



CENCOSUD S.A.

Sustainability Report

2024



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“Our strategic plan integrates sustainability as a core principle that drives everything we do.”

In 2024, we defined our purpose as “to serve extraordinarily at every moment.” This statement unites us and drives us to continue building a company that not only grows, but also positively transforms its environment.

Over the last year, we organized teams from different areas to define our corporate purpose, with the goal of reflecting the Company's commitment to its customers, sustainability, the well-being of its employees and communities, and the constant search for excellence and innovation, based on a solid ethical culture.

We also made significant progress in each of the strategic pillars of our sustainability agenda: Corporate Governance, Planet, People, and Products.

In the Corporate Governance pillar, we updated our Code of Ethics, incorporating key dimensions such as human rights, sustainability, and diversity, equity and inclusion. We strengthened our organizational structure by creating departments focused on new strategic challenges. We also implemented innovative tools for identifying sustainability risks and opportunities, such as SSINDEX, and consolidated a risk management system aligned with international standards, introducing measures such as the use of artificial intelligence to detect threats to information security.

In the Planet pillar, we standardized the measurement of our carbon footprint in all the countries where we operate and successfully reduced our greenhouse gas emissions by 8% with respect to the previous year, considering both direct (Scope 1) and indirect (Scope 2) emissions. We made progress in our decarbonization plan through investments in energy efficiency and the conversion of refrigerant gases, and we increased our share of energy consumption from renewable sources to 36%. We avoided the waste of nearly 20,000 tons of food through food donations and the valorization of organic waste, and we launched the Circular World program in Jumbo supermarkets.

We also reduced our water consumption by 6.5% at the regional level relative to 2023, integrating water efficiency principles into our management.

In the People pillar, we were once again recognized as one of the most attractive employers in Chile. We strengthened our Regional Diversity, Equity, and Inclusion Policy and updated our Workplace Harmony Policy to incorporate benefits that promote well-being and work-life balance. During the year, 33,000 people joined our company, bringing the total number of employees to over 121,000.

We continue to promote a preventive occupational health and safety culture, with more than 360 active joint committees across the region, and we implemented a long-term incentive program linked to sustainability performance, aligning our objectives with environmental, social, and governance challenges.

In the Products pillar, we consolidated a sustainable and innovative offer that largely drove the growth of our private label products, which recorded sales of USD 2.6 billion in 2024. We continued to promote health and nutrition programs in several countries, strengthened our product quality and safety systems, and made progress in responsible sourcing through supplier surveys and support for local entrepreneurs.

These achievements have allowed us to improve our MSCI ESG rating and maintain our position in the DJSI MILA index through 2024, reaffirming our commitment to sustainability and excellence. We are deeply grateful to those who have accompanied us on this path to a more sustainable future. Your trust and collaboration have been fundamental to move forward with purpose and responsibility.



María Soledad Fernández
Chief Corporate Affairs and
Sustainability Officer
Cencosud S. A.


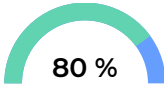



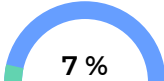




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Our Company

Cencosud is one of the largest retailers in the Americas.

The Company markets products through various formats in five South American countries and in the United States. It also has a commercial office in China and a technology hub in Uruguay.

Cencosud S.A. is an open corporation, whose shares are traded on the Santiago Stock Exchange.

Business unit	Brands	Scale	Share in 2024 revenue
 Supermarkets	Argentina: Jumbo, Disco, Vea Brazil: GIGA, Prezunic, Perini, Bretas, G Barbosa, Mercantin Rodriguez, SPID Chile: Jumbo, Santa Isabel, SPID Colombia: Jumbo, SPID United States: The Fresh Market Peru: Wong, Metro	1,137 stores 2,408,358 sqm of sales area	 80 %
 Home improvement	Argentina: Easy, Blaisten Chile: Easy Colombia: Easy	117 stores 824,918 sqm of sales area	 10 %
 Department stores	Chile: Paris	48 stores 273,443 sqm of sales area	 7 %
 Shopping centers	Argentina: Cencosud Shopping Centers Chile, Peru and Colombia: Cenco Malls	67 shopping centers 2,286,622 sqm of gross leasable area (GLA)	 2 %
 Financial services	Argentina: Tarjeta Cencosud Chile: Cencosud Scotiabank Colombia: Cencosud Colpatría Peru: Cencosud Scotiabank	3.8 million credit cards issued USD 2.6 million net loan portfolio	 1 %

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Key numbers, as of 31 December 2024

121,524
employees

USD 6,195 MM
market capitalization

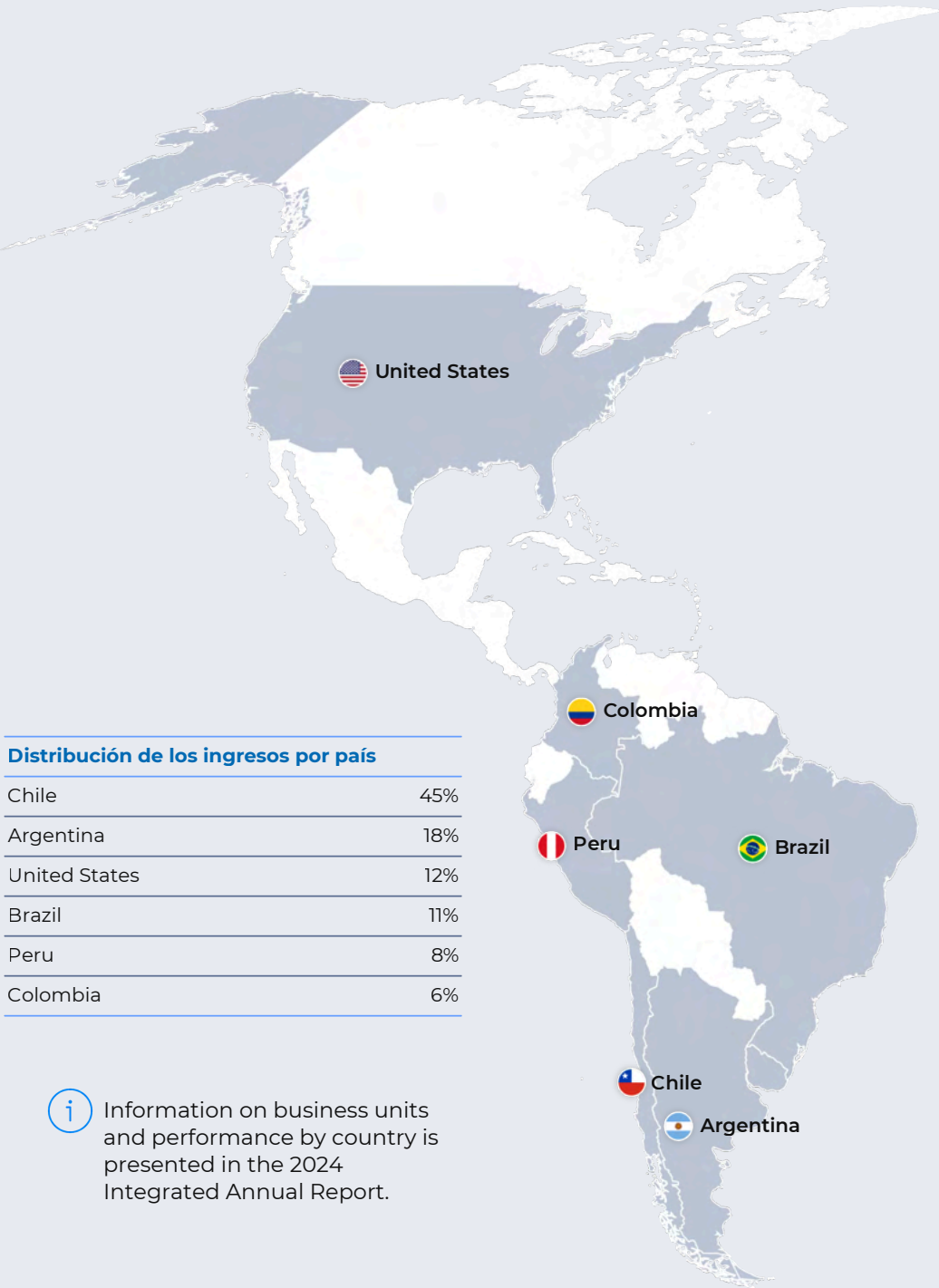
80
distribution centers

1,486
stores

770,096 sqm
distribution center
area

3.5 million sqm
total retail space

USD 17,018 million
Consolidated revenue



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ESG STANDARDS

Cencosud is a member of the DJSI MILA.

S&P Dow Jones Indices

A Division of S&P Global

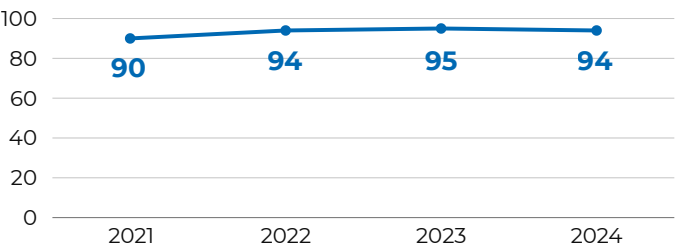
With 62 points, the Company ranked in the top 6% of the best-performing companies in its industry (Food and Staples Retailing), according to S&P Global's 2024 ESG assessment.

MSCI ESG RATINGS

CCC B BB BBB A AA AAA

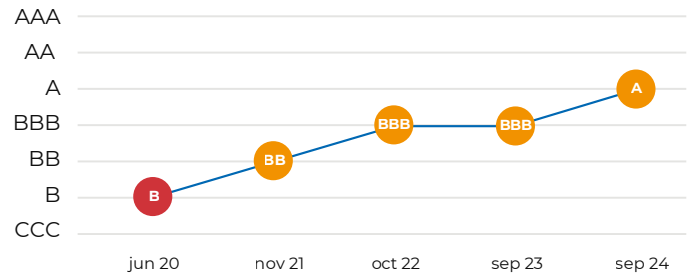
The most recent MSCI ESG Ratings ranked Cencosud in Category A of the food and staples retailing industry. This assessment analyzes the management of ESG risks and opportunities.

Cencosud's ESG rating (percentiles)



In S&P Global's ESG assessment, percentiles are used to compare a company's performance in terms of environmental, social, and governance (ESG) criteria with that of other companies in its industry. A percentile indicates the relative position of a company within a reference group. In this case, it means that Cencosud's ESG performance is better than 94% of the companies in its peer group.

Cencosud in the MSCI ESG Ratings



Corporate information is available in Cencosud's 2024 Integrated Annual Report.




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Scope of the report

This Sustainability Report covers Cencosud S.A. and its subsidiaries, as detailed in our financial statements for the year 2024 (Note 2.4). Unless otherwise indicated, the same consolidation approach has been used in the compilation and presentation of the sustainability information in the financial statements to ensure consistency between the reports.

All information, statistics, and objectives included in this report apply to the period from January 1 to December 31, 2024.

The environmental data cover the activities of the entire Company, using the same consolidation approach as in the financial reports, and are aligned with the financial year. The consolidated occupational safety data do not include operations in the United States.

 Cencosud 2024 Financial Statements

Reporting framework

The preparation of this Sustainability Report has taken into account the standards issued by the IFRS Foundation, specifically, IFRS S1: General Requirements for Disclosure of Sustainability-Related Financial Information and IFRS S2: Climate-Related Disclosures. The application of both standards will be mandatory for Cencosud as of its 2026 Integrated Annual Report, pursuant to General Standard (NCG) 519, issued by the Chilean Financial Market Commission (CMF) in October 2024 to modify NCG 461.

The double materiality methodology developed by the European Financial Reporting Advisory Group (EFRAG) was used to define the content of this report.

In developing the content, the GRI Standards guide and SASB standards for the food retail and distribution industry were taken into account. The evaluation criteria of S&P Global Corporate Sustainability Assessment (CSA) and MSCI ESG were also considered.

Assurance


Internal review

The Department of Corporate Affairs and Sustainability was in charge of the preparation of this report, with the collaboration of various areas of the Company at the regional level.

The content validation process included reviews by the corporate managers of the different areas related to the matters included in the report.

External assurance

Deloitte Chile performed a limited assurance review of the content and indicators of this Sustainability Report, in accordance with the International Standard on Assurance Engagements (ISAE) 3000, the standard for assurance engagements other than audits or reviews of historic financial information, issued by the International Auditing and Assurance Standards Board (IAASB).

 External Assurance

Contact

Questions and comments about this report should be directed to:

Raúl Troncoso Urquiza
Regional Sustainability Manager
sostenibilidad@cencosud.cl

Monetary units

As in Cencosud's financial statements, the monetary figures included in this report are expressed in Chilean pesos (CLP). To facilitate comparison, in some cases, they are also presented in U.S. dollars (USD), using the average exchange rate of 2024 (943.7 CLP / USD).

Exchange rate

Country	Average 2024
Argentina (CLP/ARS)	1.0
Brazil (CLP/BRL)	175.9
Colombia (CLP/COP)	0.2
United States (CLP/USD)	943.7
Peru (CLP/PEN)	251.5
Uruguay (CLP/UYU)	23.6

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Sustainability Governance

We address sustainability-related risks and opportunities by integrating them into our business strategy and overall risk management framework.

Cencosud has established a clear governance structure involving the Board of Directors, Committees, and specific departments, and we use methodologies to identify relevant topics (double materiality and SSINDEX) to understand the most important sustainability-related issues.

Sustainability management is supported by a set of internal policies, control procedures, compliance programs, training, and whistleblower channels, with a focus on continuous improvement and transparency.

Incentives

In 2024, a performance indicator related to waste management in operations was incorporated into the executive compensation model. Annual recycling targets were established for each country (except the United States) and for each business unit in Chile.

Policy communication

All stakeholders can access the Company's main commitments and policies on the corporate website. Employees also receive information about them through internal communication media and training programs.

 Commitments and policies

Roles and responsibilities

Board of Directors

- Approves the Corporate Strategy, which has sustainability as one of its pillars.
- Oversees the execution of this strategy and the implementation of the sustainability policy.

Director's Committee

- Oversees compliance with the Corporate Risk Management Policy, proposes improvements thereof, and reports to the Board on critical risks.

Corporate CEO

- Reports to the Board periodically on the progress of corporate strategy, including sustainability.

Corporate Affairs and Sustainability Management

- This department is in charge of managing and supervising the sustainability strategy. The manager of this unit meets with senior management to present progress and projects that promote the Company's sustainable development.

Audit and Risk Management Department

- Maintains an inventory of operational risks, including aspects related to sustainability. Periodically informs the Board and Senior Management on the trends of the most relevant risks.

Sustainability governance structure at Cencosud



Corporate Affairs and Sustainability Committee

- This committee, created in 2021, is composed of the organization's leaders responsible for the sustainability of operations in Argentina, Brazil, Chile, Colombia, and Peru. It meets monthly to discuss strategic issues. In 2024, the committee reviewed the climate strategy, the programs and projects associated with the sustainability strategy, and the progress of commitments in each management area, among other matters.

 Cencosud's Sustainability Policy

Sustainability Policy

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Cencosud's Sustainability Policy, updated in 2024, establishes guidelines for the management approach to the Company's relevant social, environmental, and governance issues.

The policy is available at the following [link](#).

Guidelines

- Assess risks and regulatory impacts in all processes and business units.
- Ensure high standards of management, promoting ethics, human rights, diversity, inclusion and occupational health and safety.
- Promote practices that ensure traceability, transparency, and quality, complying with legal requirements and internal guidelines.
- Ensure efficient business management based on probity, transparency, and best practices in sustainability.
- Establish objectives, indicators, and targets to promote, evaluate, verify, and report on sustainability compliance.
- Support compliance with local legislation and ethical standards among suppliers.
- Assess and manage environmental risks and opportunities in terms of energy, water, waste, and biodiversity, including actions to address climate change.

This policy is implemented through the regional sustainability strategy, approved by the CEO in March 2024.

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Risk Management

Cencosud has formally integrated environmental, social, and governance risks into its overall risk management framework, which is aligned with the ISO 31000 standard and approved by its Board of Directors.

This integration allows ESG risks to be addressed structurally as part of the centralized enterprise risk management program.

Key aspects

Comprehensive approach

- ESG risks are managed within the overall risk system, rather than in isolation, and are assessed in both inherent and residual scenarios.

Types of ESG risks considered

- Social: human rights, labor, occupational health and safety, local communities.
- Environmental: natural disasters, water management, energy efficiency.
- Governance: corruption, bribery, conflicts of interest, free competition.

Methodology

- Tools such as interviews and benchmarks are used to identify, assess, and address risks.

Governance and supervision

- The Directors' Committee oversees the process, defines the risk appetite, and reports to the Board on the implementation and results of the risk management process. The first-line departments are responsible for operational risk management.
- The Corporate Internal Audit Department is responsible for verifying the effectiveness of and compliance with the standards, policies, procedures, controls, and codes implemented for risk management at all levels.

Evaluation and monitoring

- Risks are reviewed at least once a year.
- Although management positions do not have specific risk management key performance indicators (KPIs), their performance metrics are aligned with the objectives of their role, which are directly or indirectly related to business risks associated with financially significant sustainability factors, such as cybersecurity, compliance, and customer satisfaction.

Risk culture

Cencosud promotes an effective risk culture through training and active participation at different levels. The Risk Management team meets annually with the directors to review the risk model and evaluate its alignment with the strategy. In addition, an e-learning course is offered to all employees, and specific sessions are held with the first lines of business to update the strategic risk landscape. At the tactical level, the Internal Control team trains process owners during their reviews, and the operational audit teams reinforce the correct application of controls in the field, thus contributing to the continuous strengthening of the risk control and management culture.

The risk criterion is incorporated in the development of products and services transversally through the objectives and KPIs of the different departments involved in the development process. The Corporate Retail Ecosystem Department has teams oriented to maintaining an adequate systemic platform, innovating, and understanding customer perception. All of these teams have objectives associated with the profitability, differentiation, and acceptance of products in the market, which requires constant evaluation of risks related to technical feasibility, intellectual property, regulatory compliance, and customer response.

Risk management process

1. Identification

The risk management team maintains a high-level risk inventory, updated through interviews with directors and managers, benchmarking, review of international publications, and analysis of Internal Audit and Internal Control reports.

2. Ongoing assessment and analysis

The members of the Board of Directors continuously evaluate the risks identified to determine the most critical ones given the area or industry in which the business operates. Subsequently, multidisciplinary working groups are formed with the executive teams to analyze causes, consequences, and existing controls.

3. Residual assessment and treatment

Multidisciplinary executive assessment committees are convened to assess residual exposure to risks and define action plans for those classified as critical or high.

4. Communication and monitoring

The risk management team monitors progress at different stages of the process and changes in the severity of risks.

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Emerging Risks

Ethical challenges in the integration of artificial intelligence

Description

The rapid development of artificial intelligence in the retail sector and its supply chain presents both opportunities and challenges. While it can improve efficiency and decision-making, its long-term effects are still uncertain. Without clear governance and appropriate guidelines, organizations could face difficulties in adopting and using AI sustainably.

Impacts

- **Loss of competitiveness:** Retailers that fail to adopt innovations and improvements in efficiency and customer experience risk losing market share to more agile competitors, including new players outside the retail sector that meet the same consumer needs.
- **Information security:** High public exposure and the handling of sensitive data make the organization a growing target for cyber-attacks, which are becoming increasingly sophisticated thanks to the use of AI. This challenges both the technological infrastructure and the human capacity to detect threats, affecting the Company's future development and comprehensive security.
- **Regulatory compliance and best practices:** The absence of clear regulations and the emergence of new regulations create uncertainty and risk of non-compliance, which could expose the Company to sanctions, increased scrutiny, reputational crisis and public scrutiny.
- **Decision-making:** Artificial intelligence can optimize key strategic decisions, such as investments, leverage, and operations. Failure to take advantage of these technologies could leave the Company at a disadvantage against more advanced competitors.
- **Adaptation of human capital:** The incorporation of AI in internal processes, without a clear strategy, can generate resistance to change, anxiety, or loss of motivation among employees.

Mitigation

- Continuous training in AI tools, such as Microsoft Copilot, to improve technology adoption.
- Raising awareness of digital and regulatory risks among employees.
- Fostering a culture of innovation and compliance at all levels of the organization.

Retail Ecosystem

- Continuous optimization of systemic platforms to ensure efficiency and scalability.
- Promoting innovation and new businesses to maintain competitiveness.
- Development of technological tools to improve processes and profitability.
- Evaluation of new products that respond to market needs.

IT Security and Compliance

- Strengthening cybersecurity to protect operational continuity.
- Implementation of access controls and threat monitoring.
- Constant updating of security protocols in the face of new technologies such as AI.
- Periodic regulatory compliance audits of digital systems and processes.

Legal Affairs

- Review and revision of contracts and internal policies to align with new regulations.
- Proactive legal advice on the use of emerging technologies.
- Regulatory and contractual risk mitigation through preventive controls.

Corporate Affairs and Sustainability

- Evaluating the impact of new technologies on sustainability and corporate reputation.
- Promotion of responsible practices throughout the value chain.

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Emerging Risks

Rising temperatures and extreme weather events

Description

The increase in extreme weather events, such as heat waves, can negatively affect the supply chain of perishable products, thereby affecting health, business image, profitability, and competitiveness.

Impacts

- **Deterioration of perishable products:** Heat accelerates food spoilage, which can increase losses if the cold chain is not efficient.
- **Changes in consumption patterns:** Demand for fresh and cold products increases, which may cause shortages if forecasting and restocking are not improved.
- **Higher energy costs:** Increased use of refrigeration results in higher operating costs and a greater environmental impact.
- **Logistical disruptions:** Extreme events such as storms or fires can block routes and damage key infrastructure.
- **Crop loss and shortages:** Droughts or heavy rains affect agricultural production, reducing availability and raising prices.
- **Risks to personnel:** Extreme heat puts workers' health at risk, affecting operational continuity.
- **Panic shortages:** Uncertainty leads to excessive purchases, causing stock-outs due to over-demand.

Mitigation

Resilient infrastructure

- Implementation of more efficient refrigeration systems through the use of environmentally friendly refrigerant gases.
- Installation of solar panels in Chilean supermarkets to reduce energy dependence.

