



• #RetailDelFuturo
**CENCOSUD ESG
SUPPORT DOCUMENT**

2021

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1.4 Business Ethics

1.4.4 Corruption & Bribery

The company does not make contributions and donations as a means of bribery and corruption.

1.4.8 Reporting on breaches

Breakdown of complaints of the Code of Ethics by stakeholders:

Stakeholder	% in 2021
Anonymous	79%
Employees	18%
Customers	3%
Suppliers	1%

2.6 Food Loss & Waste

2.6.2 Food Loss & Waste Impact

Food loss & waste	2021 (metric tonnes)
Total weight of food loss & waste volumes used for alternative purposes	2,117
Total discarded	2,117
Coverage (% Stores)	100%

2.7 Genetically Modified Organisms

2.7.2 GMO Statement

The Company also benefits from the growing popularity of diets that exclude or reduce meat consumption (flexitarian, vegetarian) by expanding the variety of vegetarian products it offers, many of which are produced without GMOs (Genetically Modified Organisms) and without artificial colors or flavors.

Cencosud continued to enhance the correct traceability of its suppliers' products. This implies adherence to certification standards, as well as greater disclosure on traceability. This way it is possible to ensure that its supplies contribute to mitigate and generate the least possible environmental impact.

The Company aspires that in a medium term, 20% of its sales in supermarkets will come from products with product life cycle certifications, including sustainability standards.

2.8 Packaging

2.8.2 Packaging Materials

Packaging Materials	Coverage	Total Weight 2021 (metric tonnes)
Wood/Paper fiber packaging	100	29,645.22
Metal (e.g. aluminum or steel) packaging	100	4,021.41
Glass packaging	100	8,079.14

2.8.3 Plastic Packaging

Plastic Packaging	2018	2019	2020	2021
Total weight (tonnes) of all plastic packaging	2,055	1,989	3,640.83	19,031.03
Percentage of recyclable plastic packaging (as a % of the total weight of all plastic packaging)	43	45	64.37	72.94
Coverage (as a % of cost of goods sold)	100%	100%	72.65%	15.10%

3.2. Human Rights

3.2.2 Human Rights Due Diligence Process

Risk mapping or other forms of assessment to identify areas of potential risk:

1. To implement the Principles and provide a framework for reporting on this topic corporately, the United Nations Guiding Principles (UNGP) Reporting Framework was used as a guide in 2021.

- The due diligence process begins with the identification of current adverse effects and potential impacts on human rights in which the company may be involved. The goal is to understand the negative impacts on specific stakeholders, given an operational context.
- Based on a universe of 32 human rights listed in the UNGP framework, a short list of 17 human rights grouped into 5 categories was arrived at in 2022 for the entire company.
- The analysis covered various sources of information: literature review, documentation and interviews in the areas of Human Resources (Corporate and by business unit, Sustainability, Audit and Legal).
 - Identify and categorize the potential human rights affected.
 - Describe the potential human rights affected and their risks.
 - Approach: Assessment of impacts in two dimensions: Severity and Priority.
 - Management: Gap analysis.
- Scope of operations: Own Operations.
- Groups of interest considered: Workers.

2. Actual or potential human rights issues covered:

CENCOSUD POTENTIAL HUMAN RIGHTS ISSUES, LIST BY CATEGORY

a. Health and Safety:

- Right to life
- Rights to liberty and security of the person
- Right to health
- Right not to be subjected to slavery, servitude or forced labor

b. Respect, Inclusion and Non-discrimination:

- Right not to be subjected to torture, cruel, inhuman and/or degrading treatment, or punishment
- Right to freedom of thought, conscience and religion
- Right to a fair trial
- Rights of minorities
- Right to equality before the law, equal protection of the law and the rights to non-discrimination

c. Free Association:

- Right to freedom of assembly
- Right to form trade unions and join the trade union, and the right to strike
- Right to freedom of association
- d. Decent job:
 - Right to work
 - Right to privacy
 - Right to enjoy decent and favorable working conditions
- e. Conciliation of Work and Personal Life:
 - Right to social security, including social insurance
 - Right to a family life

3. Groups at risk of human rights issues covered:

Stakeholders Considered: Employees (women, youths, migrants, people with disabilities, among others).

4. Among the action plans for this year we have:

- a. Incorporation of the company's Human Rights Statement and its purpose, to the company's Code of Ethics, Policies and Procedures.
- b. Training.
- c. Communication.

3.6 Talent Attraction & Retention

3.6.6 Employee Support Programs

In addition to what we communicate in our Integrated Annual Report 2021, we also have the following programs and policies in place:

Part-time working options:

- Chile and Peru have employees with this format of work.

Breast-feeding/lactation facilities or benefits:

- In Chile, employees from central administration have an additional hour is granted to the legal breastfeeding leave, for a period of two months after the parental leave for primary caregiver.

Paid parental leave for the primary caregiver in excess of the minimum legal requirement:

- In Chile, the health system pays for Maternity leave (30 weeks) and not the company. However, the health system puts a maximum limit on the amount women receive monthly. For some women, the maximum payment is below their normal salary. The company, as a benefit to mothers, pays the salary difference to the employee in order to ensure their employees continue to receive their full salary.

Paid family or care leave beyond parental leave (care for a child, spouse, partner, dependent, parent, sibling, or other designated relation with a physical or mental health condition):

- In Peru, we have “Cuponera Mi Tiempo Libre” in which employees have a number of days off that they can opt for time in family activities, to take care of a relative, adoption, mourning, etc.

