and responsible relationships that enable us to participate in the development of the community and all the actors within it, thus strengthening our status of good neighbors. Through each brand, and in each country, we will join efforts to make these initiatives a reality, adapting them to local contexts in line with the Sustainable Development Objectives of "Industry, innovation and infrastructure," "Reduced inequalities" and "Sustainable cities and communities."

At the same time, all of our philanthropic initiatives are defined within the Philanthropic Activities Protocol, based on the following guidelines which establish rules for and regulate said relationships:

- All requests submitted by the NGO/Foundation regarding the use of space in Cencosud installations must be made via the CSR and/or Company Sustainability areas, which will evaluate each request along with the Center Manager and team of each Shopping Center, Business Unit and/or required facility, as applicable. This evaluation will be carried out according to type of request, CSR guidelines and the type of relationship that exists between the Company and the applicant.

- We will have a direct relationship with the NGO/Foundation because we wish to establish a commitment and closeness with them, thus strengthening our bond and value delivery.
- NGO/Foundation must submit their space and/or donation requests at least 3 weeks in advance so that we can arrange and evaluate the dates according to our activity Schedule, which should include at least one full day in the mall, store and/or facility, as applicable, allowing a maximum of 3 days depending on availability¹. During Christmas season, the number of days will vary depending on the Shopping Center or Store.
- In case the NGO/Foundation requests to raise funds (monetary donations in the mall, store and/or facility), they will be required to present a document (order) certifying that this activity has been authorized by the Ministry of the Interior and Public Security².
- The use of 1 banner will be allowed and, regarding the supplementary materials handed out to customers (leaflets), only two- and three-page leaflets will be allowed, which must be communicated in advance. This material must only be handed out at the space designated for the stand.
- A maximum of 2 people is allowed at the stand, being able to work in rotating shifts so that different collaborators can participate in the event. It should be noted that the stand cannot be left unattended for the duration of the activity. The people working at the stand cannot wander further than the 2-meter radius designated for the recruitment of new members. At the same time, the Institution is solely responsible for all materials, items and money at the stand, so they must take proper care of them.
- In case the proposed activity is part of a university program (ex. voluntary work, health promotion, etc.), it is requested that no associated brands, programs or Institutions are promoted since that would fit under commercial purposes, which would have to be approved by the commercial area.
- In case of failure to comply with any of the points and/or agreements established (supported by an e-mail), the authorization will be revoked and the NGO/Foundation will not be granted a space inside Cencosud Facilities again.


¹ It is worth noting that each organization will be given the opportunity to request space a maximum of 3 times a year with at least 2 months between them, so that the highest number of organizations can promote their initiatives. Requests are always subject to evaluation by the relevant teams.

² After a national fundraiser has been authorized, the 2 volunteers, properly identified by the banner/stand in the space(s) designated by the shopping center, must not impede customer traffic, must not be invasive and must respect the directions given by operations/security personnel.



Beyond our philanthropic initiatives, as Cencosud, we believe we play a key role in boosting community engagement throughout our entire supply chain, stores and brands. This is why our Community Engagement Commitment states that:

- We make the commitment to listen to our stakeholders in order to understand social issues and decide what our role should be in searching for solutions. We take on this commitment based on the strategic definition of our brands, addressed in our “Cencosud Brands with Purpose Strategy,” which seeks to include our suppliers to create and boost brands that are in tune with our stakeholders, and which respond to social and environmental needs through the definition and classification of a series of Sustainability Attributes categories in line with our Sustainable Development Objectives (SDO), and directly related to the aspects that our group values and recognizes:
 - ✓ Positive experience and emotion
 - ✓ Constant innovation and empathy with the customer
 - ✓ Just and civic relationships
 - ✓ Quality of life and health
 - ✓ Sustainable raw materials
 - ✓ Animal welfare
 - ✓ Responsible packaging
 - ✓ Reducing impact of emissions and waste generation.
- We make the commitment to develop a responsible marketing that contributes to social and environmental wellbeing, which is reflected in the “Responsible Marketing Manual” on which we base our campaigns.
- We make the commitment to have an active and proactive role in the most vulnerable communities, having developed the Program “I Volunteer” through which our Business Units engage with the surrounding communities in order to contribute to their quality of life, obtaining outcomes that are reflected in our “Social Performance.”
- We make the commitment to identify future risks in our supply chain, and the impact that they have on our stakeholders, jointly addressing the coming challenges with our communities. This is reflected on our “Climate Change and Sustainable Production Plan,” which puts special emphasis on recruiting salesforce from water-stressed areas in Chile, and which seeks to support our suppliers and their communities through educational tools to enable them to face climate change in an efficient and responsible manner.
- We make the commitment to promote healthy living initiatives and to provide education on health and nutrition, which why, through our “Healthy Living Habits Commitment,” we focus on facilitating access and educating our stakeholders on the subject.

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- We make the commitment to be good neighbors, taking on the 6 commitments stated in our “Closer” program, where we agree to the following commitments:
 - ✓ As relevant actors in every neighborhood, we want our neighbors to know us, to know who we are and how to contact us.
 - ✓ Fluent information allows us to build long-term relationships, we are proactive in informing the public about extraordinary activities in our stores.
 - ✓ Timely responses are key to maintaining good relationships, we strive to answer our neighbors’ questions, congratulations, suggestions or complaints in a timely manner.
 - ✓ Celebrations are an opportunity to create bonds, we celebrate important occasions with sales and greetings.
 - ✓ Joint effort allows us to make projections for the future, participating in the development of our community and encouraging contact with neighborhood institutions.
 - ✓ The media are a key part of our relationships, we will maintain transparent and collaborative relationships in the delivery of information (see crisis management manual).
 - We make the commitment to mitigate the environmental impact that our operations and supply chain have on the communities through different programs that seek to develop and strengthen an Environmental Culture in Cencosud.
 - We promise to create just relationships and to foster the growth of our suppliers through our “Commercial Suppliers Code,” which seeks to reach sustained and sustainable growth through mutual collaboration; and through our “New Business Platform,” which allows our Business Units and commercial areas to find small businesses and suppliers, thus giving them the opportunity to respond to our supply needs with their offer of products and services.
 - We are responsible for **following our “Code of Ethics,”** which reflects the way in which we do things at Cencosud group Companies. It states the commitments that guide our work, and is an essential part of our culture. For each decision made, we must think about ways to strengthen the bond of trust with our customers and stakeholders. Our signature and commitment remain the same: always **“do the right thing.”**

As Cencosud Group Companies, we are committed to the challenge of creating a rewarding and productive bond with the communities, because we are certain that interacting with the communities and creating bonds of trust in the territories where the Company operates are key for the long-term continuation and sustainability of the operation. It is due to this that, as a team, we will always ensure the honoring of these commitments in order to contribute to the growth and strengthening of our society.