Supplier management and sourcing

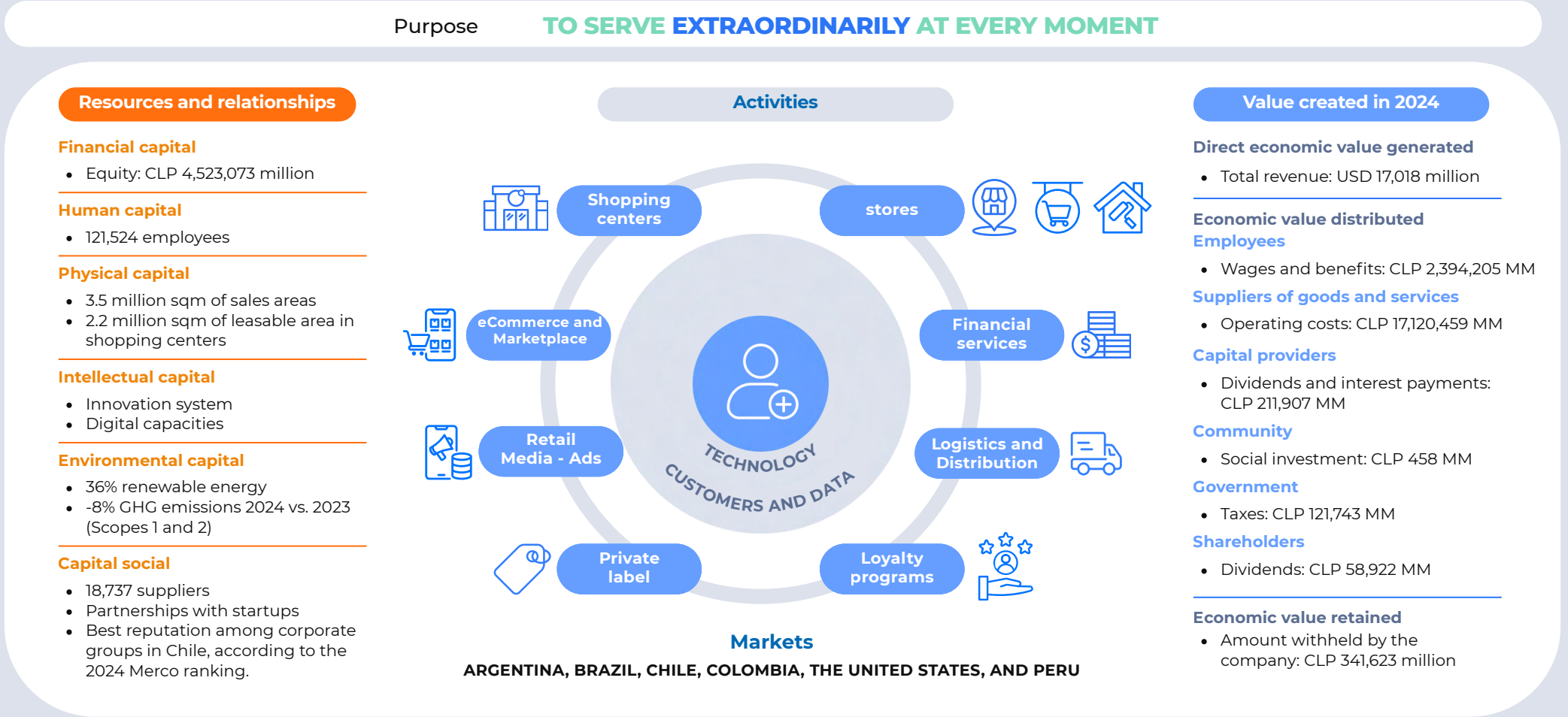
- Geographic diversification of suppliers to avoid dependence on areas vulnerable to drought, fire, or flooding.
- Promotion of local suppliers to shorten transportation distances and increase resilience to global disruptions.

Sustainability and circular economy

- Reduction of food waste through better storage practices, marketing of products close to expiration, and waste valorization initiatives.

Our Value Creation Model

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Stakeholders

Constant dialogue with stakeholders, across multiple channels, is a cornerstone of Cencosud Holding's day-to-day operations.

Periodic analyses are conducted to identify the most relevant stakeholders and understand their expectations and areas of interest, using tools such as surveys and specialized studies. In addition, we interact directly with stakeholders whenever the nature of the matter calls for it.

This exchange drives sustainable business development and reinforces transparency in decisions and relationships.

Cencosud maintains active communication through various formats, such as reports, press releases, corporate websites, and social media.

To encourage feedback, the company uses online surveys and promotes external dialogue through events and personal meetings. This includes, for example, community dialogues organized in the context of investment projects.



Customers

People or entities that purchase products and services for commercial, private, or public purposes.



Suppliers

Suppliers of commercial and non-commercial products and services that make up the supply chain necessary to the Company's operations.



Government and regulator

The agencies that regulate Cencosud's operations in the countries where it operates.



Employees

Individuals who are employed by the Company, in accordance with the laws of the countries where the operations take place.



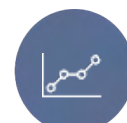
Civil society

Opinion leaders, press, non-governmental organizations (NGOs), academia, industry associations, and local communities.



Shareholders

Individuals and legal entities that hold shares in the Company.



Financial market

Financial and sustainability risk raters, bondholders, financial institutions, current and potential investors, etc.



For relationship mechanisms, see the 2024 Integrated Annual Report

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Material Issues

Every two years, Cencosud conducts a materiality study to identify sustainability issues that could have a significant impact on its ability to generate value for its stakeholders and to manage its social and environmental impacts.

Since 2023, this analysis has been carried out following the double materiality approach applied in the European Union. This methodology, developed by the European Financial Reporting Advisory Group (EFRAG), considers both the financial dimension —i.e., how sustainability issues affect the ability to generate cash flows and results—and the social and environmental dimension, which examines the positive and negative impacts that the company has or could have on people and the environment.

Cencosud's senior management was informed of the progress and results of the analysis throughout the materiality process, through regular meetings. The result was approved by the Corporate Affairs and Sustainability Manager and externally verified by Deloitte Chile.

Materiality Process

Stages



Activities

- Analysis of Cencosud's value chain.
- Review of the operating context in each of the countries in which the Company is present, considering economic, political, technological, regulatory, social, and environmental factors.
- Review of the material issues for the Retail industry considered in the SASB standards and the S&P Global (CSA) and MSCI assessments.
- Comparative analysis with the results of Cencosud's 2023 materiality process.
- Consultation with stakeholders through the SSINDEX application. The study included responses from 5,728 people in Argentina, Brazil, Chile, Colombia, and Peru.
- Financial materiality assessment, considering the magnitude of the financial impact and probability of occurrence in the short, medium, or long term.
- Impact materiality assessment with the participation of the Corporate Risk area, considering magnitude (scale or severity) and probability of occurrence.
- Presentation of the results to Senior Management.
- External assurance of the materiality process.
- Inclusion in the 2024 Integrated Annual Report and in this report.

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Materiality Assessment

Among the eleven topics that were found to be material in the analysis conducted in 2024, five are relevant from both the Company's financial perspective and the perspective of the actual or potential impacts of the Company's activities on society or the environment.

The matrix included here represents the relative position of the topics selected during the materiality process, considering their significant impact from these approaches.

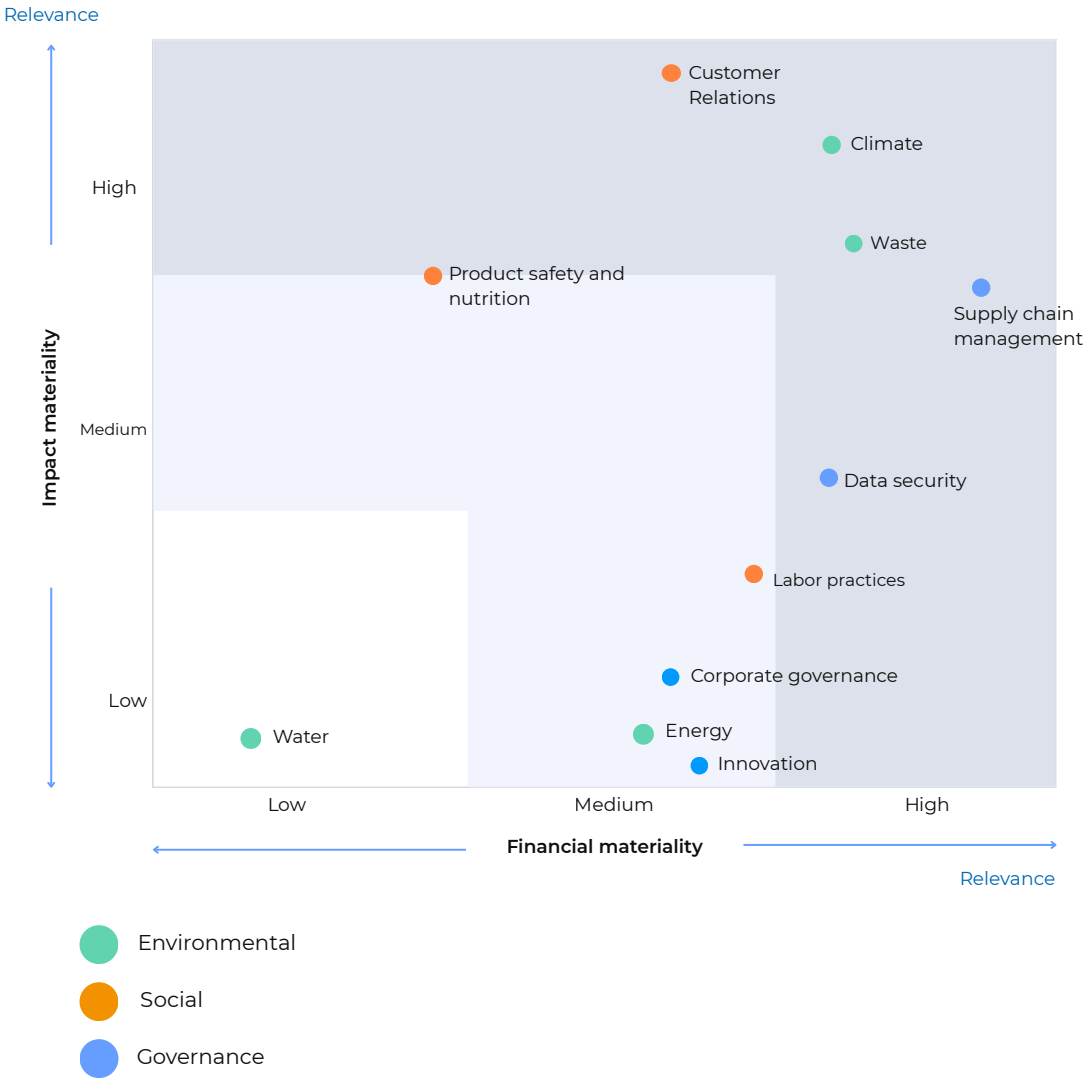
The Risk Management Department team, which is responsible for identifying the financial and operational risks to which the company is exposed, participated in the construction of this matrix. Cencosud's Regional Sustainability Manager also contributed to the analysis and evaluation of materiality.

Stakeholders engagement

In the 2024 SSINDEX study for Cencosud, additional questions specific to each stakeholder were included to confirm the topics that emerged as relevant to the industry or to the Company during the first stage of the materiality analysis process.

These questions address subjects such as animal welfare, healthy product offerings, food safety, labeling and transparent marketing, responsible consumption, and waste reduction.

Double materiality matrix



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Results of the 2024 materiality process

Material topics	Origin of the impact/risk in the value chain						Description of the material impact or risk			Horizon			Affected stakeholders	Metrics	References in this report
	Procurement	Logistics	Store operations	Sales channels	Loyalty	Continuous improvement				Short term<1 year	Medium term<1 and <5	Long term>5 years			
Environmental															
Climate	●	●	●	●			Risks: physical damage to infrastructure due to extreme events. Opportunities: climate change adaptation. Impacts: greenhouse gas emissions in supply and distribution chains.			●	●		Civil society, customers, employees, suppliers, financial market	Scope 1, 2 and 3 emissions	Planet chapter
Energy		●	●	●			Risks: energy shortages. Opportunities: energy efficiency. Impacts: reduction of total energy use with the implementation of efficiency measures.					●	Customers, employees	Energy use, energy use per sqm	Planet chapter
Water	●		●	●			Risks: excessive consumption in water-scarce areas. Opportunities: optimizing water use. Impacts: creation of low-water use gardens.	●					Customers, employees	Water consumption (m³)	Planet chapter
Waste		●	●	●			Risks: non-compliance with environmental regulations on waste treatment. Opportunities: contribution to the circular economy. Impacts: customer and community benefits through food waste reduction programs and other circular initiatives.	●	●	●			Customers, employees	Tons of waste generated and recycled	Planet chapter

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Results of the 2024 Materiality Process

Material topics	Origin of the impact/risk in the value chain						Description of the material impact or risk			Horizon			Affected stakeholders	Metrics	References in this report
	Procurement	Logistics	Store operations	Sales channels	Loyalty	Continuous improvement		Short term ≤1 year	Medium term ≤1 and ≤5	Long term ≥5 years					
Social															
Product safety and nutrition	●	●	●	●	●		Risks: failure to comply with product safety standards could result in harm to individuals, legal sanctions, and negative reputational impacts. Opportunities: contribution to people's health through the commercialization of healthy and nutrition products. Impacts: access to safe and healthy products	●	●	●	Customers	Number of recalls; number of products recalled, supply of healthy products	Products chapter		
Customer relations			●	●	●	●	Risks: difficulty in meeting customer expectations and generating clarity and consistency between the value proposition of brands, their consumption habits, and changing trends, if a close relationship with customers is not maintained. Opportunities: possibility of offering customized products and services, using technology and innovation. Impacts: products and services that satisfy customers (impact evaluated through satisfaction surveys).	●	●	●	Customers	Net Promoter Score(NPS)	People chapter		
Labor practices			●	●			Risks: inability to effectively execute operations or keep up with the necessary evolution of the business model, if the right tools and strategies are not in place to attract and retain talent. Opportunities: maintain a good working environment and a high productivity rate. Impacts: generation of secure and quality employment, along with opportunities for professional development.	●	●	●	Employees	Job satisfaction, turnover, wage gap, average training hours	People chapter		
Supply chain management	●	●					Risks: inability to move products to the correct location on time and thus preserve the desired quality and quantity in a cost-effective manner, due to inadequate infrastructure or lack of logistical resources. Opportunities: improve the relationship with suppliers, as they are strategic allies in the value chain. Impacts: On-time and in-full deliveries	●	●	●	Suppliers, customers	Supplier assessments	Products chapter		

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Results of the 2024 Materiality Process

Material topics	Origin of the impact/risk in the value chain						Description of the material impact or risk			Horizon			Affected stakeholders	Metrics	References in this report
	Procurement	Logistics	Store operations	Sales channels	Loyalty	Continuous improvement				Short term < 1 year	Medium term <1 and <5	Long term >5 years			
Governance															
Corporate Governance			●				Risks: non-compliance with regulatory requirements and adopted best practices. Opportunities: strengthening the capacity to adapt to changes in the market and in the macroeconomic, regulatory, and competitive environment. Impacts: sustainable value creation for all stakeholders	●	●	●			Shareholders, government, regulator, and financial market	Confirmed cases of corruption, training hours and individuals trained in anti-corruption procedures.	Corporate Governance chapter
Data security			●	●			Risks: possibility of cyberattacks if monitoring to detect vulnerabilities or unauthorized access is not performed in a timely manner. Opportunities: value generation through responsible data management and robust management of cybersecurity mechanisms. Impacts: stakeholder value as a product of efficient and responsible data management	●	●	●			Customers, employees	Incidents related to theft or loss of Company or customer data	Corporate Governance chapter
Innovation	●	●	●	●	●	●	Risks: possibility of technological obsolescence or difficulty in maintaining a culture of innovation within the Company. Opportunities: use of new technologies, such as artificial intelligence, to achieve the Company's purpose and objectives in an efficient and sustainable manner. Impacts: products and services that improve the customer experience.	●	●	●			Customers, shareholders	Percentage of the budget allocated to innovation	Corporate Governance chapter

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Strategic framework

Purpose

TO SERVE EXTRAORDINARILY AT EVERY MOMENT

Mission

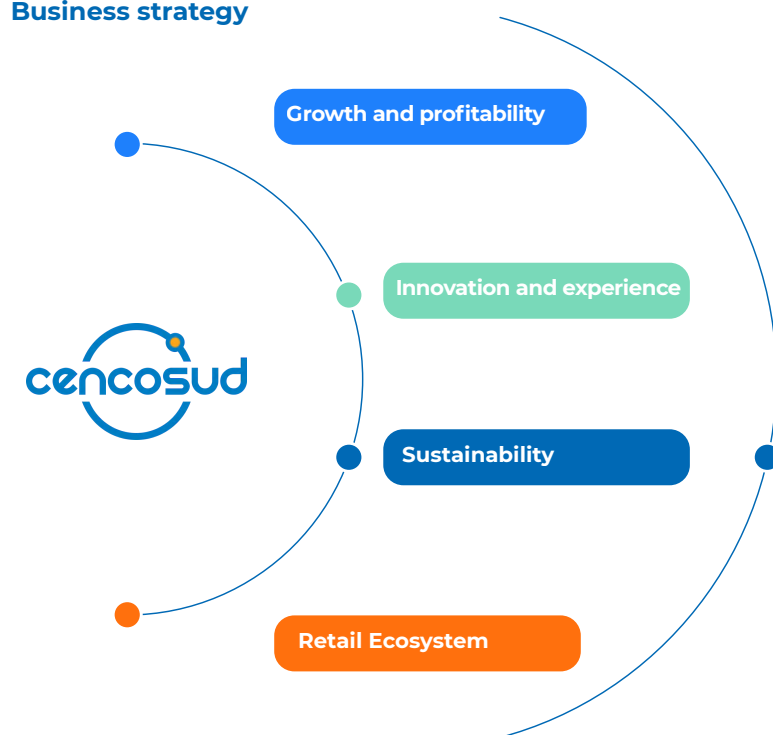
We are dedicated to improving the lives of millions of people every day by delivering products and experiences that create real and lasting value. At Cencosud, our mission is to serve well in every interaction, ethically and with excellence, while adapting to the changing needs of our customers, in order to build a more sustainable future together.

Vision

We aspire to be a global benchmark in retail, positioning ourselves among the world's leading companies.

At Cencosud, we define ourselves as a trusted, pioneering brand that transforms the industry with courage, integrity, and a deep commitment to adaptability and sustainability, leading the way to exceptional experiences that create a positive impact in every place where we are present.

Business strategy



Sustainability strategy



Connection to the SDGs













Our sustainability strategy is aligned with the Sustainable Development Goals and the Ten Principles of the Global Compact promoted by the United Nations.

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Contribution to the Sustainable Development Goals

Cencosud's results directly support 10 of the 17 United Nations Sustainable Development Goals. The following is a summary of the most noteworthy impacts.



Goal	Impact 2024	Goal	Impact in 2024
 2 ZERO HUNGER	End hunger, achieve food security and improve nutrition. <ul style="list-style-type: none">1,911 tons of food donated to charitable organizations (food recover program)	 8 DECENT WORK AND ECONOMIC GROWTH	Promote inclusive and sustainable economic growth. <ul style="list-style-type: none">33,730 employees hired by the Company (+5.5% vs. 2023)1.51% of the Company's total workforce are people with disabilities
 3 GOOD HEALTH AND WELL-BEING	Ensure a healthy life and promote well-being at all ages. <ul style="list-style-type: none">25,834 direct beneficiaries of the educational program Como Cambio, in Chile887,740 views of the website Viví Saludable, in Argentina	 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	Build resilient infrastructure, promote sustainable industrialization. <ul style="list-style-type: none">1,100 exclusive products in the range of organic, vegan, gluten-free, low-carbohydrate, no added sugar, lactose-free, and eco-friendly foods (Mundo Bio program)
 5 GENDER EQUALITY	Achieve gender equality and empower all women and girls. <ul style="list-style-type: none">42% of junior leadership or middle management positions are held by women.258 participants in the Cencosud women's leadership program in 2024.	 12 RESPONSIBLE CONSUMPTION AND PRODUCTION	Ensure sustainable consumption and production patterns. <ul style="list-style-type: none">296 stores participate in the Cheaf initiative1,291,054 bags of food sold through Cheaf
 6 CLEAN WATER AND SANITATION	Guarantee access to water and its sustainable management. <ul style="list-style-type: none">6.5% reduction in net water use (2024 vs. 2023)	 13 CLIMATE ACTION	Adopt urgent measures to combat climate change. <ul style="list-style-type: none">8% reduction in scope 1 and 2 emissions as a result of the decarbonization plan.
 7 AFFORDABLE AND CLEAN ENERGY	Ensure access to affordable, reliable, sustainable, and modern energy. <ul style="list-style-type: none">36% of energy used is from renewable sources	 16 PEACE, JUSTICE AND STRONG INSTITUTIONS	Promote peaceful and inclusive societies and access to justice. <ul style="list-style-type: none">Anti-corruption Policy and Crime Prevention Manual

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Priorities

- Ethics
- Compliance
- Reputation
- Human rights

Corporate Governance



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Corporate Governance

Progress

New Corporate Anti-corruption Policy

The policy was updated to align with the current regulatory framework, including Laws N° 20,393 and N° 21,595.



Update of the Code of Ethics



This new version focuses on three key dimensions: human rights, sustainability and diversity, equity and inclusion.

New Governance Structure

In 2024, Cencosud renewed its Board of Directors and strengthened its organizational structure by creating three new departments: **Retail Ecosystem**, focused on innovation and digital transformation; **Retail Finance**; and **Corporate Affairs and Sustainability**.



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Renewal of the Board

At the Ordinary Shareholders' Meeting held on 26 April 2024, the members of the Board of Directors were elected for the 2024–2027 period.

President

Julio Moura Neto

Date of first appointment: 01 September 2011.
Date of last appointment: 26 April 2024
Profession: Mechanical Engineering
ID: 21,814,616-3
Nationality: Brazilian

Director

Josefina Montenegro Araneda

Date of first appointment: 26 April 2024,
Date of last appointment: 26 April 2024
Profession: Attorney
ID: 10,780,138-3
Nationality: Chilean

Director

Monica Jimenez Gonzalez

Date of first appointment: 26 April 2024.
Date of last appointment: 26 April 2024
Profession: Attorney
ID: Foreigner Nationality: Colombian

Director

Manfred Paulmann Koepfer

Date of first appointment: 31 July 2021
Date of last appointment: 26 April 2024
Profession: Business Administration
ID: 7,010,865-9
Nationality: Chilean

Director

María Leonie Roca Voto Bernales

Date of first appointment: 26 April 2024.
Date of last appointment: 26 April 2024
Profession: Attorney
ID: Foreigner
Nationality: Peruvian

Director

Felipe Larraín Bascuñán

Date of first appointment: 30 April 2020.
Date of last appointment: 26 April 2024
Profession: Business Administration
ID: 7,012,075-5
Nationality: Chilean

Director

Peter Paulmann Koepfer

Date of first appointment: 26 April 2024.
Date of last appointment: 26 April 2024
Profession: Business Administration
ID: 8,953,509-3
Nationality: Chilean

Independent Director

Ignacio Pérez Alarcón

Date of first appointment: 22 April 2022
Date of last appointment: 04/26/2024
Profession: Industrial Civil Engineer
ID: 9,979,516-6
Nationality: Chilean

Independent Director

Carlos Fernández Calatayud

Date of first appointment: 22 April 2022
Date of last appointment: 26 April 2024
Profession: Civil Mechanical Engineering
ID: 5,213,938-4
Nationality: Chilean

The bylaws of Cencosud S. A. do not contemplate the existence of alternate directors.



The directors' CVs are available on the Cencosud website

Independent directors

In accordance with Law No. 18,046 on Chilean Corporations, open corporations with equity equal to or greater than UF 1.5 million and with at least 12.5% of their shares held by minority shareholders, as is the case of Cencosud, must have at least one director who meets the following independence criteria: not having been an executive or director of the company or its subsidiaries in the last 18 months; not having relevant family or commercial ties with executives or controllers; not representing interests of significant shareholders; and not having rendered relevant professional services to the company in the last 2 years. In addition, the Directors' Committee must be composed of a majority of independent directors. In Cencosud, 2 out of 3 directors meet this requirement. Within this legal framework, directors must declare their independence when they take office and update it if conditions change.

Diversity

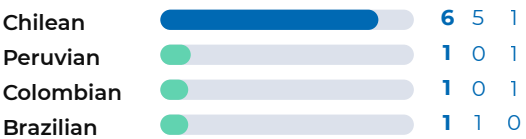
Total: 9

Number of directors by category

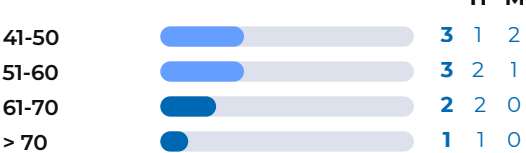
Gender



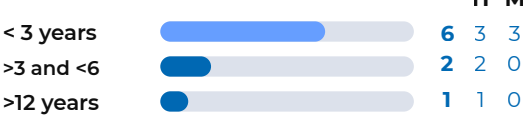
Nationality



Age range



Tenure



None of the directors are individuals with disabilities.

Responsibilities of the Board

The responsibilities and powers of Board members are described in various bodies of Chilean law and in Cencosud's bylaws.