3.6.7 Employee Turnover Rate

	2018	2019	2020	2021
Total employee turnover rate	30,5%	27,3%	17,9%	24%
Voluntary employee turnover rate	15,2%	11,1%	8,6%	15%
Data coverage (as % of all FTEs globally)	100%	100%	100%	100%

3.8 Occupational Health & Safety

3.8.2 OHS Programs

The company's OHS management system is implemented independently in each Business Unit (BU) according to the risks detected in the different Social Reasons. However, the different Social Reasons that make up the Cencosud Group of Companies are implementing the CCP (Competitive Company Program) system, supported and guided by *Mutual de Seguridad*, which seeks to standardize and homologates safety standards in the organization.

OHS risk and hazard assessments to identify what could cause harm in the workplace:

- All Cencosud BU have a specific procedure that indicates how to prepare, update or modify a Hazard Identification and Assessment Risks matrix (HIAR), as well as the provision of this same matrix updated and applied in the different fields of work activities.

Prioritization and integration of action plans with quantified targets to address those risks:

- Through the Risk Prevention teams in charge of professionals specialized in the area, permanent actions are planned, organized, advised, executed, supervised and promoted to take care of the health of all employees and promote a safe internal culture to avoid accidents at work and internal, external and contractor professional illnesses. Measurable objectives are defined over time, through the work program carried out by each BU, based on the needs and priorities of each work center.

Integration of actions to prepare for and respond to emergency situations:

- There is a specific emergency and evacuation plan for each workplace, in which the different geographical, physical and structural conditions of the facility are identified and evaluated, to carry out a preventive management plan in emergency situations. This includes staff training, as well as certain emergency preparedness drills.

Evaluation of progress in reducing/preventing health issues/risks against targets:

- In general, the work program of each BU addresses the risks related to Occupational Health problems through the implementation and monitoring of established protocols by the MINSAL (Chilean Ministry of Health), applicable according to the condition or reality of each workplace and/or activity.

Also, it is considered more specifically, the performance of occupational exams for job positions in the operation considered as "critical" at the different BU, for example, operation of heavy machinery.

Finally, it is very important to mention the effort made in managing the current COVID-19 pandemic, which has been addressed as part of the risks that workers are exposed to on a daily basis, preventing and certifying the proper functioning of the facilities through audits carried out by *Mutual de Seguridad*, which are based on the Single Control Form, by the MINSAL.

Internal inspections:

- There are internal inspections carried out to comply from the legal point of view, as well as those scheduled to address specific preventive aspects of each workplace. One of them is the monthly inspections carried out by the different Joint Hygiene and Safety Committees of the Organization, with the support of the Supervision and the Occupational Risk Prevention team, who review, record and analyze situations or acts that may be detrimental to the safety and health of employees, customers and/or users, in order to establish the respective preventive measures.
- Specific preventive inspections are also carried out according to the criticality of the activity, such as: Inspections of work sections, check lists of machines or equipment (check list), personal contacts (scheduled/unscheduled safety walks, to reinforce immediately OHS concepts), specific campaigns with *Mutual de Seguridad*. The results of this actions are detailed and exposed to those in charge of each work center and/or corresponding headquarters.

Independent external verification of health, safety and well-being: please provide the names and standards used (such as ISO 45001):

- Mainly external verifications in the field of occupational health and safety are carried out through *Mutual de Seguridad*, who are in charge of to advise and accredit the implementation of standards in accordance with the applicable legal regulations. For example:
 - COVID-19 Mutual Seal: A large part of the work centers for each business unit are accredited with this Seal, which indicates that all operating conditions regarding the current pandemic are fulfilled.
 - Certification of Joint Hygiene and Safety Committees: Certification and accreditation of the management carried out by the Joint Hygiene and Safety Committees of each UN.
 - CCP (Competitive Company Program): Implementation and certification of the PEC Management system, which standardizes a work system in matters of Occupational Health and Safety, through different levels.

Procedures to investigate work-related injuries, ill health, diseases and incidents:

- Cencosud through its respective BU, has a procedure for "Investigation of Occupational Accidents, Professional Illnesses and Work Incidents", which regulates, maintains the registry and traceability of these situations. Also, we have a work methodology focused on customer accidents/incidents, as appropriate.

OHS training provided to employees and/or other relevant parties to raise awareness and reduce operational health & safety incidents:

- Training is carried out on OHS matters for the different people in the organization, depending on their functions and/or activity, for example:
 - Obligation to report on work-related risks (ORWR): Carrying out an ORWR talk in a transversal manner (regardless of the position in the company), where guidelines are delivered on OHS topics, including preventive concepts related to COVID-19.
 - Joint Hygiene and Safety Committees: Hazard Identification and Risk Assessment course; Analysis of occupational accidents under the tree of causes method; and Risk Prevention Orientation Course.
 - Specific courses (focused on critical tasks): Handling of heavy machinery; Open courses taught by *Mutual de Seguridad*; Legal compliance in OHS; among others.

OHS criteria introduced in procurement and contractual requirements:

- We have an Internal Regulation of Order, Hygiene and Safety in the organization, which is delivered to all employees.

3.10 Customer Relationship Management

3.10.2 Customer Satisfaction Measurement

Satisfied customers were surveyed by the Net Promoter Score = % of promoters - % of detractors.

The scale is from 0 to 10, where: 0 to 6, detractor customers; 7 and 8, passive clients; 9 and 10, promoter clients.

Customer Satisfaction Measurement	Unit	2018	2019	2020	2021	Target 2021
Satisfied customers by NPS	% of promoters - % of detractor	28%	39%	44%	44%	40%
Data coverage	Percentage of customers surveyed over total visitors	38,8%	54%	50%	81%	

3.11 Privacy Protection

3.11.3 Breaches of Customer Privacy: Complaints

We track the number of substantiated complaints:

- Number of complaints received from outside parties and substantiated by the organization in FY 2021: 0.
- Number of complaints from regulatory bodies in FY 2021: 0.