

## SUSTAINABLE OFFER 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.

At Cencosud, we believe in the incorporation of sustainability across all of our brands through a sustainable supply of products and memorable experiences that will lead us to be the biggest retailer in Latin America, keeping in line with our strategy, seeking a solid and long-term relationship with all of our stakeholders.

We are aware of the growing global tendency towards a more responsible consumption, and we are making efforts to maintain high standards of quality, working hand in hand with our suppliers so that our clients are able to fulfill their needs using products with a life cycle that will not negatively impact the environment and society.

This is made possible thanks to the constant and strategic work done along four lines of action: responsible marketing and Advanced Analytics; health and wellness; life cycle and traceability; and experience and relationship with clients.

- **Responsible marketing y Advanced Analytics**

The profound knowledge of our consumers and the training of our human capital help us to detect consumption trends, and thus, to create a coherent brand that incorporates technology to create a personalized offer and marketing. In the same way, we implement marketing campaigns that encourage the alignment of sustainability initiatives with the attributes of Cencosud brands.

- **Health and wellness**

We make the commitment to promote healthy habits among our clients and collaborators, with an accessibility approach, in order to encourage balanced consumption of food and a healthy lifestyle through the permanent promotion of healthy products, along with awareness campaigns. Research, studies, and alliances with expert organizations enable us to understand best practices in health and wellness, and responsible consumptions trends in order to keep our offer updated.

- **Life cycle and traceability**

We want sustainable products to be easy to identify through seals and world-renowned certifications, thus making our sustainability attributes an integral part of Cencosud's commercial operations, always giving opportune and transparent information. In order to do this, it is important to work in tandem with our suppliers, training and directing them towards raising their standards, and to implement control and management systems that ensure the honoring of the commitments made to our stakeholders.



- **Experience and relationship with clients**

We promote the development of sustainable relationships with our clients across all Cencosud brands, where it will be made evident that the attributes of each business unit are in tune with its commercial offer, creating memorable experiences that are reflected on a high level of satisfaction.

Understanding the challenges we face today, and being aware of the impact we have on society, we are convinced that these four lines of action will enable us to encourage responsible consumption in order to improve the quality of life of the people around us.