In accordance with Law No. 18,046 on Chilean Corporations, amendments to the bylaws must be approved at an Extraordinary Shareholders' Meeting

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Ethics

Cencosud manages corporate integrity and transparency through a comprehensive framework of governance, compliance, and business ethics, which is manifested in various policies, procedures, and organizational structures


Material topic:

- Corporate governance

Integrity and Transparency

Approach

- The **Cencosud Code of Ethics**, updated in 2024, aims to ensure the integrity of employees, customers, suppliers, and communities. Integrity represents a fundamental ethical principle that we seek to promote and strengthen at all levels of the organization.
- The **Ethics Committee** is responsible for knowing, deciding on, and enforcing compliance with provisions related to serious breaches of the Code of Ethics and the legal regulations in force. This committee is composed of at least one director, the CEO, and the Corporate Human Resources, Audit, and Legal Affairs Officers.
- Management must lead by example, acting with integrity and honor. Protecting the integrity of customers and the general public is an essential commitment.
- Integrity is also a primary criterion in the selection of suppliers, and it must be clearly reflected in the financial records, whose veracity and transparency are fundamental to the company's business.

 Code of Ethics

 Corporate Anti-corruption Policy

- Cencosud has a **Corporate Anti-Corruption Policy** that establishes guidelines to operate with ethics and integrity, complying with national and international regulations against bribery and corruption. This policy applies to all its operations, employees, and related third parties. Key aspects of this policy are as follows:

Strict prohibitions

- Offering or accepting of undue benefits, including gifts, donations, or facilitation payments, is strictly prohibited.
- Corruption between private individuals and any form of collusion or favoritism are prohibited.
- Political contributions are strictly prohibited.

Regulatory framework

- Based on Chilean laws (Criminal Code, Law 20,393, Law 21,595) and foreign laws such as the U.S. FCPA.

Controls and compliance

- Internal records and audits.
- Due diligence processes with third parties.
- Ongoing training and consultation channels.
- Ethics hotline for complaints, managed by an independent third party.

Ethics hotline

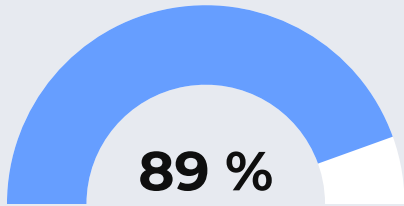
Cencosud has a formal procedure and confidential channels for receiving complaints about possible irregularities or non-compliance with the Code of Ethics and other internal regulations. These channels are available to employees, suppliers, and third parties, and they are managed by an independent third party to ensure impartiality. Complaints are analyzed by the Crime Prevention Officer and the Internal Audit Department, under the supervision of the Ethics Committee. The company guarantees confidentiality and applies a zero tolerance policy for retaliation. Failure to comply with the Code may result in disciplinary sanctions, including termination of employment.

Access to the complaints channel

Mail: lineaetica@cencosud.com
Telephone:
Argentina: 0800 348 1003
Brazil: 0800 580 2895
Chile: 800 914 601
Colombia: 018005 185 244
Peru: 0800 70272
China: +86 21 60314569
Uruguay: 000 4052 96728
WhatsApp: +56232150270
Web: www.eticacencosud.com

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Corporate performance indicators



Directors trained

Eight directors received training on the new Economic Crimes Law.

Training on the new Code of Ethics

From its publication in August 2024 until the end of the year, 10,424 Cencosud employees received training on the new code. As part of this training, employees were instructed on how to use the whistleblower channel.

(*) All complaints received by Cencosud are investigated following a process that has different deadlines for resolution. This is the number of complaints resolved at the end of the year.

Non-compliance with the Code of Ethics

Number of complaints received in the following categories	2024
Corruption or bribery	0
Discrimination or sexual/workplace harassment	662
Data confidentiality or privacy policy	0
Conflicts of interest	260
Money laundering or insider trading	0
Total	922
Status of complaints as of December 31, 2024	
	Number
Under investigation	495
Closed	427
Total	922
Result of closed complaints (*)	
	Number
Proven	71
Not proven	356
Total	427
Measures adopted in closed cases	
	Number
Feedback	39
Employee relocation	26
Dismissal	25
Reprimand	19
Others	46
No measures adopted	272
Total	427

Tax Strategy

Cencosud implements a group tax strategy aligned with its corporate values, its Code of Ethics, and the principles of compliance, transparency, and accountability.

This strategy includes the following key commitments:

- Comply with the letter and spirit of the tax laws in all countries where it operates.
- Do not shift value to low-tax jurisdictions or use structures with no commercial substance.
- Apply transfer pricing on an arm's length basis.
- Avoid the use of tax havens for tax avoidance.
- Integrate tax strategy into financial and operational planning through proper management of tax obligations.

The tax strategy is approved and supervised annually by a Tax Committee composed of the Corporate Finance and Administration Officer, the Regional Tax Manager, and the Corporate Accounting Officer. Local Finance and Tax Departments are in charge of compliance. Tax management is decentralized to adapt to the particularities of each country. Tax risks are identified through a continuous internal process that combines the analysis of operations with the monitoring of regulatory changes and audit priorities established by the authority (in the case of Chile, the Tax Compliance Management Plan published by the Internal Revenue Service, SII).

Cencosud promotes a culture of tax compliance, with internal controls, audits, and participation in transparency initiatives. It also maintains confidential channels for reporting irregularities and encourages dialogue with tax authorities and stakeholders.

	2023	2024
Income before taxes (CLP thousands)	513,384,871	481,471,824
Tax reported (CLP thousands)	221,172,282	247,788,619
Effective tax rate (%)	43%	51%
Taxes paid in cash (CLP thousands)	206,430,245	121,743,424

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Compliance

We consider data security and privacy to be an intrinsic component of our ethical behavior, because it is fundamental to building trust with our customers, employees, and strategic partners, protecting their reputations, and ensuring regulatory compliance.

There were no data breaches in 2024.

Material topic:

- Data Security

Data Privacy and Security

The cybersecurity and data privacy risk management approach implemented at Cencosud is based on international standards (ISO 27001 / NIST / CIS Controls). The framework is structured at three key levels. The **Information Security Committee**, which reports to the Board of Directors, defines the cybersecurity strategy, monitors risks, and ensures regulatory compliance, while promoting an organizational culture of data protection.

- On the Cencosud Board of Directors is **Carlos Fernández Calatayud**, a mechanical civil engineer from the Universidad Federico Santa María, with a distinguished career in the technology sector. He is a former director of IBM Chile and has held executive positions at AT&T Latin America, Telmex, CA Corporation, and Coasin Global Services. He has served as vice-president of ACTI AG and director of AMCHAM, the Association of Telecommunications Carriers and the Association of Internet Providers. Since 2008, he has advised and served on the boards of several companies, including Entel, Quantum Matrix, and Analytics10. He has been a member of the board of Cencosud since April 2022.
- At the executive level, the **Chief Information Security Officer (CISO)** leads policy implementation, coordinates incident response, oversees technical controls, and promotes security training. In the area of privacy, the Interdisciplinary Committee in Chile and the Data Protection Officer (DPO) in Brazil ensure compliance with local regulations, manage risks, audit

processes, and guarantee respect for the rights of data subjects.

- Cencosud has two key policies to protect data privacy and security: the **Information Security Policy** and the **Information Privacy Policy**.
- These policies establish commitments such as the continuous improvement of systems, information protection (confidentiality, integrity, and availability), incident management, and the assignment of individual and third-party responsibilities.
- The company's **Code of Ethics** includes a section detailing corrective measures, including the possibility of early termination of contracts in the event of non-compliance with its provisions. In this framework, sanctions could be imposed in the event of non-compliance with local regulations, such as Law No. 21,719 amending Law 19,628 on the Protection and Treatment of Personal Data in Chile, published on 13 December 2024; the General Data Protection Law of Brazil (Law No. 13,709/2018); the Personal Data Protection Law in Argentina (Law No. 25,326); and similar regulations in Colombia, Peru, and other countries.

Technical and operational measures

- Multifactor authentication (2FA), access controls (RBAC), encryption, EDR, anti-malware.
- Ethical hacking tests and continuous monitoring.
- Incident response protocols and forensic analysis.

Risk management

- Identification of vulnerabilities and risk assessment.
- Integration of privacy into the corporate risk management system.
- Assessment of business partners and management of confidentiality clauses.
- Internal audits of IT infrastructure and/or information security management systems.
- Independent external audits of IT infrastructure and/or information security management systems.
- Escalation process for employees to report incidents, vulnerabilities, or suspicious activities.

Training and awareness

- Ongoing training programs, phishing simulations, and awareness campaigns.
- Individual responsibility of employees and third parties for policy compliance.

Customer relations

- Clear information on the use of personal data in portals and apps. In each web portal, app, and media outlet, where consent is required, there is an associated legal document that includes the privacy policies of the business units.
- ARCO Rights attention flow.
- Data processing only with explicit consent. In Cencosud 94.9% of customer data is used for secondary purposes, such as targeted advertisements, improvement of products or services, and the transfer of information to the Cencosud Chile Group.

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Compliance

Cencosud manages environmental compliance through a comprehensive approach that encompasses governance, specific policies, management programs in key areas, integration with the supply chain, risk identification and mitigation, and performance monitoring.

Material topic:

- Corporate governance

Environmental Management and Monitoring

Approach

Policies and commitments

Cencosud's Integrated Environmental Management and Energy Efficiency Policy establishes guidelines to reduce environmental impacts, prevent pollution, and promote energy efficiency in all its operations. Its commitments include regulatory compliance, reduction of GHG emissions, sustainable waste and water management, and sustainability training for employees. Additionally, the Sustainability Policy, updated in 2024, reinforces these principles by incorporating the evaluation of risks and opportunities in key areas such as energy, water, waste, and biodiversity.

Governance and supervision

Cencosud's environmental management is led by the Corporate Sustainability team. A Regional Compliance Officer coordinates the Environmental Compliance Program in conjunction with the Department of Corporate Affairs and Sustainability, identifying risks and opportunities for continuous improvement.

Main measures

- **Energy audits** are conducted to identify opportunities to improve energy performance and evaluate progress in reducing energy consumption, with quarterly reports.
- **Carbon footprint quantification.** In 2024, the Company made progress in coverage, incorporating Scope 3 emissions from water consumption and waste generation and treatment into the carbon footprint quantification. In 2025, it will continue to increase coverage of other categories with a greater impact on indirect emissions.
- In the last year, a **waste recyclability KPI** was established, which was added to the decarbonization plan, focusing on direct emissions (Scope 1) and indirect emissions associated with the purchase of electricity (Scope 2).



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Human Rights

In the 2024 update, the Code of Ethics explicitly incorporates and reinforces Cencosud's commitment to human rights, integrating them with sustainability and diversity and linking them to whistleblowing and compliance mechanisms.


Material topic:

- Corporate governance

Human Rights Commitment and Management

Approach

- Cencosud manages human rights as a fundamental pillar of its corporate strategy and value chain. Its commitment is based on international standards such as the UN Guiding Principles, the ILO, and the Global Compact, and it is integrated into key policies such as the Code of Ethics, the Sustainability Policy, and the Diversity, Equity, and Inclusion Policy.
- This commitment covers both its direct operations and its network of suppliers and partners, promoting decent working conditions, non-discrimination, the prohibition of child and forced labor, freedom of association, privacy, and respect for the environment.
- Cencosud developed a human rights due diligence process in 2022, which has made it possible to identify, prevent, mitigate, and remediate risks and impacts, including periodic evaluations of its operations and business relationships.

 Cencosud statement on respect and promotion of human rights

Cencosud's Commitments on Human Rights

- Respect for Human Rights as a fundamental principle throughout its operations and supply chain.
- Ethical and inclusive conduct, based on transparency, respect, and accessibility.
- No discrimination for any reason, promoting equality and equity.
- Promotion of diversity, equity, and inclusion as essential values in its organizational culture.
- Fair and safe working conditions for all employees, including subcontractors.
- Prohibition of child and forced labor, both in our own operations and in the value chain.
- Respect for freedom of association and collective bargaining in all its business units.
- Protection of privacy and freedom of expression of all stakeholders.
- Environmental commitment, promoting responsible and sustainable practices.
- Application of human rights due diligence to identify, prevent, and mitigate risks.
- Mitigation and remediation measures for negative impacts on human rights.
- Progressive inclusion, ensuring the participation and protection of all people.
- Compliance with recognized international human rights standards.
- Shared responsibility, promoting these principles among all stakeholders.
- Confidential and secure whistleblowing channels, with a non-retaliation policy.
- Mandatory compliance with the Code of Ethics, with sanctions in case of non-compliance.

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Human Rights

Cencosud applies comprehensive measures to prevent workplace harassment, sexual harassment, and workplace violence, supported on updated policies, ongoing training, and reporting channels.

- Material topics:**
- Corporate governance
 - Labor practices

Prevention of Harassment

Policies and regulations

- **Code of Ethics:** promotes a respectful work environment free of discrimination. It establishes zero tolerance for harassment and specifies principles on diversity, equity, and inclusion.
- **Diversity, Equity, and Inclusion Policy:** guarantees decisions based on merit, without discrimination based on gender, age, religion, sexual orientation, etc.
- **Investigation procedure:** since 2011, Cencosud has had a protocol in place to investigate and sanction cases of harassment.
- **Legal adaptation:** in 2023, protocols and complaint channels were developed to comply with Law 21.643, known as the Karin Law (in force since August 2024 in Chile).

Sexual and Workplace Harassment Prevention Training

Consolidated figures for 2024

25,734

People trained

21%

of the total workforce

Training and awareness

- **Initial training:** every new employee must read the Code of Ethics and sign a commitment letter as a sign of acceptance.
- **Preventive training:** e-learning courses are provided on ethics and the prevention of harassment.
- **Talks and campaigns:** educational activities. In 2024, over 30 training sessions on the Karin Law were held in Chile, targeted at executives, human resources staff, store managers, and operations managers across all business units. In addition, an e-learning course on the new law was incorporated into the Cencosud Campus platform to extend the scope to all employees.

Complaint and support mechanisms

- **Ethics Hotline:** anonymous channel for queries or complaints, managed by a third party.
- **General Whistleblower Procedure:** open to employees, suppliers, and third parties.
- **IT security channels:** e-mail and ticketing system for reporting cyber incidents.



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Human Rights

Cencosud maintains a broad public commitment to respect labor rights in all the countries where it operates. This commitment is reflected in corporate policies that promote fair, equitable, and sustainable working conditions.

- Material topics:**
- Corporate governance
 - Labor practices

Commitment to Labor Rights

Working conditions

- Cencosud's compensation policy establishes the commitment to offer fair and dignified salaries, aligned with market standards for each role within the organization. This policy is complemented by market studies conducted by specialized consulting firms and periodic reviews to ensure the fairness and relevance of salary scales.
- The Labor Harmony Policy actively promotes work-life balance.
- The Company encourages efficiency in the use of working time and discourages unnecessary overtime, allowing it only in exceptional and duly justified cases. In addition, it strictly respects the current legal regulations on the maximum number of weekly working hours, and any exception requires prior authorization.
- Cencosud guarantees equal remuneration between men and women through a compensation policy based on role responsibilities, contributions, and attributes, without considering gender as a decision factor. Periodic gender-based salary gap analyses are carried out, and corrective measures are applied when unjustified differences are identified.

- During annual vacation periods, employees are paid in accordance with current legislation. The company encourages the effective use of this right as part of the employee's integral well-being, supported by a vacation management system that allows for proper planning and follow-up by leaders and the Human Resources area.
- In the event of mass layoffs, Cencosud complies with the notification deadlines established by law and implements internal protocols that ensure timely communication and mitigation measures for affected workers.

Labor practices

- Digital timekeeping systems are used to record the daily workday, including overtime, which is compensated in accordance with the law and internal policies, always with proper authorization.
- The company maintains an ongoing dialogue with workers' representatives through regular meetings to discuss issues such as working conditions, safety, benefits, and other matters of common interest. These meetings seek to strengthen collaborative and transparent labor relations.

- In addition to complying with legally required benefits, Cencosud extends social protection coverage through supplemental health insurance, life insurance, psychological support, and agreements with health institutions.
- In response to the challenges of industrial and climatic transitions, the organization offers continuous training programs and training in new skills. These initiatives are aimed at strengthening the employability and adaptability of personnel in the face of environmental changes.



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Reputation

Reputation is not only a consequence of sustainability, but a strategic component that we actively manage to ensure Cencosud's resilience, competitiveness, and legitimacy over time.

Material topic:
• Corporate governance

Perceptions of our stakeholders

Reputation is a key focus of Cencosud's sustainability strategy as it represents a **fundamental intangible asset** for long-term value creation. Reputation allows us to build relationships of trust with different stakeholders. Through an organizational culture based on ethics, transparency, and fairness, the Company promotes integrity in all its business units, which strengthens its legitimacy with employees, customers, investors, and society in general.

In addition, a good reputation acts as a shield against risks that could affect business continuity. The Company recognizes that practices such as corruption, regulatory non-compliance, poor product safety management, or lack of data protection can have a direct and negative impact on its reputation. It has therefore developed a robust risk management system, based on international standards such as ISO 31000 and COSO ERM, to anticipate, evaluate, and mitigate these risks proactively.

Reputation is also subject to external evaluation. In 2024, Cencosud was positioned first in the Corporate Group category of the Merco ranking in Chile, reflecting public recognition of its ethical performance, social responsibility, and

ability to respond to critical situations. These evaluations, which consider both stakeholder perception and media analysis, reinforce the importance of strong and transparent corporate governance.

Regulatory compliance and transparency are essential pillars to protect and strengthen corporate reputation. Cencosud has updated its Code of Ethics and is actively working to improve its Crime Prevention Model and other internal policies, such as the Anti-Corruption Policy and the Free Competition Policy. These tools not only prevent conduct that could damage the company's image, but also ensure equal access to relevant information, generating trust and credibility in all areas where it operates.

On average, Cencosud's main stakeholders rate its sustainability practices with a 72% favorability. This is the general result of the first Stakeholders Sustainability Index (SSINDEX) study, which was conducted through online surveys and in-depth interviews, tailored to each stakeholder. The survey was conducted between November 2024 and February 2025 in five countries where the company operates.



5,728

Stakeholders surveyed

3,140
employees

2,003
Customers

579
Suppliers

6
Investors

72%

2024 SSINDEX Score

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Associations and Contributions

Cencosud is a member of organizations that promote principles and actions aligned with its corporate purpose and commitments.

The Code of Ethics establishes anti-corruption procedures and warns that because donations, political contributions, and sponsorships can be used to conceal bribery, therefore, they must be regulated by the anti-corruption policy. Donations on behalf of Cencosud are only permitted if they are in accordance with current internal policies. Cencosud did not make any contributions or expenditures to political campaigns, political organizations, or lobbying in the period 2021 to 2024.

Year	Contribution to trade associations or non-profit organizations (CLP)
2021	265,098,212
2022	541,000,000
2023	268,162,593
2024	905,719,382 (*)

(*) The increase between 2023 and 2024 reflects an expansion of data coverage.

Major contributions in 2024

Institution	Description	Amount 2024 (CLP)
SOFOFA	A trade association in Chile whose purpose is to contribute to a country where businesses are connected to society and people feel proud of the work their companies do within peace.	92,000,000
CEP - Centro de Estudios Públicos	A private, non-profit academic foundation whose purpose is to generate knowledge on topics of public interest and to promote the values, principles, and institutions that are fundamental to a free and democratic society.	79,000,000
ASACH - Asociación de Supermercados de Chile	A non-profit trade association open to all supermarkets in Chile, which, with full respect and promotion of free competition, aims to manage initiatives independently or in collaboration with other entities or the public sector, contributing to and fostering the development of the industry.	72,000,000

While Cencosud does not currently have a formal lobbying program aligned with the Paris Agreement, its active participation in the United Nations Global Compact reflects a commitment to the principles of the agreement, promoting transparency, good practices, and collective action on climate change.

The Company also participates in technical roundtables with different associations, which allows it to stay informed about the progress, challenges, and best practices in the area of climate change mitigation and adaptation. The following are among the organizations in which the company collaborates:

- UN Global Compact Network (Chile and Colombia)
- Acción Empresas
- Chamber of Commerce of Santiago (Sustainability Committee)
- AMCHAM Chile (Sustainability Committee)

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Awards Received in 2024

Quality

E-commerce Awards

2024 E-Grocery Award to Jumbo

Jumbo was recognized as the E-Grocery of the Year 2024 by the E-commerce Institute, highlighting its agility and quality of customer service. It also won first place in the Number One" category of the 2024 Uber Eats Awards, with more than 57,000 customer votes.

Procalidad 2024

First in customer satisfaction: Jumbo and Easy

This award is based on customer satisfaction, considering service quality and the buying experience.

BCX (Best Customer Experience)

Wong (Peru): best customer experience

The supermarket chain took first place for the second consecutive year.

Alco and University of Los Andes (Chile)

NPS 2024 Consumer Loyalty Awards to Jumbo and París

In an NPS survey of over 16,000 customers, Jumbo took first place among supermarkets and París, first place among department stores.

Innovation

Global Innovation Awards (GIA)

Paris awarded in Retailer category

This award was created by the IHA and The Inspired Home Show to encourage innovation and excellence in home furnishings retailing around the world.

Grocery Tech USA

Premios a The Fresh Market

The Fresh Market (TFM) took first place in the Mid-Tier category, for its technological innovations aimed at improving the customer experience. It also received a Silver in the Drum Awards, Commerce Category, for its innovative data-based retail media, on its Live Commerce platform.

Environment

Global Compact Network Chile

Conecta Business Awards: N° 1 in the Planet category

Cencosud's organic waste valorization and circular economy initiative stood out among 166 proposals from 61 companies for its impact on SDG 12: Sustainable Consumption and Production.

Corresponsables Award

Paris, finalist in Latin America

The company stood out for its circular fashion program.

Clean Delivery Program

Clean Delivery Seal

The Supermarkets segment and Easy in Chile were recognized for increasing energy sustainability in the Company.

Schneider Electric Sustainability Impact Awards 2023

Cencosud Brazil: a leader in low-carbon operations

Governance

Merco Companies (Chile)

Best reputation among corporate groups

The selection process for this award includes consultations with executives and stakeholders and analysis of the digital reputation of the companies. It evaluates issues such as social responsibility, ethics, governance, and public perception.

Newsweek and Statista

The Fresh Market among the most trusted companies in the United States

The Fresh Market ranked seventh on the list of the most trusted companies in the "Grocery & Convenience Stores" category. A total of 25,000 consumers were consulted in the survey.

NGO Te Protejo

No. 1 in Cruelty Free Offer

In Chile, Jumbo was highlighted for its wide range of personal care and cleaning products that are not tested on animals, leading the ranking with 61 certified brands.

Talent

Merco Talento 2024

No. 1 among corporate groups

This award recognizes companies that excel in attracting and retaining talent in their organizations.

Merco Talento Universitario (Chile)

N° 1 among corporate groups and 8th in the general ranking

Cencosud led this category for the fifth consecutive year and moved up eight positions from 2023.

Chilean Chamber of Construction

Easy on the honor roll in OHS

Easy Chile was awarded five stars for its occupational health and safety performance.

Equidad CL Certification

Awards for Cencosud and París

Both were highlighted among the 70 companies certified by Equidad CL as one of the best places to work for the LGBTI+10 community.

Ministry of Women's Affairs (Peru)

Safe Company Recognition

Cencosud Peru obtained the Gold certification from the Ministry of Women and Vulnerable Populations, for promoting gender equality in the workplace and implementing activities to prevent violence against women.

Merco Talent (Peru)

Best companies for attracting and retaining talent

Cencosud Peru was ranked one of the best places to attract and retain talent in 2024, both in the self-service sector and in the country's overall ranking.

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Priorities

- Diversity, equity, and inclusion
- Employer brand
- Social value

People



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Progress

Significant improvement in the Merco Talent ranking



With an increase of 17 positions compared to 2023, Cencosud ranked 14th in the overall ranking of companies with the greatest ability to attract talent in Chile and maintained its position as the leading business holding in the country.

Digital Academy



Through this new program, Cencosud offers continuous training in current technologies and methodologies.

Inclusive Customer Service

In Chile, Jumbo and Santa Isabel supermarkets introduced specialized customer service for neurodivergent individuals, following the training of more than 8,500 employees.



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Employees

Cencosud manages diversity, equity, and inclusion as a central axis of its sustainability strategy and as a core value in its organizational culture. This commitment is reflected in its ethical and regulatory framework, including the Code of Ethics updated in 2024, the Regional Diversity, Equity, and Inclusion Policy, and the Sustainability Policy.

Material topic:

- Labor practices

Diversity, Equity, and Inclusion


The Company promotes equal opportunities, non-discrimination, and the progressive inclusion of all individuals, both throughout its operations and in its value chain. To ensure concrete progress, Cencosud implements measurement and monitoring mechanisms, such as labor gap analysis, diversity indicators, and public reports on the composition of its workforce.

Senior management promotes an inclusive culture, supported by whistleblower channels, internal surveys, and non-discriminatory hiring processes.

Pillars

Cencosud's Diversity, Equity, and Inclusion (DEI) strategy is based on four pillars:

- 1. Gender equity:** promotes equal employment opportunities without distinction of gender, with a goal of 43% of women in leadership positions by 2027.
- 2. Inclusion of people with disabilities:** seeks to eliminate barriers for effective labor inclusion. Cencosud has set a target of reaching 2% employees with disabilities within its workforce by 2027.

 Regional Diversity, Equity, and Inclusion Policy

3. Interculturality: promotes the integration of immigrants and the appreciation of cultural diversity. The Company's employees represent 37 different nationalities. Approximately 3% of employees work in a country other than their country of origin.

4. Sexual and gender diversity: promotes inclusive, respectful, and discrimination-free spaces for people of the LGBTIQ+ community.



Participation in the Global Compact Network's TGE Program

The Target Gender Equality (TGE) program encourages UN Global Compact companies to implement the Women's Empowerment Principles (WEPs), promoting gender equality in the workplace, the marketplace, and the community. Within this framework, Cencosud worked on the design of an action plan and goals to advance inclusive leadership, equal pay, co-parenting, women's professional development, community participation, and transparency.



Cenco Women

Since 2022, the Cenco Women initiative has been promoting female leadership in Cencosud through a mentoring program, as part of its Diversity, Equity, and Inclusion Strategy.

Its purpose is to develop individual potential, strengthen leadership skills, and contribute to the sustainability of the business.

In 2024, the program achieved regional participation of **258 individuals**, delivering **over 1,500 hours of training**, with attendance and satisfaction rates exceeding 80%.



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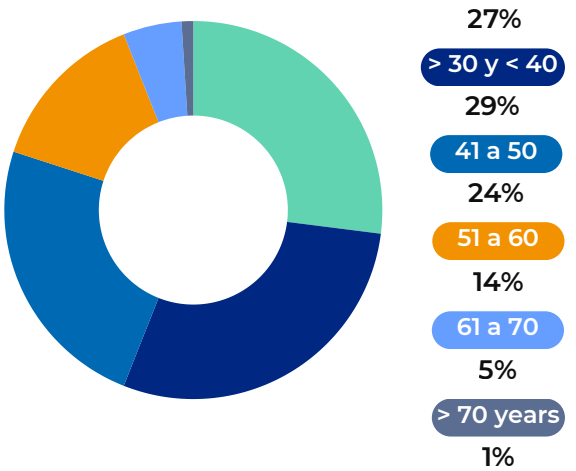
Organizational Diversity

Total workforce in 2024: 121,524 people

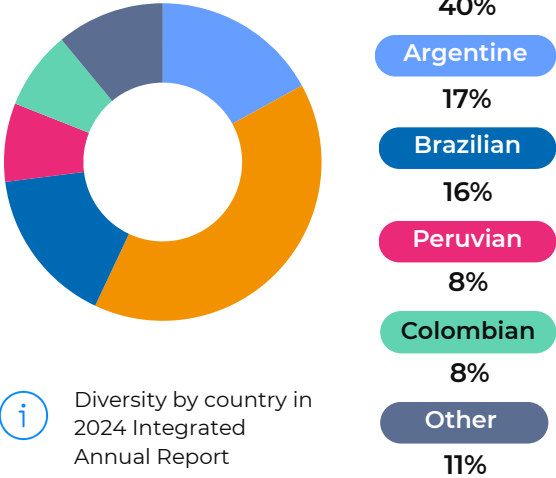
Gender



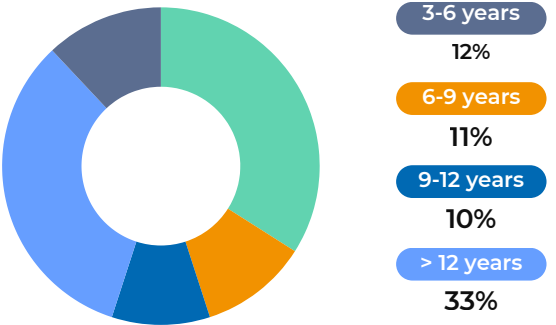
Age range



Nationalities



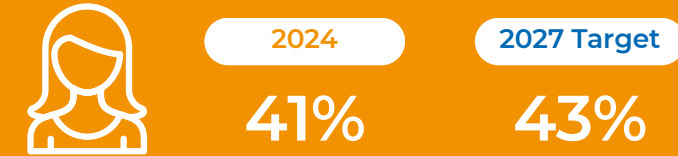
Tenure at the Company



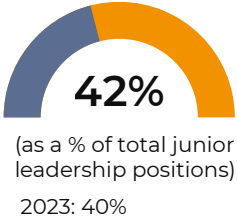
Women’s participation

Data as of 31 December 2024
Does not include operations in the United States

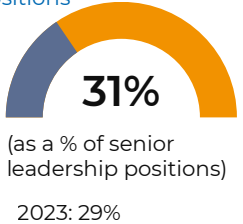
Women in leadership positions



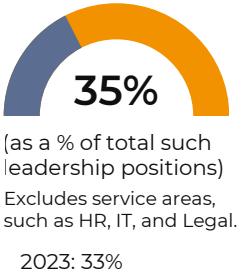
Women in junior leadership or middle management positions



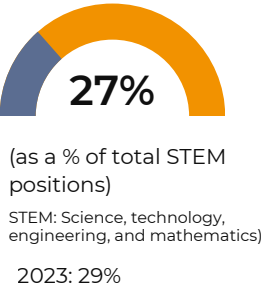
Women in senior leadership positions, within 2 levels of the CEO or comparable positions



Women in leadership positions in revenue-generating areas (e.g., Sales)



Women in STEM positions



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Pay Equity

[GRI 405-2]

Data as of 31 December 2024

Average salary

In CLP	Women	Men	Total
Executive level (only base salary)	103,640,419	105,815,232	105,222,758
Executive level (base salary + other benefits)	146,157,708	147,602,447	147,208,864
Professional level (only base salary)	16,128,675	16,339,432	16,248,733
Professional level (base salary + other benefits)	21,452,333	20,698,146	21,320,835
Administrative level	5,775,823	6,069,135	5,925,791
Data coverage (%)	100	100	100

Excluding the United States.

Ratio of entry-level salary to minimum wage, by gender

	Men	Women
Argentina	1.42	1.41
Brazil	1.22	1.21
Chile	1.19	1.16
Colombia	1.17	1.19
Peru	1.12	1.16
Total	1.25	1.24

No incluye China, Uruguay ni United States.

Median pay gap by position, 2024

Senior management	—
Management	95.18
Supervisors	99.87
Sales force	100.97
Operators	98.17
Administrative	98.23
Support services	100.48
Other professional	97.27
Other technical	97.24
Total	100.14

Average pay gap by position, 2024

Senior management	-
Management	96.54
Supervisors	99.44
Operators	99.57
Sales force	98.11
Administrative	99.76
Support services	99.19
Other professional	97.42
Other technical	97.23
Total	99.21

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Employer Brand

The Employer Brand concept integrates external reputation, supported by rankings and stakeholder perceptions, with internal practices focused on the development and well-being of our employees and the creation of a diverse and inclusive work environment.

- Material topic:**
- Labor practices

Talent Attraction and Retention

Cencosud attracts and retains talent through a comprehensive combination of continuous professional development, fostering an ethical and inclusive culture, providing benefits that support personal and family well-being, and performance management that promotes growth and recognition, backed by a strong reputation in sustainability.

These practices include initiatives such as the following:

- **Promotion of diversity**, equity, and inclusion, addressing gender equity, inclusion of people with disabilities, and sexual diversity and gender identity.
- **Professional development programs** and mentoring, such as CencoWomen.
- **Constant training** to provide tools that help employees to grow and develop their skills.
- **Management of risks related to poor work practices** or occupational health and safety issues.
- **Fair selection processes.** The Talent Attraction area promotes processes focused exclusively on merit, talent, academic training, skills, and competencies required for each position. In addition, it identifies various recruitment sources for different profiles—including people with disabilities—and establishes links and partnerships with public and private entities.



First place in Merco Talent among business holdings

In 2024, Cencosud achieved first place for the third consecutive year in the Business Holding category of Merco Talent in Chile. This award is based on a multi-sector methodology that evaluates the perception of eleven sources of information, including workers, university students, business school students, human resources experts, unions, headhunters, and the general population. In addition, the process is independently audited by KPMG, which guarantees the transparency and objectivity of the results.

Cencosud Peru also stood out in 2024 as one of the best places to attract and retain talent, both in the self-service sector and in the country's overall ranking.



First place Merco University Talent among business holdings

In Chile, Cencosud led the Merco University Talent 2024 ranking for the fifth consecutive year in the Business Holding category and reached 8th place in the overall ranking, climbing eight positions from the previous year. This award, based on the perception of more than 3,800 Chilean university students, evaluates aspects such as professional development, organizational culture, and labor projection. The methodology is audited by KPMG.

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Hiring

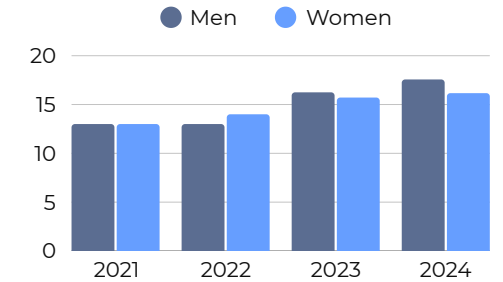
	2021	2022	2023	2024
New and internal hires for the past 4 years				
Number of new hires of male employees under 30 years of age	9,597	9,589	11,117	11,975
Number of new hires of male employees between 30 and 50 years of age	2,667	2,925	4,021	4,379
Number of new hires of male employees over 50 years of age	361	522	1,109	1,213
Number of new hires of female employees under 30 years of age	9,501	9,137	9,401	9,971
Number of new hires of female employees between 30 and 50 years of age	3,260	3,852	4,819	4,636
Number of new hires of female employees over 50 years of age	574	813	1,493	1,556
Total number of male employees hired	12,625	13,036	16,247	17,567
Total number of female employees hired	13,335	13,802	15,713	16,163
Total number of employees hired	25,960	26,838	31,960	33,730
Percentage of vacancies filled by internal candidates	31.8	32.4	21.5	26.0
Average hiring cost/FTE	13,864	8,452	76,726	95,696



New hires in 2024

33,730

+5.5% vs. 2023



Turnover (%)

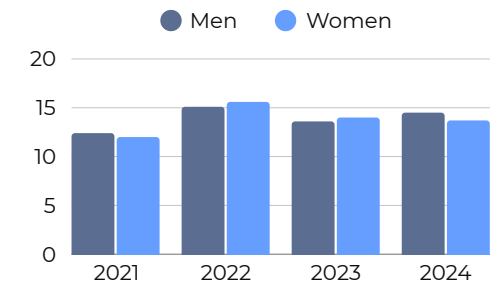
	2021	2022	2023	2024
Turnover rate of male employees under 30 years of age	7.8	9.8	5.1	8.4
Turnover rate of male employees between 30 and 50 years of age	3.7	4.5	1.8	4.7
Turnover rate of male employees over 50 years of age	0.9	0.8	6.7	1.3
Turnover rate of female employees under 30 years of age	6.9	9.5	5.7	7.3
Turnover rate of female employees between 30 and 50 years of age	4.0	5.0	2.1	4.8
Turnover rate of female employees over 50 years of age	1.1	1.1	6.2	1.6
Turnover rate of female employees	12.0	15.6	14.0	13.7
Turnover rate of male employees	12.4	15.1	13.6	14.5
Total turnover rate	24.3	30.5	27.6	28.1
Total voluntary turnover rate	15.0	19.8	19.1	21.4
Data coverage [% of total full-time employees (FTE)]	100	100	100	100



Total turnover rate 2024

28.1%

+50 pb vs. 2023



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Employer Brand

Support for employee development at Cencosud is multilayered. It involves formal leadership and talent programs, support for external training, technical and behavioral skills training, promotion of ethics and compliance, integration processes for new hires, wellness initiatives, and a focus on diversity, equity, and inclusion.

Material topic:

- Labor practices

Employee Development

Cencosud promotes the development of its employees throughout their career journey, through structured programs tailored to the needs of each stage:

- **Initial stage:** the onboarding process facilitates the integration of new employees, promoting their adaptation and sense of belonging from the moment they join the company.
- **General development:** continuous training is offered through the Digital Academy and the Leadership Academy, in addition to wellness programs such as CencoFluye, that promote a healthy and conducive environment for growth.
- **Role-specific development:** technical and behavioral programs include Cenco Schools, training paths for operational and administrative leaders, and specialized training in areas such as safety, textiles, ergonomics, and technology.
- **Talent acceleration:** identifies and develops high-potential employees through the Talent Plan, mentorships such as Cenco Women, advanced leadership programs, and succession planning.
- **Continuous learning and compliance:** through the Cencosud Campus, we offer comprehensive training in regulations, ethics, human rights, and sustainability, fostering a culture of integrity and compliance.
- **Well-being and support:** employee development is complemented with benefits that promote work-life balance, health, occupational safety, applicable throughout all stages of the employment lifecycle.



Digital Academy

Launched in 2024, the Digital Academy motivates employees to enhance their talent and development through learning platforms. It offers access to tools such as **Cencosud Campus, Voxy, and Udemy**, which centralize training, allow customization, measure progress, and offer a wide range of current and competitive content. It provides comprehensive development, access to high-level tools, personalized trajectories, and career projection, while strengthening the employer brand and talent retention.



Leadership Academy

This academy focuses on the development of skills aligned with Cencosud's strategic pillars, contributing to the overall success of the company. It is structured in levels.

- Level 1: **Enhance your Leadership (E-learning):** For all employees of Cencosud Chile and Uruguay (more than 50,000).
- Level 1: **First-Time Leaders:** For those who have recently taken on or will soon assume their roles (more than 2,000).
- Level 2: **Passionate Leaders (Classroom):** For leaders of Retail and Cenco Malls operations. 98 participants in 2024, with 96% NPS.
- Nivel 3: **Leaders with Purpose:** For central management leaders. 92 participants in 2024, with 92% NPS. Developed with EY, focused on transversal skills.
- Level 4: **Leaders with Purpose Retail Ecosystem:** For leaders of IT, Cenco Media, Loyalty, AA, and Digital Payment Methods. 500 participants in 2024, with 93% NPS.



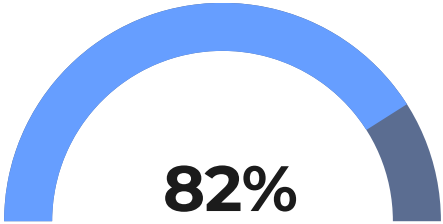
Talent Plan

Cencosud's Talent Plan aims to develop employees identified as high-potential talents through personalized training, including diploma programs, and certifications, in partnership with the University of Los Andes. More than 400 people have benefited, including 228 in specialization programs and 209 in diploma programs. In addition, scholarships are awarded for undergraduate, graduate, and postgraduate studies, supporting internal professional development

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Training Indicators

Percentage of workforce trained in 2024



Training in 2024

105,098
people trained

7 h
Annual average per FTE (*)

11,671,000
CLP
Annual investment in training



Cenco Schools

Cenco Schools is a Cencosud training program focused on reinforcing and upgrading the technical and behavioral knowledge of employees in their specific roles, especially in the Easy business unit. Its purpose is to support role management, empower participants in their job, and align their competencies with the company's strategic objectives.

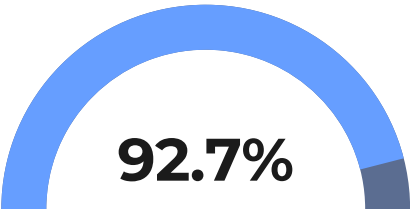
The program seeks to standardize knowledge, update work tools, and improve the management of results and KPIs.

In 2024, the program had **835 participants** and provided a total of **5,218 hours** of training.

Digital Academy in 2024

Platform	Number of People	Hours
Cencosud Campus	36,809	46,970
Udemy	545	2,642
Voxy	249	999

Performance evaluation coverage in Chile in 2024



New performance evaluation model

The performance evaluation model implemented by Cencosud in 2024 is based on a culture of continuous conversation, oriented to the professional development of its employees. It allows aligning expectations, receiving feedback, and assuming an active role in individual growth, in line with the Company's objectives.

The evaluation consists of two equally weighted components: **Cencosud DNA and Leadership Seal** (50%), focused on behaviors aligned with the company's values (passion for the customer, innovation, flexibility, collaboration, respect, and integrity) and leadership capabilities (purpose, courage, and impact). **Individual Objectives** (50%), focused on measurable results defined under the SMART methodology (specific, measurable, achievable, relevant and time bound), with between three and five goals per employee.

(*) The acronym FTE stands for Full-Time Equivalent. This is a metric used to calculate the number of full-time employees, also taking into account those who work part-time.

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Employer Brand

Cencosud manages the health and safety of its workers through an occupational health and safety management system, supported by an Occupational Health and Safety Policy. This approach represents a commitment by senior management and seeks to protect the physical integrity and health of all employees

Material topic:

- Labor practices

Occupational Health and Safety

Cencosud's Occupational Health and Safety Policy establishes the commitment to protect the physical integrity and health of all its employees. This policy:

- applies to employees, contractors, and people under their supervision;
- complies with current legislation and other OHS requirements;
- promotes a preventive culture, supported by campaigns and leadership; and
- is based on individual responsibility, under the premise that all accidents are preventable.

Cencosud has implemented an **occupational health and safety management system**, supported by specific OHS programs. These programs include:

- risk and hazard assessment to identify potential harm in the work environment.
- action plans with clear objectives to mitigate risks.
- emergency preparedness and response.
- monitoring of progress in risk reduction against established objectives.
- periodic internal inspections.
- investigation of incidents, occupational illnesses, and injuries, with implementation of corrective actions and system improvements.

The Company encourages active participation and **effective communication with its employees** on occupational health and safety issues. To this end:

- there are approximately 360 Joint Health and Safety Committees, which strengthen the preventive culture and enable the identification and management of risks; and
- there are mechanisms for reporting hazards and processes that allow withdrawal from risky situations, with protection against retaliation.

Cencosud provides continuous **occupational health and safety training** to employees and other relevant groups, with the objective of increasing awareness and reducing incidents. This training includes:

- general occupational health and safety topics; and
- specific training on occupational hazards and risk situations.

In 2024, courses such as “Regulatory - Safety (Supervisor and CCTV)” and “Crisis Management - Mutual” were delivered.

Cencosud's occupational health and safety policy **also applies to subcontracted workers**. To ensure compliance:

- contractors must demonstrate compliance with their labor and social security obligations;
- close coordination is maintained with subcontractors, including supervision and audits of OHS processes; and
- the company ensures that all workers, including subcontracted workers, have and know how to use the necessary personal protective equipment.

Cencosud conducts **annual external audits** through the Mutual de Seguridad CChC, with the following objectives:

- evaluate compliance with occupational health and safety regulations;
- identify opportunities for improvement and strengthen preventive policies;
- independently verify health, safety, and welfare management;
- ensure that its OHS document management system is audited and transparent.

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Occupational health and safety indicators

2024 Consolidated indicators

5.1%

Absenteeism rate

2.9%

Accident rate

0

Fatality rate

15.5

Average days lost due to accidents

Indicator	Unit	2021	2022	2023	2024
Employee absenteeism rate					
Worker absenteeism rate	Number	8.90	12.90	10.00	5.10
Information coverage (as % of total employees)	%	9.50	6.60	6.90	8.60
Fatalities among employees and contractors					
Employees	Number	1	2	0	0
Contractors	Number	-	-	-	-
Lost Time Injury Frequency Rate (LTIFR) / Lost Time Injury Rate (LITR) - employees					
LTIFR (Lost Time Injury Frequency Rate)	(n/million hours worked)	16.0	25.3	10.6	11.5
LTIR (Lost Time Injury Index)	(n/200,000 hours worked)	-	-	-	2.8
Data coverage (as a % of total employees)	%	100	100	100	100
Work-related injuries					
Accident rate per 100 workers	Number	3.2	3.43	3.47	2.91
Number of accidents recorded	Number	3,724	3,981	3,898	3,655
Fatality rate per 100,000 workers	Number	0	1.81	0	0
Occupational illness rate per 100 workers	Number	0.13	0.4	0.14	0.11
Work-related diseases and illnesses					
Number of work-related illnesses recorded	Number	151	198	148	132
Work-related illness rate per 100 workers	%	0.13	0.4	0.14	0.11
Number of days lost due to accidents	Number	63,263	65,508	63,224	56,965
Average number of days lost due to accidents	Number	16.99	16.46	16.24	15.59

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Employer Brand

Cencosud's Labor Harmony Policy aims to foster strong people-centered organizational cultures, promoting a work environment based on labor harmony and equal opportunities.

Temas materiales:

- Prácticas laborales

Work-Life Balance

The Human Resources team promotes the implementation of benefits aimed at the reconciliation of personal, family, and work life with co-responsibility, contributing to improving employees' quality of life and satisfaction, in accordance with current regulations.

Updated in October 2024, the Labor Harmony Policy is based on guiding principles such as respect, recognition, trust, inclusion, dialogue, and commitment. It applies to all employees of the central administrations in Chile, belonging to the different companies of the Cencosud Group and Cenco Malls.



Maternity and paternity benefits

- **Gradual return to work:** extension one additional hour of paid leave for breastfeeding over the legal minimum, for a period of two months after maternity leave (18 weeks in total).
- **Differential payment above the legal cap:** coverage of the salary difference for employees with wages exceeding the legal cap during pre- and postnatal, as well as parental, leave.
- **Additional days of leave:**
 - 3 additional days over the legal mandate in the event of a miscarriage.
 - 5 additional days over the legal mandate in the event of the birth or adoption of a child.
- **Baby bonus:** granted to one of the parents if both work in the Group.



CencoFluye

CencoFluye is an initiative aimed at fostering integral wellness within the organization by promoting the adoption of healthy habits and practices at the individual, group, and organizational levels. Through training on digital platforms, talks with experts on topics such as microbiota, adolescence, emotional management, and sleep hygiene, and a training program for wellness ambassadors, it seeks to strengthen a culture of "being well in the organization." In addition, on-site interventions have been implemented, such as laughter therapy sessions, gratitude dynamics, regenerative listening, and movement and breathing exercises.

During its implementation, more than **8,300 people participated** in coaching sessions, eight specialized talks were given, and practical tools were delivered in **120 locations in Chile**, from Antofagasta to Puerto Montt. Additionally, **252 interventions** were carried out in 121 locations distributed in the north, Metropolitan Region, Fifth Region, and south of the country, accumulating more than **50,000 hours of training**.

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Employee assistance program

This program, led by the Quality of Life Area, offers specialized social services that provide timely, efficient, and high-quality support in areas such as health, housing, family, and education, as well as in emergency situations that may significantly affect people. It also provides insurance management (life, disability, funeral expenses) and guidance for accessing state or private social benefits.



Job flexibility benefits

- Reduction of working hours to care for dependents: flexibility for up to 12 months, with proportional adjustment of remuneration.
- Gradual return after a serious illness: Flexible working hours during the first month after medical leave, with no impact on compensation.
- Possibility of partial suspension of work for a period of 2 months to 1 year, maintaining the labor relationship. Benefits such as accrued vacation, supplementary insurance, and cross-benefits are retained, with specific conditions for their activation upon return.

Employee Satisfaction

Cencosud annually applies a work climate survey at the regional level, with the aim of continuing to build healthy work environments, based on transparency and respect. These values are fundamental for building trust within the teams, allowing people to unleash their full potential and feel proud to belong to the Company.

Methodology

The survey is carried out online through Cencosud Campus, using an internal methodology. For 2024, some questions from previous years were retained and new statements were added, in order to update and enrich the assessment.

The survey asks a total of 41 questions to evaluate six key dimensions: Positive Environment, Inspiring Leadership, Shared Purpose, Meaningful Work, New Challenges, and Cencosud Pride. They address key aspects of the work environment, from the perception of safety, inclusion, and well-being, to the quality of leadership, the clarity of the

organizational purpose, autonomy at work, development opportunities, and sense of belonging. The questions are answered on a scale ranging from “Strongly Agree” to “Strongly Disagree,” and the survey also includes an open-ended question for employees to leave comments and suggestions.

The results are interpreted using the ESAT scale, which classifies the work climate into four categories: poor (0–55%), fair (56–70%), good (71–85%), and very good (86–100%). This measurement not only allows us to analyze the results and recognize the teams with the best climate, but also to design concrete action plans to continue improving the work experience in the organization.

Employee Satisfaction Index

Cencosud at consolidated level

2024



Response rates

- 2021: 81%
- 2022: 85%
- 2023: 84%
- 2024: 85%

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Social Value

Cencosud strengthens its relationship with communities through its commitment to human rights and sustainability, supported by internal policies such as the Community Engagement Policy. The Company promotes programs focused on food, local economic development, inclusion, and training, seeking to generate a positive social impact.

Material topic:

- Customer relations

Community Engagement

Cencosud's Community Engagement Policy is based on principles of participation, trust, and respect, and it is aligned with the Sustainable Development Goals (SDGs), especially in the areas of infrastructure, reduction of inequalities, and sustainable communities.

- Commitment is demonstrated through various actions:
- Active listening to stakeholders.
 - Responsible marketing.
 - Corporate volunteering.
 - Risk management in the supply chain.
 - Promotion of healthy lifestyle habits through health and nutrition education.
 - Mitigation of environmental impact by fostering an environmental culture throughout the organization.
 - Supplier development, through the Our Producers program and the Supplier School.
 - Compliance with the Code of Ethics, as a basis for transparent and responsible relationships.

Social investment by type of initiative, 2024

	Social welfare (Health, nutrition, quality of life)	Value chain (Local development, entrepreneurship)	Environmental culture	Total
Number of initiatives	16	10	2	28
Investment (CLP)	278,284,000	141,405,000	38,173,000	457,862,000

Corporate volunteering in 2024

Total hours	Number of volunteers	Total de investment (CLP)
486	504	12,681,900



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Social Welfare Initiatives

Nutrition



Jumbo Circus

This annual show celebrated its 21st anniversary in 2024. Over the course of about a month and a half, the circus tours 18 cities in Chile, from Arica to Punta Arenas, with around 54 performances. The show is aimed at families and children, and promoting values such as healthy living, physical activity, teamwork, and environmental care through circus acts.

The event is held in all **59 Jumbo stores** and has attracted approximately **350,000 people**. It is one of the brand's social welfare initiatives, with a focus on health, nutrition, and quality of life.



Healthy meals in community kitchens

Sponsored by Supermercados Vea, in partnership with Bancos de Alimentos ARGENTINA, this program consists of training and workshops aimed at representatives of civil society organizations and/or community dining halls to raise awareness about the importance of healthy eating and the revaluation of mealtime as a space for teaching and transmitting proper eating habits, thus generating changes in the routines or habits of people in situations of social vulnerability. As of December 2024, **312 people from 103 organizations have been trained, indirectly reaching 20,345 people**.



Partnering with United Way

Cencosud Peru makes an annual contribution to support early childhood development programs, along with corporate volunteering, solidarity product campaigns, and the generation of educational content on nutrition. In 2024, **2,000 children and 2,000 parents** participated.



Nutriditos

Nutriditos is a program of Supermercados Vea aimed at promoting the incorporation of good eating habits into the daily lives of children. It is a 360° program aimed at families with children under 12 years old. In 2024, the program's website had **233,713 complete views**.



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Social Welfare Initiatives

Nutrition



Viví saludable

Cencosud's Viví Saludable program, developed by Supermercados Argentina, promotes healthy and sustainable lifestyles among employees, customers, and communities. Through activities such as workshops, educational content, and healthy recipes shared on social media, it aims to encourage a balanced nutrition, overall well-being, and environmental care.



2024

40,000

active members of the
Viví Saludable Club

887,740

complete views and unique
clicks



ComoCambio

ComoCambio is an educational program aimed at students from 1st to 4th grade, their teachers, and their families, which promotes healthy lifestyle habits using a positive and friendly approach.

Based on six pillars—healthy eating, active living, mental health, self-care, school coexistence, and family life—the program combines classroom sessions with an interactive digital platform, a learning app, and a national contest.

Its narrative revolves around a series starring animated characters representing foods (broccoli, apples, eggs, and water), which teaches about conscious consumption without restrictions or stigmas.

2024

25.834

beneficiaries

35

educational
establishments



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Social Welfare Initiatives

Quality of life



Life Project – Brazil

In Aracaju/SE, free health, fitness, nutrition, and healthy eating services are offered to customers of GBarbosa and Mercantil Atacado, promoting longevity and quality of life. In 2024, **8,197 services were provided to the community.**



Clube do Bem - Brazil

This Prezunic initiative allows customers to redeem points from its loyalty program for donations to social organizations, directly from the app. **We collaborated with 11 NGOs** that provide community services in the cities where Prezunic is present.



Home Therapy – Chile

Since its inception, Home Therapy has benefited more than **220,000 people** through the renovation of their environments or places of residence. In 2024, the program successfully completed **9 therapies**, organized over 10 work days, mobilizing 338 volunteers who dedicated more than **2,704 hours** of their time and directly benefited **149,228 people.**

Organization	Completed works
Salud Calle	Refurbishment of two rooms (rest and psychiatric care) and landscaping of interior gardens used to provide medical care of homeless people.
Cidevi	Renovation of gardens and learning spaces for visually and hearing impaired children, including kitchen and room-apartment.
Deporte Libre	Transformation of abandoned silos into a climbing center for at-risk children: construction of bathrooms and dressing rooms; renovation of common areas.
San Alonso	Courtyard, garden, and kitchen improvements at this center for mentally disabled adults.
Hospital Eduardo Pereira	Renovation of kitchen and dining room used daily by health personnel.
El Olivar Site	Renovation of courtyard, kitchen, and warehouse at a key support center during the fires; currently delivering more than 400 lunches daily.
Our Children	Recovery of a large space for the creation of a Healing and Remembrance Garden for children with cancer and their families.
Romanos XII	Improvements to the common areas of a vocational-technical school.
Municipal Theater	Facade renovation after more than 10 years without maintenance: 4,000 sqm painted, 2,000 liters of paint, and 2,700 hours of volunteer work.

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Value Chain Development Initiatives

Women Entrepreneurs



Workshop for Empowering Women Entrepreneurs

Training space designed to strengthen female entrepreneurship, providing practical tools to boost their businesses. In addition to promoting empowerment, the workshop seeks to generate links and engagement between our brands and their communities. In 2024, **50 women** from the community who are entrepreneurs or who wish to become entrepreneurs participated.



Transformative women

Free training program that promotes empowerment and the development of skills for women from vulnerable environments in Córdoba, Venado Tuerto, and Buenos Aires, conducted since 2018 in partnership with Fundación Voces Vitales Cono Sur. In this 8th edition, seven meetings were held, delivering theoretical and practical tools to promote and professionalize women's businesses. In 2024, more than **270 women** participated, with two winners



Support for women

Cencosud, in alliance with the Asociación de Bancos de Alimentos (ABACO), supports mothers who weave backpacks in La Guajira by selling their products in Jumbo stores. In 2024, the initiative raised **COP 42,000,000** destined entirely to this social cause



Local basics

Circular fashion program that promotes the production of clothing capsules marketed in París department stores, made by **5 local seamstresses**, adapted to their production capacity, thus promoting decent work and local textile talent.



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Value Chain Development Initiatives

Women Entrepreneurs



Women Project 2024

Between April and September 2024, Cencosud and Fundación Emplea trained 210 women entrepreneurs in Chile through synchronous E-Learning courses in Entrepreneurship, Financial Education, and Social Networks.

- 55 women were trained in Entrepreneurship, 102 in Finance, and 53 in Social Networks, in 12 regions of the country.
- Among the participating women, 43% were between 31 and 40 years old, and 57% had completed high school.
- After the training, advanced financial management in Entrepreneurship rose from 7% to 58%.
- 99% were satisfied with the courses, and 100% recommended the contents.
- Improvements were observed in creativity (31%), strategic planning (41%), and personal commitment (41%).

The project strengthened key skills for the economic and digital development of women entrepreneurs in the country.

Since the beginning of the partnership in 2023, 620 women have been trained.

2024

210

participants

12

regions

11

courses



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Value Chain Development Initiatives

Trades and SMEs



Easy in partnership with Fundación Oficios

In 2024, Cencosud Argentina, through Easy, strengthened its partnership with Fundación Oficios to offer free training in trades related to home improvement. The program, with a minimum duration of two years, seeks to provide job opportunities to people in vulnerable situations, enabling them to train as electricians, gardeners, plumbers, refrigeration technicians, and other. In 2024 the program benefited **123 people**. In addition, graduates have access to Mundo Experto program, which provides them with exclusive benefits to enhance their professional development.



Supplier School

This training program is part of the Our Producers initiative for the Supermarkets segment in Chile. The school includes a 120-hour diploma course, delivered online by the University of Santo Tomás, with mentorship by Company executives. The contents address supplier management, integrated strategies, and retail supply chain. In 2024, **163 micro and small companies (MSMEs)** participated in the program, including **35 new members**. In addition, 41 suppliers from this category undertook studies at the Supplier School during the period.



Volver a Tejer - Chile

The Volver a Tejer initiative is a flagship program promoted by París, in partnership with the Ona Foundation and the Institute for Agricultural Development (INDAP). Its purpose is to strengthen the craft of women artisans throughout Chile, from Visviri to Punta Arenas, through training in spinning and weaving techniques. Aimed primarily at INDAP users, this program seeks to generate a positive impact in the social, environmental and economic spheres, while promoting responsible consumption and sustainable transformation as part of the París commitment.

In 2024, **Volver a Tejer celebrated its tenth anniversary**, consolidating its position as a platform for women's empowerment and local development. One of the most outstanding innovations of the program is the use of the Digital Product Passport (PDP), a traceability tool accessible through a QR code that allows customers to know the complete history of each garment, from the procurement of raw materials to its final manufacture.



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Customers

Cencosud approaches innovation in a strategic, structured, results-oriented manner, integrating technology, talent, sustainability, and customer experience as fundamental pillars.

- Material topics:
- Customer relations
 - Innovation

Innovation and Memorable Experiences

Innovation is a key strategic pillar and a corporate value, integrated throughout Cencosud's business model. With this approach, the Company seeks to drive new businesses, diversify revenues, improve the customer experience, and promote sustainability,

- Innovation is supported by a governance structure that includes the Board of Directors and the Retail Ecosystem Department, created in 2024 to lead the development of the physical-digital ecosystem.
- The Company invests heavily in technology and digital capabilities, highlighting the use of artificial intelligence to optimize processes, personalize experiences, and strengthen cybersecurity. It has also made progress on cloud migration and operations automation.
- Innovation is aimed at improving the customer experience through the integration of physical and digital channels and generating new sources of revenue through initiatives such as Cencosud Media, Cenco Pay, and Cencosud Ventures.



Prime Program

The Prime Program is part of the Customer Loyalty & Experience component of Cencosud's Retail Ecosystem, with a regional presence and outstanding operations in Chile and Peru. Its objective is to integrate business, capabilities, and data to generate value for stakeholders. By the end of 2024, the program had more than **167,000 members** at the regional level and accounted for 51% of e-commerce sales. In Peru, where it is known as Wong Prime, the number of subscribers grew 36.7% year-on-year, driving growth in online sales. It is also linked to the development of a new online wholesale channel through Metro Almacén.

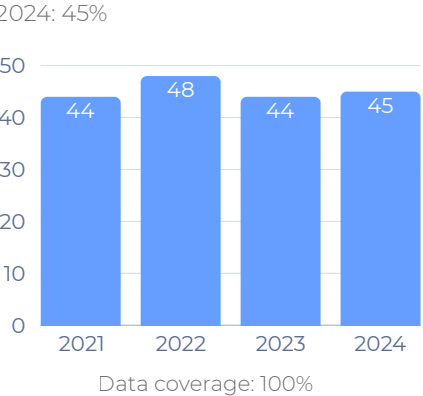


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Customer satisfaction

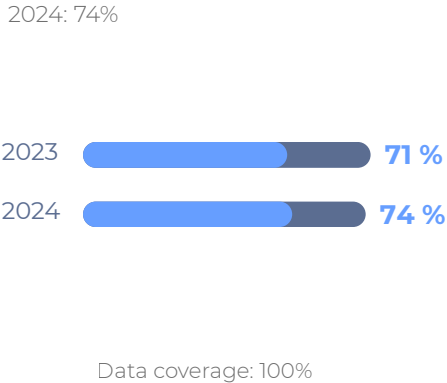
Net Promoter Score

NPS



Customer Satisfaction Score

CSAT



Calculation methodologies

NPS

The Net Promoter Score (NPS) evaluates customer loyalty by asking a single question: "How likely are you to recommend our company/product/service to a friend or colleague?" Responses are categorized into promoters (9–10), passives (7–8,) and detractors (0–6). The NPS is then calculated by subtracting the percentage of detractors from the percentage of promoters. The result, which ranges from –100 to +100, reflects the level of customer satisfaction and loyalty to the brand.

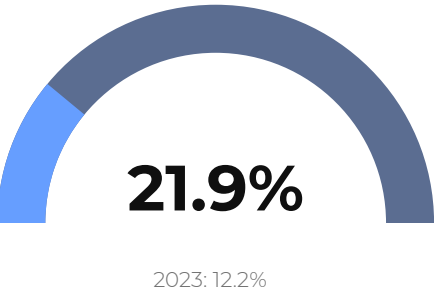
A score of over 50% is considered excellent.

CSAT

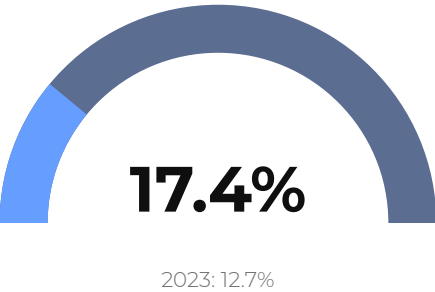
The Customer Satisfaction Score (CSAT) measures the level of customer satisfaction with respect to an specific experience, such as a purchase or service interaction. It is based on a straightforward question, "How satisfied are you with [product/service]?" which is typically answered on a scale of 1 to 5. The CSAT is calculated by dividing the number of positive responses (usually scores of 4 and 5) by the total number of responses, and multiplying the result by 100. The final value, expressed as a percentage, reflects the degree of customer satisfaction.

Use of digital channels

Customers who use online services or platforms



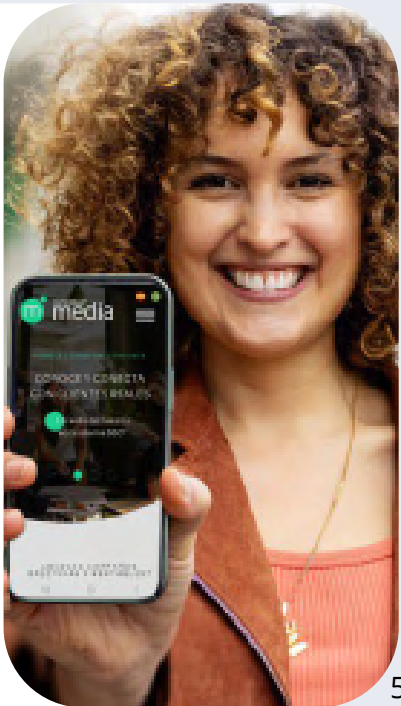
Revenue generated by online services



New digital applications

By the end of 2024, Cencosud's **Mi Local app** surpassed 27,000 users, establishing itself as a key tool to optimize in-store operations. This digital platform automates critical processes, reduces human errors, digitizes workflows, and improves productivity through accurate and up-to-date data that facilitates decision-making.

Additionally, the **Paris mobile app** was launched during the year, allowing users to create a profile to receive personalized recommendations and access news, benefits, and discounts, thus strengthening the customer experience through digitization.



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Priorities

- Climate and decarbonization
- Energy efficiency
- Circular economy
- Water quality

Planet



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Planet Pillar

Progress

Food Recovery

In 2024, Cencosud prevented 20,852 tons of food from going to waste by donating it to social organizations or repurposing their residuals.



Carbon Footprint Reduction



Consolidated greenhouse gas emissions were reduced by 5% with respect to 2023. The calculation included direct and indirect emissions (scopes 1, 2, and 3).

Increased Share of Renewable Energies

At the regional level, 36% of the Company's energy supply came from renewable sources, via the purchase of this type of energy in Chile and Brazil and self-generation in 13 locations in Chile.



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Climate and Decarbonization

Environmental management governance ensures that climate change remains a priority issue addressed comprehensively at Cencosud, from the highest level of oversight to daily operations.

Material topic:

- Climate

Climate Change

Climate change governance at Cencosud is structured through defined roles for both the Board and senior management, with a focus on oversight, management, and monitoring of climate-related risks and opportunities. The Company adheres to the Task Force on Climate-related Financial Disclosures (TCFD) framework to strengthen the disclosure of these requirements.

Board responsibilities

- The Board of Directors is responsible for the oversight and management of climate-related issues. It approves the Sustainability Strategy and delegates responsibility for its implementation to senior management.
- Climate issues are included on the Board's agenda at least once a year.
- A regional Corporate Affairs and Sustainability Committee meets monthly, with the participation of representatives of different leaders from each country.
- The Chairman of the Board, Julio Moura, has experience in sustainability, having served as global director of the World Business Council for Sustainable Development (WBCSD).

Management's role

- Responsibility for climate issues lies with the Corporate Affairs and Sustainability Manager, María Soledad Fernández, who chairs the regional Corporate Affairs and Sustainability Committee and meets at least twice a year with senior management to report on progress.
- This Department reports directly to the Chief Executive Officer (CEO).
- The Corporate Risk Management Department maintains an inventory of risks, including those related to climate change, which are reviewed by the Board of Directors and first-line management.

Integration and processes

- Climate risk identification, evaluation, and management processes are integrated into the Company's general risk management system.
- Climate risk is managed under the same criteria and methodologies as the rest of the corporate risks.

The normal operation of the Company's business entails with it a series of externalities, such as the emission of greenhouse gases both within the operation and throughout the supply chain. In this regard, the Company has improved the efficiency of its operations through the use of cleaner technologies, optimization of distribution routes, reduced water and energy consumption,

conversion to environmentally friendly refrigerant gases, and other initiatives that mitigate environmental impact.

Sustainability is one of Cencosud's four strategic pillars. To address climate risks, the Company implements a **decarbonization plan** focused on reducing both direct greenhouse gas (GHG) emissions from owned or controlled sources (Scope 1) as well indirect emissions associated with electricity consumption (Scope 2). The priorities in this plan are as follows:

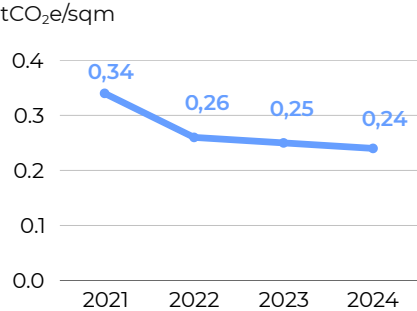
1. **Conversion of refrigerant gases**, given that these represent 73% of Scope 1 and Scope 2 emissions.
2. **Energy efficiency**, since it is related to 21% of scope 1 and 2 emissions. (The remaining percentage of emissions in these scopes includes aspects such as waste treatment and/or disposal; fuel consumption by stationary sources; water consumption; and fuel consumption by mobile sources).

The Company invested CLP 15,651 million between 2023 and 2024 in this plan, which included initiatives such as the replacement of LED lighting; energy monitoring; renewal of air conditioning and food refrigeration equipment; conversion of refrigerant gases; and automation of energy consumption.

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In 2024, Cencosud achieved an 8% reduction in Scope 1 and 2 greenhouse gas emissions (the key focuses of its decarbonization plan) and a 5% reduction when including Scope 3 emissions

Emissions intensity



Note: This index covers energy consumption within the organization

The measurement was conducted in accordance with the methodologies established by the Greenhouse Gas Protocol (GHG Protocol) and the ISO 14064 standard.

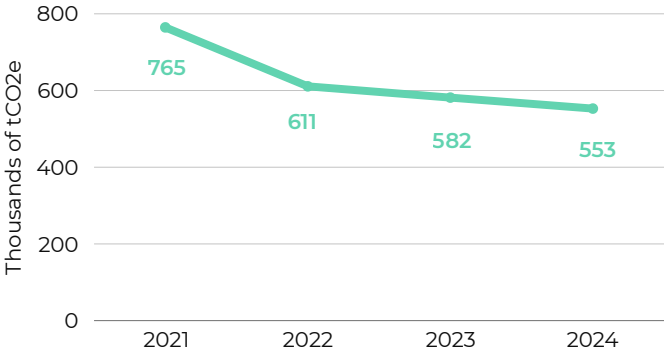
The quantification of Scope 2 emissions applied the Location-based and Market-Based methods.

The Location-based method uses the average emissions of the local electricity grid, reflecting the environmental impact of the location where the energy is consumed. In contrast, the Market-Based method considers electricity purchasing decisions, such as contracts with renewable energy suppliers, allowing for the demonstration of reductions when clean energy is selected. The two approaches are complementary: one shows the energy context and the other the company's environmental commitment.

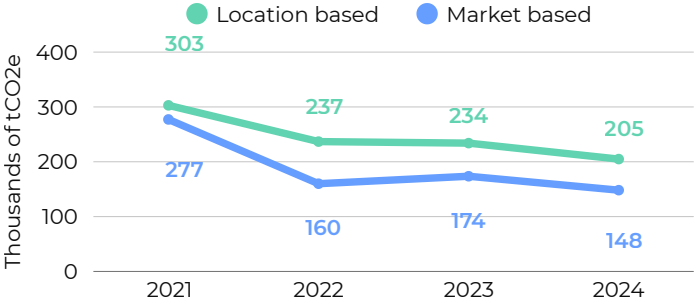
Cencosud's Greenhouse Gas (GHG) Emissions

Thousands of metric tons of CO₂ equivalent

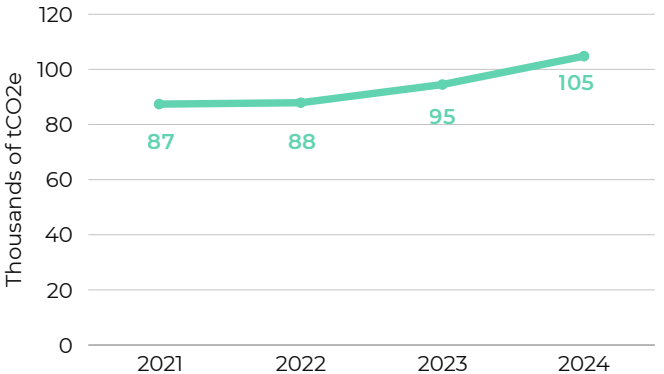
Direct emissions (Scope 1)



Indirect emissions (Scope 2)



Indirect emissions (Scope 3)



Notes:

- Scope 3 emissions include waste treatment and disposal and potable water consumption.
- The Location-Based method uses emission factors from each country's grid in its calculations, which—along with net consumption—have decreased.
- The market-based method uses the emission factors of each country's grid for the calculation, but it recognizes zero-emission attribute certificates, resulting in an even lower carbon footprint.
- For facilities managed directly by Cencosud, coverage is 100%.

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Energy Efficiency

The Integrated Environmental Management and Energy Efficiency Policy establishes the framework for reviewing, measuring, and managing the environmental aspects and impacts related to energy consumption within Cencosud’s operations and its subsidiaries.

- Material topic:**
- Energy

Energy Management

Cencosud promotes energy efficiency across all its operations by ensuring regulatory compliance, continuously improving its performance, managing energy-related impacts, setting clear goals supported by adequate resources, and training its employees—all aimed at progressing toward a more sustainable operation.

Main actions in 2024

- **Energy audits** to identify opportunities to improve energy performance. These audits allow us to determine areas of significant energy use and detect opportunities to improve energy performance and comply with the Energy Efficiency Law in Chile.
- **LED lighting:** In all countries where the Company operates, progress continues in the replacement and implementation of LED lighting. At the end of 2024, progress by country was as follows: Argentina, 87%; Brazil, 55%; Chile, 70%; Colombia, 33%; and Peru, 66%. In addition, all new shops and stores are equipped with 100% LED lighting.
- **Reconversion of refrigerant gases:** refrigeration systems using ecological transcritical CO₂ gases have been implemented. In 2024, a new stores was added in the region, reaching a total of 15 establishments using this technology, which reduces emissions and promotes more efficient technologies. Emissions from the consumption of refrigerant gases correspond to 73% of the company's direct emissions (64% if indirect Scope 3 emissions are included).
- **Automation of energy consumption:** lighting and climate control systems have been installed in Chile, Argentina, and Brazil.
- Continuous progress is being made in the **replacement of equipment** in refrigeration and air conditioning systems with new, more efficient equipment.
- **Energy Management System:** In Chile, Cencosud has an energy management system that improves energy performance and promotes energy efficiency in stores. This system is aligned with the ISO 50001 standard and the Energy Efficiency Law.



Efficiency and sustainability gains

With the conversion to transcritical CO₂ refrigerants, **Jumbo Supermarkets in Temuco, Chile**, achieved a 17% reduction in absolute energy consumption in 2024 compared to 2022. Transcritical carbon dioxide (CO₂) refrigeration systems operate at pressures above the refrigerant's critical point, allowing for greater energy efficiency in temperate and cold climates. Furthermore, CO₂ is a natural refrigerant with a very low global warming potential (GWP) compared to traditional synthetic refrigerants, making it a more sustainable and environmentally friendly alternative. This allows us to reduce the output of HCFC refrigerant gases, in line with the Montreal Protocol.

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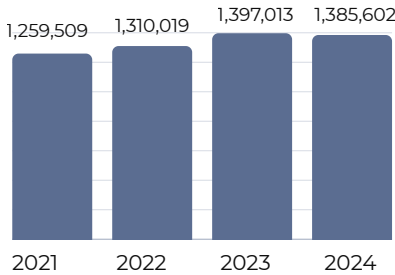
Energy management indicators



Total energy use in 2024

1,385,602 MWh

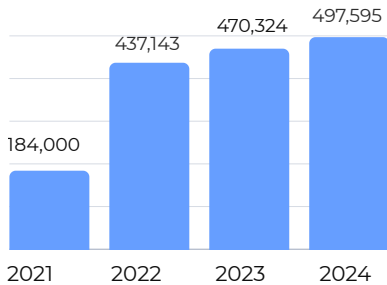
-0.8% vs. 2023



Renewable energy use in 2024

497,595 MWh

+5.8% vs. 2023



Renewable energy

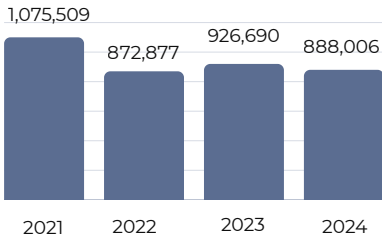
- In Brazil and Chile, a significant part of the energy supply comes from Non-Conventional Renewable Energy (NCRE) sources.
- 42% of regional electricity consumption is from renewable sources, an increase of 3 percentage point over the previous year.
- The purchase of electricity from renewable sources represents 63% in Chile and 97% in Brazil.
- Solar panels have been installed at 13 locations in Chile, generating photovoltaic solar energy for direct consumption in their operations.



Non-renewable energy use in 2024

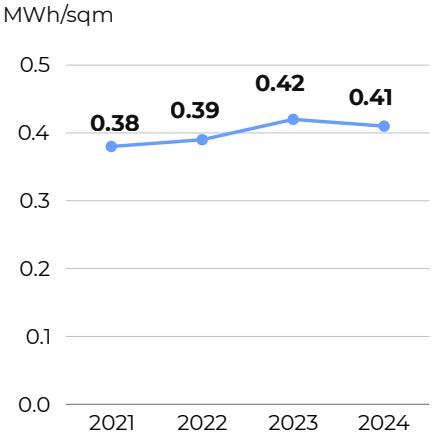
888,006 MWh

-4.2% vs. 2023

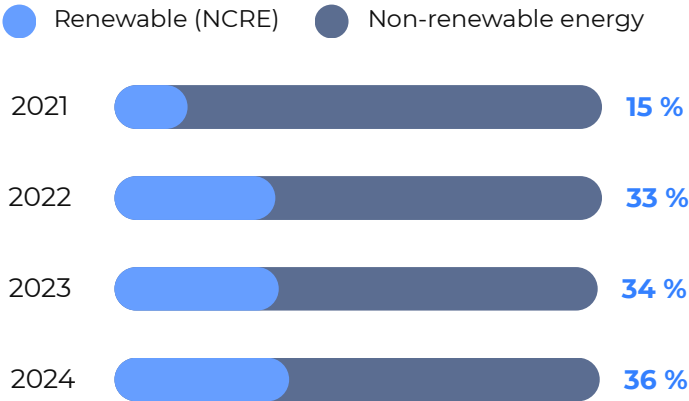


Data coverage: 100%

Energy intensity



Consumption of renewable energy



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Circular Economy

Cencosud focuses on the valorization and reduction of waste, particularly food waste, through specific programs, strategic partnerships, and the promotion of a more sustainable range of products and packaging, aiming for a the transition towards a circular economy.

Material topic:
• Waste

Waste Management

The Company's central objective in this area is to promote sustainable production and consumption through the environmental management of its value chain, assessing risks and opportunities to implement mitigation and adaptation measures.

Cencosud's Sustainability Policy, updated in 2024, establishes the guidelines for a sustainable waste and water resource management that prioritizes the circular economy. Likewise, Cencosud's Integrated Environmental Management and Energy Efficiency Policy establishes the commitment to adopt a sustainable waste and water resource management, oriented toward circularity.

A waste recyclability KPI was established for 2024 by country, in addition to the Company's decarbonization plan. This recyclability KPI is linked to the annual bonus structure for all employees eligible for a performance-based annual bonus. The KPI has a weight of 5% of the total criteria associated with the bonus.

i Statement on food waste and loss

i Sustainability Policy

Cencosud implements a comprehensive waste management strategy focused on reduction, valorization, and recycling, with a strong commitment to the circular economy and environmental sustainability.

Reduction of food waste
Through programs such as Food Rescue and partnerships with organizations such as Cheaf in Chile, we prevent products suitable for consumption from becoming waste. These initiatives make it possible to donate food to community organizations or the sale of products nearing expiration at reduced prices. In Argentina, community leaders are also trained to optimize the use of food in community kitchens.

Transformation of organic waste. In Chile, Cencosud partners with F4F, DeRaiz, and Creo, organic waste is transformed into animal feed or fertilizers. Regionally, over 20,000 tons of organic waste were recovered in 2024.

Packaging and materials management. Paris Department Stores leads multiple circular initiatives such as Ropa x Ropa, Paris Beauty, and Tecno Circular, which promote the reuse and recycling of textiles, toys, electronics, and cosmetics. In addition, packaging is optimized to improve its recyclability, and materials such as cardboard and plastic hangers are reused.



Circular model in alliance with F4F, De Raíz, and Creo

Cencosud Supermarkets Chile, in collaboration with the Chilean startups F4F (Food for the Future), De Raíz, and Creo, has implemented an innovative circular economy model that transforms organic waste, completing a fully sustainable cycle.

Through F4F, organic waste generated in Cencosud's operations is transformed into feed for black soldier fly larvae, a natural protein source used in the nutrition of animals such as chickens and fish. Thanks to this process, eggs from hens fed with this protein meal are sold on Jumbo's shelves, as well as trout, available in the seafood section.

In collaboration with De Raíz and Creo, organic waste is composted to produce compost and gardening substrates, products that are also available for sale at the Company's stores.

In 2024, more than 1,000 tons of organic waste from the Jumbo and Santa Isabel stores and distribution centers were recovered, giving rise to a new category of circular products that promote responsible consumption and environmental stewardship.

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Reduction of Food Waste



Partnership with Cheaf

Since 2023, Cencosud has partnered with the Mexican startup Cheaf to reduce food waste in its supermarkets. This collaboration aims to improve the management of pre-consumer loss, referring to products that do not reach the market but are still in good condition for consumption. Through the Cheaf platform, an alternative channel has been created to redistribute these foods at reduced prices, with discounts of up to 50%. The products include dairy fruits, vegetables, cold cuts, pastries, and prepared dishes. Consumers can access these offers through the Cheaf app, which uses geolocation to display the available "surprise bags" at nearby supermarkets. These bags are prepared on the premises and placed in marked areas for easy pick-up. The partnership was initially established with three stores in the Metropolitan Region.

2024
125 stores in different cities in Chile
1,291,054 bags sold

In 2025, this alliance will be extended to Argentina.



Food Rescue Program

Cencosud establishes partnerships with food banks and other foundations for the rescue and free distribution of products fit for consumption. These collaborations enable the recovery of food from supermarkets by addressing food waste at all stages of the product life cycle. In 2024 and within the framework of the "Food Rescue" program, Cencosud prevented the waste of more than 1,900 tons of food waste through free food donations to charitable organizations throughout the region.

Food recovery by country (tons)	
Argentina	793
Brazil	159
Chile	377
Colombia	115
Peru	467
Total	1,911



Valorization of Organic Waste

Cencosud collaborates with the Chilean company Ecoterra on a circular economy project focused on the production of circular eggs. In this model, Ecoterra works alongside with F4F (Food for the Future) to transform organic waste into insect meal, which is used as part of the feed for free-range hens.

Cencosud contributes as a supplier of organic waste generated in its operations (distribution centers and Jumbo and Santa Isabel stores). This waste is processed by F4F to produce an alternative protein source, which partially replaces traditional ingredients such as soy in poultry feed.

2024
1,000 tons of organic waste valorized

Circular Economy Initiatives and Campaigns in 2024

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Paris Beauty

This initiative of Tiendas París is focused on the responsible management of make-up and perfumery waste. Customers can participate by depositing their empty containers of these products at any of the of Paris's 48 nationwide.

2024
18,818 units converted into recyclable material
80% recycling rate of collected containers



Juguete x Juguete

This is a toy repair and recycling initiative. The toys collected are donated to various foundations that work with children, such as Fundación San José, Protectora de la Infancia, and María Ayuda.

2024
15,974 units reintegrated



Ropa x Ropa

This initiative allows anyone, whether a París customer or not, to deposit textile that are no longer reusable in the recycling bins at París stores. The company then takes responsibility for preventing waste and environmental pollution, by handing these textiles over to specialized companies that process them to create new products.

2024
370,000 units recycled



Reciclación y Recambio

Cencosud Peru, through its Wong and Metro chains, promoted the Reciclación y Recambio campaigns to encourage recycling and promote responsible consumption habits among its customers and the community. Both initiatives invited consumers to take recyclable materials to collection points set up in 17 supermarkets. In the first event, held in June and July 2024, more than 9 tons of recyclable materials were collected. In the second campaign, the figure increased to 13.4 tons, representing a 44.63% increase over the previous event. In total, waste collection grew by 95% compared to the 2023 campaigns.

2024
22 tons of recyclable waste collected



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Waste Management Indicators

Waste disposal	Unit	2021	2022	2023	2024
(A) Total waste recycled/reused	Metric tons	87,111	72,438	92,497	99,076
(B) Total waste directed to disposal	Metric tons	177,725	177,655	183,186	200,424
–Landfills/sanitary landfills	Metric tons	167,360	169,003	171,348	185,530
–Incineration with energy recovery	Metric tons	0	0	0	0
–Incineration without energy recovery	Metric tons	0	0	0	0
–Other disposal methods (*)	Metric tons	10,365	8,652	11,838	14,894
–Unknown disposal method	Metric tons	0	0	0	0
Total waste generated	Metric tons	264,836	250,093	275,683	299,500
Data coverage	%	100	100	100	100

(*) Other disposal methods:
(i) Sludge disposed of at specialized treatment facilities;
(ii) Electronic waste and equipment sent to specialized treatment facilities; and
Bulky waste (debris) managed by third parties .

Food loss and waste	Unit	2021	2022	2023	2024
A. Total weight of all food loss and waste.	Metric tons	No data	No data	No data	No data
B. Total weight of food loss and waste volumes used for alternative purposes.	Metric tons	2,115	2,219	18,767	20,852
C. Total directed to disposal (A–B)	Metric tons	No data	No data	No data	No data
D. Food loss and waste intensity:	–	No data	No data	No data	No data
E. Data coverage	% of production volume	100%	100%	100%	100%

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Water Stewardship

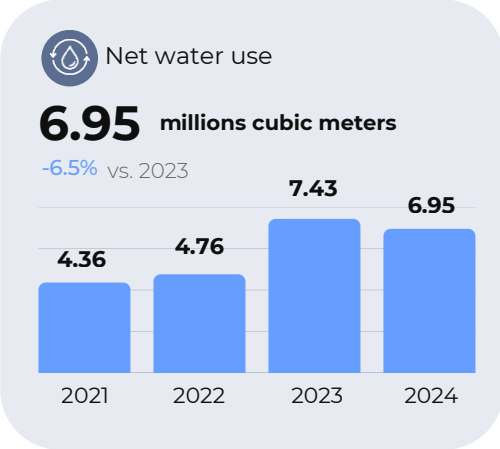
Cencosud addresses water efficiency through policies, consumption reduction programs within its operations, and the management and monitoring of its wastewater.

Material topic:

- Water

Water Efficiency

Cencosud has water efficiency management programs, formalized in its Integrated Environmental Management and Energy Efficiency Policy. This policy establishes the framework for reviewing, measuring, and managing environmental aspects and impacts, including the adoption of sustainable water resource management, with a focus on prioritizing the circular economy.




Use of municipal water in water-stressed areas (cb m) *

2021	993,425
2022	963,574
2023	937,702
2024	929,483

(*) Regions of Chile included in the category of water-stressed areas: Arica and Parinacota; Antofagasta; Atacama; Coquimbo; Valparaíso; Tarapacá; Libertador Bernardo O'Higgins; Metropolitan Region; and Maule.

In 2024, the Company reduced net water consumption compared to the previous year thanks to the implementation of water efficiency measures in Argentina and Brazil and the natural variability in consumption indicators across all all countries.



Measures Implemented to Reduce Water Consumption

Cencosud Peru has implemented various measures to reduce water consumption, including the installation of automatic shut-off faucets and pilot projects with flow regulators, which are estimated to achieve a 28% reduction in consumption.

Measures such rainwater reuse in Brazil and pressure reduction in faucets are also being evaluated. The company conducts assessments to identify sources of significant water use and establishes quantifiable efficiency targets, monitoring progress accordingly.



Measures to improve wastewater quality

One of the main measures in this area is the installation of degreasing chambers and mechanical filters in production areas, kitchens, and food courts. These devices separate fats and solids at the point of origin, preventing them from entering the main drainage system, thus improving the quality of the initial effluent.

Additionally, in certain locations, the Company operates Effluent Treatment Plants (ETPs), representing an advanced level of environmental management. These facilities enable purification processes that reduce the pollutants present in wastewater prior to discharged, thereby contributing to a more environmentally responsible operation.

Cencosud has also developed an Environmental Compliance Plan focused on Liquid Industrial Waste (LIW) management and sludge recycling. This plan seeks not only the adequate treatment of liquid waste, but also the valorization of solid by-products derived from the process (sludge) in line with compliance with applicable regulations, the valorization of by-products, and the principles of circular economy.

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Priorities

- Responsible sourcing
- Innovation in sustainable supply

Products and Services





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Products and Services

Progress

Launch of Mundo Circular

This new space offers products derived from circular economy processes, such as gardening compost manufactured from organic waste generated by the operations of Jumbo and Santa Isabel supermarkets in Chile.



Our Producers



With the incorporation of 35 micro and small companies to the program, the number of SMEs supported by Cencosud Supermercados in Chile increased to 163.

Supplier Self-assessment

Cencosud's Procurement department conducted a self-assessment survey among service suppliers, addressing ESG issues such as ethics, human rights, environmental sustainability, and diversity. A total of 757 companies participated, with a response rate of 85%.



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Responsible Sourcing

Cencosud’s overall strategy and general policies are oriented towards the transforming its business units into sustainable operations, recognizing the fundamental role of the supply chain in this process.

Material topic:

- Supply chain management

Supplier Management

Through strong relationships with suppliers and communities, Cencosud seeks to build sustainable value chains. Its Sustainability Policy, updated in 2024, establishes clear guidelines for responsible management, promoting compliance with local legislation and ethical standards throughout the supply chain.

Cencosud's Code of Ethics guides its supply management. This document establishes the principles that govern the relationship with its suppliers, based on the objective of ensuring fair, equitable, and transparent treatment. It also defines expectations regarding compliance with labor, health, and safety conditions, as well as the prevention of conflicts of interest.

Based on these principles, and with the purpose of establishing valuable business relationships, Cencosud has implemented procedures to ensure that all its suppliers —both commercial and non-commercial —operate under high standards of quality, integrity, and probity.

Cencosud establishes the key principles for its relationship with suppliers, contractors, and strategic partners, including the promotion of mutual respect, objectivity, and honesty and the prohibition of leveraging one’s position to obtain unfair advantages; and the requirement that operations be conducted in accordance with contracts and applicable laws, safeguarding commercial information.

Furthermore, the company aims to collaborate with suppliers who maintain a strong commercial reputation as well as sound labor practices, supporting them in complying with legal health and safety requirements for their workers. Oversight of ESG-related actions with suppliers is the responsibility of the Procurement Management and the Commercial Management teams of the Business Units.

ESG assessment

In 2024 Cencosud's Procurement area conducted a self-assessment survey for service suppliers, which addressed issues such as ethics, human rights, environmental sustainability, and diversity. **A total of 757 companies participated, with a response rate of 85%.**

The results of this exercise will allow us to establish improvement plans for 2025, in coordination with the Sustainability area, especially for suppliers with a low level of maturity in terms of ESG criteria. Progress was also made in formulating a policy for evaluating commercial and non-commercial suppliers, incorporating environmental, social, and governance criteria.



Our Producers Program

The "Our Producers" program by Cencosud Supermarkets Chile aims to strengthen national micro and small producers that offer products with distinctive value propositions, thereby promoting local development. By the end of 2024, the program included 163 MSMEs, of which 35 were incorporated during the year, with a total of 160 active SMEs. The initiative provides them with accessible business conditions, quality support, visibility through marketing, and support for their sustainable growth.

A key part of the program is the Suppliers School, which offers a 120-hour diploma course in Strategic Retail Management, taught by the University of Santo Tomás. This diploma course covers topics such as supplier management and supply chain strategies, and it is complemented by mentoring from Cencosud executives. In 2023, 50 suppliers received training and introduced their products to the retail market, while in 2024 41 MSMEs participated, with 30 graduates and 7 internal mentors.

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Supplier Categorization

Cencosud's supply chain is composed of commercial and non-commercial suppliers. At the end of 2024, the Company had a total of 18,737 suppliers distributed across the different countries and business units in which it operates. Cencosud classifies its suppliers into two main categories, according to the type of activity they perform:

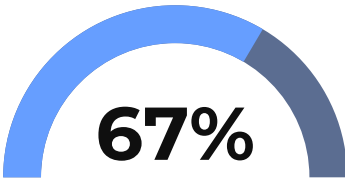
- Commercial suppliers: those who supply goods or products.
- Non-commercial suppliers: those that provide inputs, technology, equipment, services, projects, and other related deliverables.

Additionally, and based on the impact they have on each business unit, suppliers are classified according to their level of criticality. Given the diversity of operations and the broad base of commercial suppliers, Cencosud identifies suppliers as critical when, due to the nature of the sector, they serve or the products they provide, they are strategic for the continuity and commercial performance of the business.

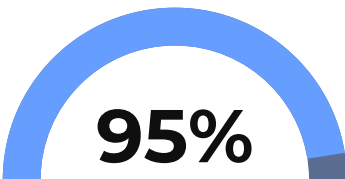
18,737
Suppliers

1,307
Critical direct suppliers

Spending on critical direct suppliers



Spending on local suppliers



Supplier evaluation and development

Cencosud has a structured supplier evaluation and development process, focused on identifying suppliers that are significant due to the criticality of the items they supply, such as fresh food, hygiene products, electronics, and household cleaning products. This evaluation considers performance in terms of quality, delivery times, contingency management, and financial and commercial risks.

Cencosud's Procurement area uses the Kraljic matrix to classify materials and products according to supply risk and financial impact. Financial, commercial, tax, regulatory compliance, money laundering, and terrorism risks are assessed for each contract. In addition, performance evaluations focused on contractual compliance and opportunities for improvement are conducted. Supply chain management priorities include operational, legal, social, environmental, health and safety, and contractual compliance.

Indicator	Unit	2024
Total number of suppliers evaluated (remote or onsite assessments)	N. °	2,962
Suppliers identified as having significant actual and potential negative impacts	N. °	129
Percentage of suppliers with significant actual and potential negative impacts with which improvements or corrective action plans were agreed upon as a result of assessment	%	76.5
Suppliers with significant actual and potential negative impacts whose contracts were terminated	N. °	3
Suppliers with corrective action plans		
Total number of suppliers supported in the implementation of their corrective action plan	N. °	31
Suppliers in capacity-building programs		
Total number of suppliers in capacity-building programs	N. °	175

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Responsible Sourcing

Cencosud applies a comprehensive approach to product quality, encompassing supplier selection and auditing as well as temperature control, hygiene, labeling, and staff training, with a strong emphasis on regulatory compliance and risk prevention.

Material topic:

- Supply chain management

Food Safety

Management approach

- **Strategic importance:** product quality and safety are essential in the food industry, as any contamination or spoilage can represent a health risk and lead to financial, reputational, and operational impacts.
- **Risks in the value chain:** contamination can occur at any stage, from production to retail. Preventive measures such as temperature control, frequent inspections, and rigorous supplier selection are therefore implemented.

Programs and processes implemented

- **Quality management:** the Quality area oversees compliance with local regulations and internal procedures based on corporate policies.
- **Good practices:** Good Manufacturing Practices (GMP), Sanitation Standard Operating Procedures (SSOP), and Integrated Pest Management (IPM) are applied.
- **Control of the supply chain:** raw materials are sourced from suppliers evaluated through audits and laboratory analysis.
- **Internal and external audits** are also conducted at stores, distribution centers, and private label suppliers.

- **Monitoring and testing:** preventive visits, unscheduled audits, and product testing are performed. In Peru, these tests are done with external laboratories. Parameters such as temperature, hygiene, rotation, and traceability are monitored, and microbiological control programs are applied with periodic sampling.
- **Warning systems:** complaint mechanisms are used to detect product deviations and apply corrective actions.

Internal audits

The Company conducts internal audits to ensure compliance with best practices and regulations. These include:

- Good Manufacturing Practices (GMP) audits to evaluate operational quality.
- Internal “spot” audits, focused on detecting operational and regulatory deviations, covering 70% of the premises. After each audit, a corrective action plan is required to monitor improvements.

External assurance

Cencosud obtains independent external assurance of its quality management system, which is based on:

- Good Manufacturing Practices (GMP) and Hazard Analysis and Critical Control Points (HACCP), in accordance with national legislation.

- International standards such as IFS V5, BRC V5, Codex Alimentarius, and ISO 22000.
- Third-party audits by specialized laboratory, hygiene, and pest control suppliers.

Training

Cencosud trains its internal staff on key aspects of the quality management system through:

- Food handling courses and specific training given by the quality team as needed.
- Induction programs for new employees, focused on the proper performance of their duties.
- Annual training program covering GMP, HACCP, safe food handling, waste management, and food regulations.
- Specialized training for Rotisserie staff, focused on GMP and SSOPs to ensure the correct preparation of ready-to-eat food.
- Preventive awareness campaigns, particularly prior to special events, involving the distribution of Operation Guides to reinforce hygiene and safe handling procedures.

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Communication of alerts and complaints

Cencosud has mechanisms in place for external stakeholders to file complaints regarding defective products. These include the following:

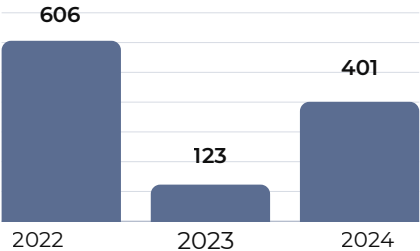
- A formal procedure for handling complaints and claims related to food quality.
- A complaint alert system to detect product defects.
- Various communication channels for customers: Call Center, in-store Customer Service, and Social Media.
- All complaints are channeled to a centralized platform for product review, follow-up, and response to the customer.



Number of product recalls

401

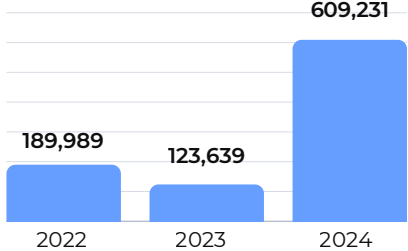
+226% vs. 2023



Quantity of products recalled

609,231

+393% vs. 2023



Topic	Argentina	Brazil	Chile	Colombia	Peru
Certifications	Distribution Centers certified according to HACCP (Hazard Analysis and Critical Control Points)		Distribution centers certified according to HACCP (Hazard Analysis and Critical Control Points).		HACCP, ISO 9001
Regulatory framework	Law 18.284 of the Argentine Food Code, Mercosur Regulations, Law 27.642 on front labeling				D.S. 007.98-SA, R.M. N°006-2025/MINSA and the General Principles of Food Hygiene (CAC/RCP 1-1969 rev. 4-2003). Law N° 30021 and its regulations on nutritional warning labels
Good practices	Proprietary and preventive product testing is performed. There are internal policies for early product recalls. Raw materials for manufactured products are sourced from selected suppliers and evaluated through laboratory routines and/or third-party audits.		Measures to prevent spoilage and contamination, including, but not limited to, temperature control, frequent food inspection, and supplier selection.	The quality management system is based on Good Manufacturing Practices (GMP) and HACCP under national legislation (Reglamento Sanitario de los Alimentos, RSA) and associated standards such as IFS V5 and BRC V5, Codex Alimentarius, and ISO 22000. Temperature, organoleptic, hygiene, good practices, rotation, and traceability controls are carried out in the sales rooms (Jumbo and Santa Isabel).	All employees who handle food complete a food handling course (regulatory requirement). The company implements processes to prevent or address defective products before they are delivered to customers. This includes a program of internal and external audits for stores, private label suppliers, and distribution centers.

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Responsible Sourcing

Cencosud addresses the sustainability of packaging and product labeling along with product safety and quality, recognizing the direct impact these have on consumer trust and brand reputation.

Material topic:

- Supply chain management

Responsible Packaging

Cencosud's strategy in relation to packaging focuses on reducing environmental impact and promoting circularity.

The main elements of this strategy include:

- **Identification and optimization of high-impact packaging:** Cencosud recognizes the environmental and economic cost associated with the use of non-recyclable packaging. In 2024, the Company focused on identifying the products whose packaging generates the greatest impact. Based on this analysis, the Company will direct its efforts on optimizing packaging through the reduction of components and/or the substitution of materials with alternatives designed for recyclability.
- **Prioritization of the circular economy:** Cencosud reaffirms its commitment to sustainable waste management, prioritizing the circular economy. This includes promoting the use of packaging materials designed to be recyclable in the countries where it operates.
- **Education and sustainable supply:** the Company also promotes environmental education and energy efficiency among its employees, in order to strengthen the supply of products and services with sustainable attributes for its customers.



Material replacement and cardboard recycling in Paris stores

In 2024, Paris replaced all plastic hangers with hangers made exclusively of polypropylene (plastic N°5), which is clearly identified to facilitate recycling. This measure eliminated the use of polystyrene hangers (plastic N°6) and was applied to both private labels and external suppliers, ensuring consistency across the entire operation.

Additionally, this department store chain within the Cencosud holding incorporated a machine that transforms corrugated cardboard waste into packaging material to protect delicate products, replacing the use of plastics such as bubble wrap. Thanks to this innovation, between August and December, 15,779 kilograms of cardboard were reused.

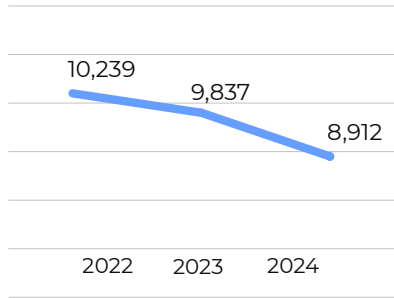


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Plastic packaging indicators

Consolidated

Total weight of plastic packaging (in tons)



Percentage of plastic packaging designed for recycling

(PET-PEAD-PEBD-PP) / total plastics

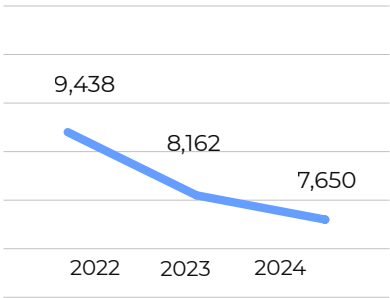


Indicator	2022	2023	2024
% of compostable plastic packaging (under landfill conditions)	0.01	0.14	0.05
% recycled content within plastic packaging	3.38	3.35	3.28

Cencosud Chile: Consolidated and by business unit

Supermarkets

Total weight of plastic packaging (in tons)



Percentage of plastic packaging designed for recycling

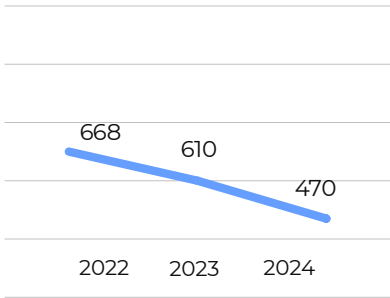
(PET-PEAD-PEBD-PP) / total plastics



Indicator	2022	2023	2024
% of compostable plastic packaging (under landfill conditions)	0.01	0.12	0.01
% of recycled content within plastic packaging	3.66	4.03	3.82

Home Improvement

Total weight of plastic packaging (in tons)



Percentage of plastic packaging designed for recycling

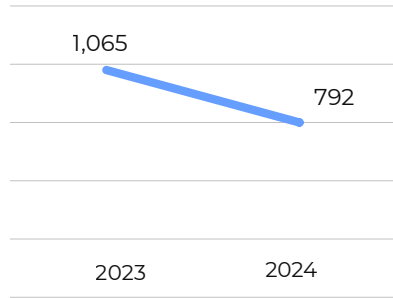
(PET-PEAD-PEBD-PP) / total plastics



Indicator	2022	2023	2024
% of compostable plastic packaging (under landfill conditions)	0.02	0.20	0.66
% of recycled content within plastic packaging	0.00	0.05	0.05

Department Stores

Total weight of plastic packaging (in tons)



Percentage of plastic packaging designed for recycling

(PET-PEAD-PEBD-PP) / total plastics



Indicator	2022	2023	2024
% of compostable plastic packaging (under landfill conditions)	0.01	0.14	0.05
% recycled content within plastic packaging	3.38	3.35	3.28

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Responsible Sourcing

The management of sustainable raw materials constitutes a fundamental pillar of Cencosud’s sustainability strategy, founded upon principles of responsible sourcing, production, and consumption.

- Material topic:**
- Supply chain management

Sustainable Raw Materials

Cencosud promotes the adoption of responsible agricultural practices in its supply chain, in order to minimize environmental impact, protect ecosystems, and favor the development of local suppliers.

Cage-free eggs
The Company has promoted the availability of cage-free eggs in its stores as a value offer for its customers in Brazil, Colombia, Peru, and Chile.

In 2024, 39.35% of egg sales revenues in the region corresponded to eggs from cage-free hens.



Share of egg sales from cage-free hens	
Argentina	5.7%
Brazil	77%
Chile	22%
Colombia	43%
United States	100%
Peru	19%



All Jumbo stores in Chile, from Arica to Puerto Montt, are accredited with the Sello Azul (Blue Seal), awarded by the National Fisheries Service, Sernapesca. This certification verifies compliance with current fishing and aquaculture regulations, the sale of seafood products with legal origin and guaranteed traceability, and the promotion of responsible practices in the extraction and consumption of marine resources.



For the second consecutive year, Wong launched “De la mano con lo nuestro,” an initiative that promotes the consumption of responsibly sourced local products. This edition highlighted trout farmer by Mar Andino in the Choclococha Lagoon (Huancavelica), certified by BAP and ASC. The project supports local development and generates employment for 600 Peruvians.



In Chile, the Company has certified suppliers that meet specific animal welfare standards: for beef, Organic, Natural, and Regenerative certification; for poultry, the Welfcert animal welfare seal; for eggs, Bureau Veritas and Certified Humane certifications; for dairy, Grass Fed, Welfair Animal Welfare, Forest Stewardship Council, and Free Grazing Chile 2025; for fish, the Sernapesca Sello Azul (Blue Seal) for Jumbo stores; and for shrimp, Aquaculture Stewardship Council (ASC) certification.

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Certification of animal products

Product	Country	Certification	Certification coverage (% of product sales)
Aquaculture Products	Peru	BAP, ASC	8% of total purchases from private label suppliers; 39% of total purchases from third -party suppliers
	Chile	Sello Azul; ASC for shrimp	100% of purchases in Jumbo supermarkets
	Argentina	SENASA	100% of total purchases
Beef Products (excluding dairy)	Peru	Animal welfare and other certifications	6% of total purchases from private label suppliers
	Chile	Control union certified, EcoCert Chile, SAG, USDA Organic, Land to Market, Savory Certificate	0.8% of total purchases on Jumbo, Santa Isabel, Spid supermarkets
	Argentina	SENASA	96.4% of total purchases
Poultry Products	Peru	Certified humane	3.8% of total purchases from private label suppliers; 15% of total purchases from third -party suppliers
	Chile	Welfcert Animal Welfare	19.10% of total purchases om Jumbo, Santa Isabel, Spid supermarkets
	Argentina	SENASA	100% of total purchases
Pork Products	Argentina	SENASA	99.5% of total purchases
Shellfish	Peru	BAP, ASC	3% of total purchases from private label suppliers and 8% of total purchases from third-party suppliers
	Chile	Sello Azul; ASC for shrimp	100% of total purchases
Processed Fish	Peru	BAP, ASC	3% of total purchases from private label suppliers; 9% of total purchases from third -party suppliers

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Certification of agricultural products

Ingredient	Country	Certification	Certification coverage (% of product sales)
Sugar	Argentina	OIA Vegan, Pro-Yungas, Kosher, FSSC	49.34% of total purchases of products containing this ingredient
	Colombia	Food Safety System Certification (FSSC 22000)	0.44% of total purchases of products containing this ingredient
Cocoa	Argentina	Common Code for the Coffee Community (4C); FSSC	80.69% of total purchases of products containing this ingredient
	Chile	Rainforest Alliance	0.08% of total purchases of products containing this ingredient
Coffee	Argentina	Common Code for the Coffee Community (4C); FSSC	69.15% of total purchases of products containing this ingredient
Other (Fruit)	Peru	Global GAP	3.3% of total private label purchases; 48% of total purchases from third-party suppliers
Other (Vegetables)	Peru	Global GAP	4.5% of total private label purchases; 22% of total purchases from third-party suppliers

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Innovation in Sustainable Supply

Cencosud is committed to improving the health and nutrition of its products, with focusing on the reformulation of private label foods to reduce sodium, saturated fats, and sugars while expanding the range of products without nutritional warning labels.

- Material topic:**
- Product safety and nutrition

Health and Nutrition

Cencosud has developed a range of products that are high in protein and fiber, as well as options designed for special diets. It also offers healthy prepared meals available in its stores.

The Company actively works to improve the affordability and accessibility of healthy foods, making them easier to identify through special programs such as Mundo Circular, Mundo Bio, and Jumbo Chile's "Libres de" (Free From). This is an initiative focused on offering specially selected food products for individuals with dietary restrictions, such as allergies or intolerances. This line includes gluten-free, lactose-free and no added sugar, and sodium, among others facilitating safer and more accessible nutrition for those who must follow specialized diets.

Cencosud strives to ensure that its marketing communications accurately reflect product characteristics, guided by the principles of transparency and truthfulness. All nutritional information and health claims are backed by scientific evidence. Furthermore, it provides complementary nutritional information in all markets where it operates, using tools such as front-of-package labeling and complying with local regulations, including the Labeling Law in Argentina and Chile.

The Company applies standardized nutritional statements on all its pre-packaged products, in accordance with Codex Alimentarius guidelines and national regulations, ensuring compliance in processes such as food approval in Colombia, Peru, and Chile.

Nutritional profiling system

Cencosud applies nutritional assessment and classification systems to ensure regulatory compliance and promote healthier products. In Peru, the Quality department validates food and beverages through nutritional analysis and verification of octagons (warning labels) and nutritional tables. In Colombia, nutritional labeling is controlled during product approval. In Chile, we comply with the Nutritional Labeling Law, which requires front-of-package (FOP) warning labels. We also use international systems such as Health Star Rating (HSR) and NutriScore, and in Colombia, we complement these with the "Mundo Saludable" (Healthy World) program, which identifies products with health benefits.

Reduction of sugar and sodium

Cencosud is committed to reformulating its private label products to reduce sodium, saturated fat, sugar, and additive levels. Thanks to these efforts, none of its products contain the four warning labels, and it offers a wide variety of warning-label-free products. Since 2009, its bakery has consistently reduced sodium, and its products are free of trans fats and cholesterol. In Chile, specific programs are also being developed to reduce the use of fertilizers, fats, sugar, and sodium in food.

Revenue from products that promote healthy habits (2024)

177,902 million CLP

Revenue from organic products as a percentage of total revenue (2024, Chile)

0.33%

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Mundo Circular

Cencosud's Mundo Circular initiative, launched in August 2024 in Chile, aims to promote a 100% circular and sustainable business model. It is present in 20 Jumbo Supermarket locations offering a curated selection of products that actively contribute to waste reduction and valorization.

The program promotes a range of food and non-food items that encourage responsible consumption.

The five categories of circular products include eggs, fish, gardening, pets, and prepared meals. Notable examples are Circular Eggs, developed in partnership with Ecoterra, and trout fed with larvae produced by F4F from Cencosud waste.

Circular products are clearly marked in stores and on digital platforms, making them easy to identify for consumers committed to sustainability.

Circular trout

In the first quarter of 2024, Cencosud Supermarkets Chile (Jumbo) launched circular trout, an innovative product raised with organic waste recovered from its own operations. This initiative transforms waste into inputs for food production, reducing waste and promoting a more sustainable and local value chain.



Mundo Bio

Mundo Bio (Bio World) is a strategic initiative by Cencosud led by Supermarkets Chile. Its purpose is to facilitate access to healthy and alternative foods, integrating more than 1,100 exclusive products in a specially designed space within stores.

This program brings together various categories of products with health and sustainability attributes, including organic, vegan, gluten-free, low-carb, no added sugar, lactose-free, and eco-friendly foods. The first "Mundo Bio" zone was implemented in 2019 at the Jumbo Los Trapenses supermarket, marking the beginning of an expansion planned for more than 10 new locations, including Jumbo La Reina, Peñalolén, Camino el Alba, and La Dehesa.

70% of the products offered are of national origin and 30% international, all with certifications that guarantee their quality, thereby strengthening Cencosud's value proposition in the retail sector.



Mundo Saludable

At Cencosud Colombia, the Mundo Saludable (Healthy World) program aims to promote customer health and well-being by identifying products with outstanding nutritional attributes. To this end, new products undergo a detailed evaluation, which includes an analysis of their nutritional tables, associated benefits, and quality seals.

Additionally, the specific properties of each product are examined to identify tangible benefits for consumers, ensuring alignment with the health and nutrition standards established by the Company.

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Corporate Governance Indicators

Topic	Standard	Indicator	Unit	2024
Board of Directors	S&P CSA 1.2.2	Number of directors	Number	9
Board of Directors	S&P CSA 1.2.1	Number of independent directors (pursuant to Law N.º 18,046)	Number	2
Board of Directors	S&P CSA 1.2.5	Number of women on the Board	Number	3
Board of Directors	S&P CSA 1.2.7	Average tenure of Board Members (as of 31 December 2024)	Number	
Board of Directors	S&P CSA 1.2.7	Julio Moura Neto	Number	13 years and 4 months
Board of Directors	S&P CSA 1.2.7	Manfred Paulmann Koepfer	Number	3 years and 5 months
Board of Directors	S&P CSA 1.2.7	Peter Paulmann Koepfer	Number	8 months
Board of Directors	S&P CSA 1.2.7	Josefina Montenegro Araneda	Number	8 months
Board of Directors	S&P CSA 1.2.7	María Leonie Roca Voto Bernales	Number	8 months
Board of Directors	S&P CSA 1.2.7	Mónica Jiménez González	Number	8 months
Board of Directors	S&P CSA 1.2.7	Felipe Larraín Bascuñán	Number	4 years and 8 months
Board of Directors	S&P CSA 1.2.7	Ignacio Pérez Alarcón	Number	2 years and 8 months
Board of Directors	S&P CSA 1.2.7	Carlos Fernández Calatayud	Number	2 years and 8 months
Political influence	S&P CSA 1.6.1, GRI 415-1	Political contributions and other expenses		
Political influence	S&P CSA 1.6.1, GRI 415-1	Lobbying, special interests, etc.	CLP	0
Political influence	S&P CSA 1.6.1, GRI 415-1	Local, regional, or national political campaigns / organizations / candidates	CLP	0
Political influence	S&P CSA 1.6.1, GRI 415-1	Trade associations or tax-exempt groups (e.g., think tanks)	CLP	905,719,382.91
Political influence	S&P CSA 1.6.1, GRI 415-1	Other (e.g., expenditures related to ballot measures or referendums)	CLP	0
Political influence	S&P CSA 1.6.1, GRI 415-1	Total contributions and other expenses	CLP	905,719,382.91
Anti-corruption	GRI 205-1	Total number and percentage of operations assessed for risks related to corruption	Number	8 countries, 100% of operations
Anti-corruption	GRI 205-2	Total number of governance body members to whom the organization's anti-corruption policies and procedures have been communicated	Number	8
Anti-corruption	GRI 205-2	Percentage of governance body members to whom the organization's anti-corruption policies and procedures have been communicated	%	88
Anti-corruption	GRI 205-2	Training of new hires (Welcome to Cenco)	Number	196
Anti-corruption	GRI 205-2	Training pursuant to Law 21,595	Number	346
Anti-corruption	GRI 205-2	Training on the Manual for the Management of information of Interest to the Market	Number	56
Anti-corruption	GRI 205-2	Communication and training on anti-corruption policies and procedures	Number	237
Anti-corruption	GRI 205-3	Confirmed incidents of corruption and actions taken	Number	0

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Corporate Governance Indicators (continued)

Topic	Standard	Indicator	Unit	2024
Anti-corruption	GRI 205-2	Number of employees that have received anti-corruption training, by position		
Anti-corruption	GRI 205-2	Administrative	Number	29
Anti-corruption	GRI 205-2	Support services	Number	1,060
Anti-corruption	GRI 205-2	Management	Number	8
Anti-corruption	GRI 205-2	Supervisors	Number	313
Anti-corruption	GRI 205-2	Operators		2,298
Anti-corruption	GRI 205-2	Other professional	Number	300
Anti-corruption	GRI 205-2	Other technical		9
Anti-corruption	GRI 205-2	Total	Number	4,828
Anti-corruption	GRI 205-2	Percentage of employees that have received anti-corruption training, by position		
Anti-corruption	GRI 205-2	Administrative	%	19
Anti-corruption	GRI 205-2	Support services	%	20
Anti-corruption	GRI 205-2	Management	%	15
Anti-corruption	GRI 205-2	Supervisors	%	10
Anti-corruption	GRI 205-2	Operators	%	11
Anti-corruption	GRI 205-2	Other professional	%	26
Anti-corruption	GRI 205-2	Other technical	%	32
Anti-corruption	GRI 205-2	Administrative	%	11
Anti-corruption	GRI 205-2	Total	%	10
Anti-corruption	GRI 205-2	Number of customers to whom the organization’s anti-corruption policies and procedures have been communicated	Number	n/a
Anti-corruption	GRI 205-2	Number of suppliers to whom the organization's anti-corruption policies and procedures have been communicated	Number	n/a
Anti-corruption	GRI 205-2	Number of governance body members that have received training on anti-corruption policies and procedures	Number	8
Anti-corruption	GRI 205-2	Percentage of governance body members that have received training on anti-corruption policies and procedures	%	88
Anti-competitive behavior	GRI 206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Number	0
Market presence	GRI 202-2	Proportion of senior management hired from the local community	%	64

Note GRI 202-2: This refers to the main executives holding key leadership positions. This group includes the Chief Executive Officer (CEO) and the members of the Executive Committee who report directly to them (first line).

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Corporate Governance Indicators (continued)

Topic	Standard	Indicator	Unit	2024	Notes
Supply chain management	S&P CSA 1.7.5	Total number of critical direct suppliers	Number	1,307	1
Supply chain management	S&P CSA 1.7.5	% of total spending on critical direct suppliers	%	67	1
Supply chain management	S&P CSA 1.7.5	Total number of critical suppliers (direct)	Number	18,737	2
Supply chain management	S&P CSA 1.7.6, GRI 414-1	Total number of suppliers assessed (remote or onsite assessments)	Number	2,962	3
Supply chain management	S&P CSA 1.7.6, GRI 414-1	Number of suppliers identified as having significant actual and potential negative impacts	Number	129	3
Supply chain management	S&P CSA 1.7.6, GRI 414-1	% of suppliers identified as having significant actual and potential negative impacts with which improvements or corrective actions were agreed upon as a result of assessment	%	76,5	3
Supply chain management	S&P CSA 1.7.6, GRI 414-1	Number of suppliers identified as having significant actual and potential negative impacts with which relationships were terminated as a result of assessment	Number	3	3
Supply chain management	S&P CSA 1.7.6, GRI 414-1	Total number of suppliers supported in the implementation of their corrective action plan	Number	31	3
Supply chain management	S&P CSA 1.7.6, GRI 414-1	Total number of suppliers in capacity-building programs	Number	175	4
Procurement practices	GRI 204-1	% of total spend on local suppliers: Cencosud average	%	95.5	
Procurement practices	GRI 204-1	% of total spend on local suppliers: Argentina	%	99.6	
Procurement practices	GRI 204-1	% of total spend on local suppliers: Brazil	%	97.8	
Procurement practices	GRI 204-1	% of total spend on local suppliers: Chile	%	90.7	
Procurement practices	GRI 204-1	% of total spend on local suppliers: Colombia	%	96.0	
Procurement practices	GRI 204-1	% of total spend on local suppliers: Peru	%	93.2	

Note 1: Includes operations in Peru, Argentina, Brazil, Chile Supermarkets and Department Stores, and corporate-level suppliers.
 Note 2: Includes only operations in Argentina and Chile for Supermarkets, and corporate-level suppliers.
 Note 3: Includes operations in Peru, Argentina, Chile Supermarkets and Department Stores, and corporate-level suppliers.
 Note 4: Includes operations in Peru, Chile Supermarkets and Department Stores, and corporate-level suppliers.

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Corporate Governance Indicators (continued)

Topic	Standard	Indicator	Unit	2024
Tax strategy	S&P CSA 1.8.3	Pre-tax income	CLP Thousands	481,471,824
Tax strategy	S&P CSA 1.8.3	Reported taxes	CLP Thousands	247,788,619
Tax strategy	S&P CSA 1.8.3	Effective tax rate (%)	%	51
Tax strategy	S&P CSA 1.8.3	Taxes paid in cash	CLP Thousands	121,743,424
Information security	S&P CSA 1.9.3	Total number of information security incidents	Number	0
Information security	S&P CSA 1.9.3	Total number of customers, users, and employees affected by the incidents	Number	0
Information security	S&P CSA 1.9.3	Percentage of IT infrastructure certified	%	0
Information security	S&P CSA 11.10.2	Number of recalls	Number	401
Information security	S&P CSA 11.10.2	Number of products recalled	Number	609,231
Information security	GRI 418-1	Total number of substantiated complaints received concerning breaches of customer privacy: (i) complaints received from outside parties and substantiated by the organization;	Number	0
Information security	GRI 418-1	Total number of substantiated complaints received concerning breaches of customer privacy: (ii) complaints from regulatory bodies	Number	1
Information security	GRI 418-1	Total number of identified leaks, thefts, or losses of customer data	Number	0

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Environmental Indicators

Topic	Standard	Indicator	Unit	2024	Notes
Water	S&P CSA 2.4.1, GRI 303-3	Water withdrawal (excluding seawater)	Thousands of m ³	6.95	
Water	S&P CSA 2.4.1, GRI 303-4	Water discharge (excluding seawater)	Thousands of m ³		–
Water	S&P CSA 2.4.1, GRI 303-5	Total net fresh water consumption	Thousands of m ³	6.95	
Water	S&P CSA 2.5.2	Data coverage	%	100	
Emissions	S&P CSA 2.5.1, GRI 305-1	Direct GHG emissions (Scope 1)			1
Emissions	S&P CSA 2.5.1, GRI 305-1, GRI 305-4	Total emissions	tCO ₂ e	552,972	Change over 2023 –5%
Emissions	S&P CSA 2.5.1, GRI 305-1	Data coverage	%	100	
Emissions	S&P CSA 2.5.2, GRI 305-2	Energy indirect GHG emissions (Scope 2)			1
Emissions	S&P CSA 2.5.2, GRI 305-2, GRI 305-4	Location based	tCO ₂ e	204,987	Change over 2023 –12%
Emissions	S&P CSA 2.5.2, GRI 305-2	Data coverage	%	100	
Emissions	S&P CSA 2.5.3, GRI 305-3, GRI 305-4	Market based	tCO ₂ e	148,295	Change over 2023 –15%
Emissions	S&P CSA 2.5.3, GRI 305-3	Data coverage	%	100	
Emissions	S&P CSA 2.5.3, GRI 305-3	Other indirect GHG emissions (Scope 3)			1
Emissions	S&P CSA 2.6.3, GRI 305-4	Total emissions	tCO ₂ e	104,811	Change over 2023 11%
Emissions	S&P CSA 2.6.3	Data coverage	%	100%	
Emissions	GRI 305-4	Emissions intensity	tCO ₂ e	0.24	
Emissions	GRI 305-5	Emissions reduction	%	–5.13	

Note 1: Gases included: CO₂ equivalent. Methodology used: GHG Protocol and ISO 14064.

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Environmental Indicators (continued)

Topic	Standard	Indicator	Unit	2024	Notes
Emissions	S&P CSA 2.6.3	Category - Other indirect (Scope 3) GHG emissions			1
Emissions	S&P CSA 2.6.3	1. Purchased goods and services	tCO ₂ e	3,526	
Emissions	S&P CSA 2.6.3	2. Capital goods	tCO ₂ e	–	
Emissions	S&P CSA 2.6.3	3. Fuel- and energy-related activities (not included in Scope 1 or Scope 2)	tCO ₂ e	–	
Emissions	S&P CSA 2.6.3	4. Upstream transportation and distribution	tCO ₂ e	–	
Emissions	S&P CSA 2.6.3	5. Waste generated in operations	tCO ₂ e	101,285	
Emissions	S&P CSA 2.6.3	6. Business travel	tCO ₂ e	–	
Emissions	S&P CSA 2.6.3	7. Employee commuting	tCO ₂ e	–	
Emissions	S&P CSA 2.6.3	8. Upstream leased assets	tCO ₂ e	–	
Emissions	S&P CSA 2.6.3	9. Downstream transportation and distribution	tCO ₂ e	–	
Emissions	S&P CSA 2.6.3	10. Processing of sold products	tCO ₂ e	–	
Emissions	S&P CSA 2.6.3	11. Use of sold products	tCO ₂ e	–	
Emissions	S&P CSA 2.6.3	12. End-of-life treatment of sold products	tCO ₂ e	–	
Emissions	S&P CSA 2.6.3	13. Downstream leased assets	tCO ₂ e	–	
Emissions	S&P CSA 2.6.3	14. Franchises	tCO ₂ e	–	
Emissions	S&P CSA 2.6.3	15. Investments	tCO ₂ e	–	
Emissions	S&P CSA 2.6.3	Other upstream	tCO ₂ e	–	
Emissions	S&P CSA 2.6.3	Other downstream	tCO ₂ e	–	

Note 1: Location based. Only waste and potable water consumption are measured.

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Environmental Indicators (continued)

Topic	Standard	Indicator	Unit	2024	Notes
Energy	S&P CSA 2.2.2, GRI 302-1	Total fuel consumption	MWh	1,310,019	1
Energy	S&P CSA 2.2.2, GRI 302-1	Total fuel consumption from non-renewable sources	MWh	888,006	
Energy	S&P CSA 2.2.2, GRI 302-1	Total fuel consumption from renewable sources	MWh	437,143	
Energy	S&P CSA 2.2.2, GRI 302-1	Data coverage	%	100	
Energy	GRI 302-3	Energy intensity ratio for the organization	MWh/sqm	0.41	2
Energy	GRI 302-4	Reduction of fuel consumption	%	-0.82	
Packaging	S&P CSA 2.3.2	Fiberboard/paper packaging	Total weight (metric tons)	86.11	
Packaging	S&P CSA 2.3.2	Metal packaging (e.g., aluminum or steel)	Total weight (metric tons)	1,498.74	
Packaging	S&P CSA 2.3.2	Plastic	Total weight (metric tons)	7,440.56	
Packaging	S&P CSA 2.3.2	Plastic	Recycled and/or certified material (% of total weight)	3.93	
Packaging	S&P CSA 2.3.2	Glass packaging	Total weight (metric tons)	3,074.57	
Packaging	S&P CSA 2.3.3	Total weight of all plastic packaging	Tons	7,440.56	
Packaging	S&P CSA 2.3.3	% of plastic packaging designed to be recycled (PET, HDPE, LDPE, PP)	% of total weight of all plastic packaging	67	
Packaging	S&P CSA 2.3.3	% of compostable plastic packaging (under landfill conditions)	% of total weight of all plastic packaging	0.01	
Packaging	S&P CSA 2.3.3	% of recycled content within your plastic packaging	% of total weight of all plastic packaging	3.93	
Packaging	S&P CSA 2.3.3	Data coverage	% of cost of goods sold	No data	

Note 1. Considers only energy consumed within the organization. The following fuels are included: for stationary sources: diesel, LPG, natural gas, and gasoline; for mobile sources: diesel, LPG, natural gas, gasoline, and ethanol.

Note 2. The specific parameter (denominator) selected to calculate the ratio is area (square meters).

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Environmental Indicators (continued)

Topic	Standard	Indicator	Unit	2024	Notes
Waste	S&P CSA 2.3.2, GRI 306-4	(A) Total waste recycled/reused	Metric tons	99,076	
Waste	S&P CSA 2.3.2, GRI 306-5	(B) Total waste directed to disposal:	Metric tons	200,424	
Waste	S&P CSA 2.3.2, GRI 306-5	– Landfill	Metric tons	185,530	
Waste	S&P CSA 2.3.2, GRI 306-5	– Incineration with energy recovery	Metric tons	0	
Waste	S&P CSA 2.3.2, GRI 306-5	– Incineration without energy recovery	Metric tons	0	
Waste	S&P CSA 2.3.2, GRI 306-5	– Other disposal methods	Metric tons	14,894	1
Waste	S&P CSA 2.3.2, GRI 306-5	– Unknown disposal method	Metric tons	0	
Waste	S&P CSA 2.3.2, GRI 306-3	Total waste generated	Metric tons	299,500	
Waste	S&P CSA 2.4.2	Data coverage	%	100	
Food waste	S&P CSA 2.4.4	A. Total weight of all food loss and waste.	Metric tons	No data	
Food waste	S&P CSA 2.4.4	B. Total weight of food loss and waste volumes used for alternative purposes.	Metric tons	20,852	
Food waste	S&P CSA 2.4.4	C. Total directed to disposal (A-B)	Metric tons	No data	
Food waste	S&P CSA 2.4.4	D. Food loss and waste intensity	–	No data	
Food waste	S&P CSA 2.4.4	E. Data coverage	% of production volume	100	

Note 1: Other disposal methods:
(i) Sludge disposed of in specialized treatment plant;
(ii) Electronic waste and equipment sent to specialized treatment plant; and
(iii) Bulky waste (debris) managed by third parties.

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Social Indicators

Topic	Standard	Indicator	Unit	2024
Breakdown of the workforce by nationality	S&P CSA 3.1.5	Share in total workforce		
Breakdown of the workforce by nationality	S&P CSA 3.1.5	Chilean	% total workforce	37.53
Breakdown of the workforce by nationality	S&P CSA 3.1.5	Argentine	% total workforce	17.09
Breakdown of the workforce by nationality	S&P CSA 3.1.5	Brazilian	% total workforce	15.92
Breakdown of the workforce by nationality	S&P CSA 3.1.5	Share in all leadership positions, including junior, middle, and senior management.		
Breakdown of the workforce by nationality	S&P CSA 3.1.5	Chilean	% of total leadership positions	12
Breakdown of the workforce by nationality	S&P CSA 3.1.5	Argentine	% of total leadership positions	9.9
Breakdown of the workforce by nationality	S&P CSA 3.1.5	Brazilian	% of total leadership positions	4.9

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Social Indicators (continued)

Topic	Standard	Indicator	Unit	2024	Notes
Freedom of association	S&P CSA 3.1.7, GRI 2-10	Percentage of total employees covered by collective bargaining agreements	%	45	
Training and education	S&P CSA 3.3.1, GRI 404-1	Average hours of training and education, per full-time equivalent (FTE)	Number	7	1
Training and education	S&P CSA 3.3.1, GRI 404-1	Average hours of training and education for MEN, per FTE	Number	7.2	
Training and education	S&P CSA 3.3.1, GRI 404-1	Average hours of training and education for WOMEN, per FTE	Number	6.2	
Training and education	S&P CSA 3.3.1, GRI 404-1	Managers and supervisors	Number	5.7	
Training and education	S&P CSA 3.3.1, GRI 404-1	Professional and technical	Number	9	
Training and education	S&P CSA 3.3.1, GRI 404-1	Workers and others	Number	6.2	
Training and education	S&P CSA 3.3.1	Average amount spent on training and education, per FTE	CLP	111,855	
Training and education	S&P CSA 3.3.1	Average amount spent on training and education for MEN, per FTE	CLP	102,556	
Training and education	S&P CSA 3.3.1	Average amount spent on training and education for WOMEN, per FTE	CLP	120,804	
Training and education	S&P CSA 3.3.1	Managers and supervisors	CLP	560,620	
Training and education	S&P CSA 3.3.1	Professional and technical	CLP	145,840	
Training and education	S&P CSA 3.3.1	Workers and others	CLP	101,409	
Training and education	S&P CSA 3.3.1	Data coverage	%	87	

Note 1: The acronym FTE stands for Full-Time Equivalent. This is a metric used to calculate the number of full-time employees, also taking into account those who work part-time.

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Social Indicators (continued)

Topic	Standard	Indicator	Unit	2024
Non-discrimination	GRI 406-1	Incidents of discrimination and corrective actions taken	Number	
Non-discrimination	GRI 406-1	Total number of discrimination cases	Number	138
Non-discrimination	GRI 406-1	Number of cases of discrimination on the basis of race	Number	7
Non-discrimination	GRI 406-1	Number of cases of discrimination on the basis of color	Number	1
Non-discrimination	GRI 406-1	Number of cases of discrimination on the basis of sex	Number	27
Non-discrimination	GRI 406-1	Number of cases of discrimination on the basis of religion	Number	0
Non-discrimination	GRI 406-1	Number of cases of discrimination on the basis of political opinion	Number	0
Non-discrimination	GRI 406-1	Number of cases of discrimination on the basis of nationality	Number	14
Non-discrimination	GRI 406-1	Number of cases of discrimination on the basis of social origin	Number	1

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Social Indicators (continued)

Topic	Standard	Indicator	Unit	2024	Notes
Performance evaluation	GRI 404-3	Employees receiving regular performance and professional development reviews			
Performance evaluation	GRI 404-3	Senior management	%	99.2	Only Chile
Performance evaluation	GRI 404-3	Men	%	98.9	Only Chile
Performance evaluation	GRI 404-3	Women	%	100	Only Chile
Performance evaluation	GRI 404-3	Management	%	99.2	Only Chile
Performance evaluation	GRI 404-3	Men	%	100	Only Chile
Performance evaluation	GRI 404-3	Women	%	97.2	Only Chile
Performance evaluation	GRI 404-3	Supervisors	%	97	Only Chile
Performance evaluation	GRI 404-3	Men	%	97.4	Only Chile
Performance evaluation	GRI 404-3	Women	%	96.6	Only Chile
Performance evaluation	GRI 404-3	Operators	%	91.1	Only Chile
Performance evaluation	GRI 404-3	Men	%	91.3	Only Chile
Performance evaluation	GRI 404-3	Women	%	91	Only Chile
Performance evaluation	GRI 404-3	Sales force	%	94.1	Only Chile
Performance evaluation	GRI 404-3	Men	%	93.4	Only Chile
Performance evaluation	GRI 404-3	Women	%	94.5	Only Chile
Performance evaluation	GRI 404-3	Administrative	%	81.8	Only Chile
Performance evaluation	GRI 404-3	Men	%	83.7	Only Chile
Performance evaluation	GRI 404-3	Women	%	79.9	Only Chile
Performance evaluation	GRI 404-3	Support services	%	88.7	Only Chile
Performance evaluation	GRI 404-3	Men	%	89.7	Only Chile
Performance evaluation	GRI 404-3	Women	%	88.1	Only Chile
Performance evaluation	GRI 404-3	Other professional	%	99.4	Only Chile
Performance evaluation	GRI 404-3	Men	%	99.9	Only Chile
Performance evaluation	GRI 404-3	Women	%	99	Only Chile
Performance evaluation	GRI 404-3	Other technical	%	92.2	Only Chile
Performance evaluation	GRI 404-3	Men	%	92.5	Only Chile
Performance evaluation	GRI 404-3	Women	%	50	Only Chile
Performance evaluation	GRI 404-3	Total	%	92.7	Only Chile
Performance evaluation	GRI 404-3	Men	%	93	Only Chile
Performance evaluation	GRI 404-3	Women	%	92.5	Only Chile

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Social Indicators (continued)

Measures to promote employee health and well-being

Sport and health initiatives

- Vouchers for paddle tennis court rental for one hour, free of charge for employees
- Partnering with fitness centers
- Medical procedures: mammograms
- Preventive Medicine Talks on Breast Cancer and Catastrophic Diseases
- Provision of Palpa devices (Breast Cancer Month)
- Alliances with health, psychological, and dental centers.
- Flu vaccination campaign
- Multiplicando Sonrisas: a program to provide dental implants to employees who apply (limited spaces available).
- Alliances with pharmacies: Jumbo, Cruz Verde, Salco (discounts vary according to the product)

Working conditions

- Day off in the month of the employee's birthday
- Short workday on Fridays (until 2:00 p.m.)
- Unpaid leave from 2 months to up to one year
- Different start times
- Reduction of working hours for caregivers (with dependents)
- Hybrid work
- Mi Tiempo: additional vacation days off to be used during the calendar year (January to November). An initial charge of 2,000 points is made; once 15 vacation days are used, an additional 3,000 points are charged. Considerations: In the case of new hires, points will be charged proportional to the month of entry.

Family benefits

- Nursery available to all employees with children under the age of two
- Reserved parking for pregnant women
- Reserved parking for pregnant women, from 24 weeks of pregnancy until the start of their maternity leave
- Gift for a new baby
- Company gift for mothers and fathers at the birth of a child
- Informational material
- Educational space for fathers, mothers, caregivers, and guardians on childcare issues for children from 0 to 2 years of age
- Monetary benefit in case of not using the nursery
- Bonus awarded for the birth of a child
- Gradual return to work for new mothers
- An additional hour of breastfeeding leave over the legal minimum, for a period of two months
- Differential payment for mothers during maternity leave
- The company pays the wage spread that is not covered by the health system
- Benefit for fathers or secondary caregivers for the birth of a child, granting five days in addition to the five days provided by law.

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External Assurance



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August 11, 2025.

To: The Board of Directors of
Cencosud S.A.

We have performed a limited assurance engagement review of consistency of the indicators included in the Sustainability Report 2024 of Cencosud S.A., (hereinafter "the Company"), prepared in accordance with the Global Reporting Initiative, (hereinafter "GRI") and the Dow Jones Sustainability Index (hereinafter "DJSI"), for the period from January 1st to December 31st, 2024.

Standards and Assurance Process

Our responsibility is to express a limited assurance conclusion of the consistency of the indicators included in the Sustainability Report for the period ended as of December 2024 in accordance with GRI and DJSI, based on the procedures that we have performed and the evidence we have obtained. We conducted our limited assurance engagement in accordance with International Standard on Assurance Engagements Other than Audits or Reviews of Historical Financial Information (ISAE 3000), issued by the International Auditing and Assurance Standard Board (IAASB). This standard requires that we plan and perform this engagement to obtain limited assurance about whether the of consistency of the indicator included in the Sustainability Report for the period ended as of December 2024 in accordance with GRI and DJSI, is free from material misstatement.

A limited assurance engagement involves performing procedures (primarily consisting of making inquiries of management and others within the entity, as appropriate, and applying analytical and other procedures) and evaluating the evidence obtained. The procedures also include assessing the suitability in the circumstances of the Company's use of the applicable criteria as the basis for the preparation of the of consistency of the indicator included in the 2024 Sustainability Report for the period ended as of December 2024 in accordance with GRI and DJSI.

Our review included the following procedures:

- Meeting with the team that led the process of preparing the 2024 Sustainability Report
- Requirements and review of evidence, for the indicators detailed in this letter as a result of the materiality process with the areas participating in the preparation of the 2024 Sustainability Report.

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August 11, 2025.

To: The Board of Directors of
Cencosud S.A.

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- Analysis of the consistency of the contents of the 2024 Sustainability Report to the GRI and DJSI and review of the indicators included in this letter are based on the protocols established by this guide.

- Review through tests of quantitative and qualitative information corresponding to the GRI and DJSI indicators included in the 2024 Sustainability Report.

Our independence and quality control

We have complied with the relevant rules of professional conduct and code of ethics applicable to the practice of accounting and related to assurance engagements, issued by various professional accounting bodies, which are founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality, and professional behavior.

The firm applies International Standard on Quality Control 1, Quality Control for Firms that Perform Audits and Reviews of Financial Statements, and Other Assurance and Related Services Engagements, and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements.

Conclusion

The assurance process was based on the indicators established in the materiality process performed by the Company. Once those indicators were identified and validated, they were included in the report. The indicators reviewed are detailed below:

Indicators Global Reporting Initiative (GRI):

2-1	2-2	2-3	2-4	2-5	2-6	2-7	2-9	2-10	2-11
2-12	2-13	2-14	2-15	2-16	2-17	2-18	2-19	2-20	2-22
2-23	2-24	2-25	2-26	2-27	2-28	2-29	2-30	3-1	3-2
3-3	201-1	201-2	202-1	202-2	204-1	205-1	205-2	205-3	206-1
207-1	207-2	207-3	207-4	301-1	302-1	302-3	302-4	303-1	303-4
303-5	305-1	305-2	305-3	305-4	305-5	306-1	306-2	306-3	306-3
306-4	306-5	401-1	401-2	401-3	403-1	403-2	403-3	403-4	403-5
403-6	403-7	403-8	403-9	403-10	404-1	404-2	404-3	405-1	405-2
406-1	407-1	408-1	409-1	413-1	415-1	416-2	417-2	417-3	418-1

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Externa Assurance (continued)

August 11, 2025.
To: The Board of Directors of
Cencosud S.A.
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Indicators Dow Jones Sustentabilidad (DJSI):

ID indicators	Economic Dimension
1.1	Transparency and Disclosure
1.2	Corporate Governance
1.3	Materiality
1.4	Risk and Crisis
1.5	Business Ethics
1.6	Political Influence
1.7	Supply Chain Management
1.8	Tax Strategy
1.9	Information Security & Cybersecurity
1.10	Product Quality Management and
ID indicators	Environmental Dimension
2.1	Environmental Policy and Management Systems
2.2	Energy
2.3	Packaging
2.4	Waste and Pollutants
2.5	Water
2.6	Climate Strategy
2.7	Biodiversity
2.8	Sustainable Raw Materials
ID indicators	Social Dimension
3.1	Labor Indicators
3.2	Human Rights
3.3	Human Capital Management
3.4	Occupational Health and Safety
3.5	Health and Nutrition
3.6	Customer Relations
3.7	Privacy Protection

Based on the procedures we have performed and the evidence obtained, nothing has come to our attention that causes us to believe that the indicators incorporated in the 2024 Sustainability Report of Cencosud for the period from January 1st to December 31st 2024, is not prepared, in all material respects, in accordance with the Global Reporting Initiative and the Dow Jones Sustainability Index.

August 11, 2025.
To: The Board of Directors of
Cencosud S.A.
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Other Responsibilities

- The Report preparation, as well as its contents are under the Company responsibility, management is responsible to maintain the internal control systems where the information is obtained.
- Our responsibility is to issue an independent letter based on the procedures performed.
- This report has been prepared exclusively by the Company, in accordance with the terms established in the engagement letter.
- We have developed our work according to the standards of Independence established in the Code of Ethics of the IFAC.
- Our conclusions are referring to the latest version of the Company Report received on August 08, 2025.

Deloitte

Sincerely,

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GRI Content Index

GRI STANDARD	DISCLOSURE	LOCATION/ PAGE
GRI 2: General Disclosures 2021	2-1 Organizational details	6
	2-2 Entities included in the organization's sustainability reporting	6
	2-3 Reporting period, frequency, and contact point	6
	2-4 Restatements of information	There are no revisions or restatements of information relative to the 2023 report
	2-5 External assurance	93
	2-6 Activities, value chain, and other business relationships	3
	2-7 Employees	37
	2-8 Workers who are not employees	-
	2-9 Governance structure and composition	Annual Report 2024
	2-10 Nomination and selection of the highest governance body	Annual Report 2024
	2-11 Chair of the highest governance body	Annual Report 2024
	2-12 Role of the highest governance body in overseeing the management of impacts	7
	2-13 Delegation of responsibility for managing impacts	7
	2-14 Role of the highest governance body in sustainability reporting	7
	2-15 Conflicts of interest	Annual Report 2024
	2-16 Communication of critical concerns	24

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