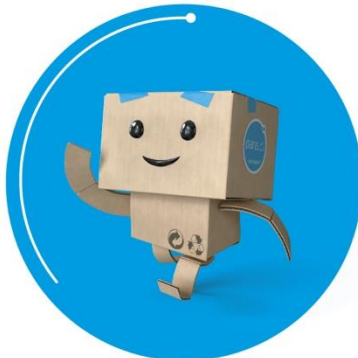
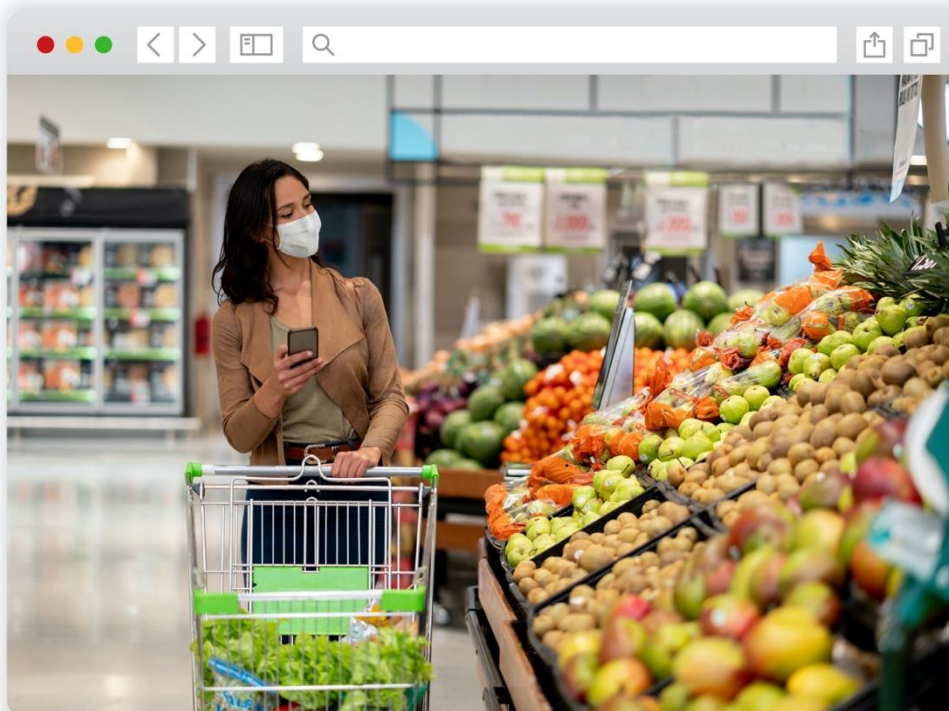




# 2020 ANNUAL REPORT



# WHAT WE DO  
IS IN THE DETAILS

## Letter from the President

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Dear shareholders,

It is an honor for me to be the interim replacement of my father, Horst Paulmann Kemna, creator and soul of Cencosud. Just like he taught us, we will keep his focus on Cencosud culture and the careful attention and care for details and the customer. Service, service, service. From a little restaurant to a transnational corporation, with more than 115,000 committed employees, following a path sometimes winding and no stranger to difficulties, but has been able to successfully face it with its passion, vision, and unique leadership.

In that context, I present to you Cencosud's Integrated Annual Report and the Company's financial statements corresponding to the tax year 2020, as well as the challenges we had to face during this period.

The year 2020 has been extremely complicated because from the very beginning we had to deal with the COVID-19 pandemic, which is affecting virtually every person in the world and has resulted in significant changes in our daily lives. Some others, like remote working or e-commerce, already were on the horizon. However, the pandemic has accelerated their incorporation into society and these changes are here to stay.

In this period, our focus was to look after the health and safety of our employees. I especially want to thank your efforts, dedication, and commitment. Without them we couldn't have kept the continuous operations of our business units and deliver essential goods to the communities we are in.

While Chilean national economy shrank by 5.8% in 2020 -the biggest decrease since the crisis of 1982-, Chile had a better performance compared to her neighbor nations and, according to estimates, would be the first Latin American economy to recover. But the task of determining the actual effects of an exceptional and unprecedented pandemic is still complicated, as it caused a contraction in the growth of economies in Latin America and the Caribbean.

In this challenging context, business survival is linked to the adaptability to new circumstances, where innovation is a competitive advantage that will allow businesses to create value for all stakeholders in the long term. In this regard, our omnichannel and investment in technological developments strategy, which started in 2019, allowed us to strengthen our closeness with customers while keeping the quality service that defines us through online channels.

This period was a year of significant progress for Cencosud because we met our goals and established a strong financial base through the amortization of USD 881 million. Because of this important debt reduction, we got the lowest gross leverage from the last 10 years, by reaching a 3.39 indicator. The previously stated was demonstrated in the change of Fitch Ratings and Moody's risk assessment, who ratified the stable trend of the outlook.

Along with the improvement in the rating, I would like to highlight the following achievements. In the 2020 tax year we closed with a 23.1% growth in Adjusted EBITDA, compared to 2019. On the other hand, we have the decision to introduce Cencosud's Brazilian subsidiary on the stock exchange, with the sale of a minority stake to raise around USD 300 million to finance organic growth and the expansion of the Supermarket operation in Brazil.

In addition, I would like to emphasize that the Company achieved historical growths in penetration in the e-commerce channel (including own sales and those made through our strategic partner Cornershop) during the fourth quarter of 2020, compared to the same period of 2019. In Supermarkets, we closed with a 279% increase, in Department Stores with a 187% increase, and in Home Improvement with a 125% increase.

In January of 2021 we announced Cencosud's investment plan for the next three years. This CAPEX plan considers an estimated amount of USD 1.8 billion, which will be destined to the construction and refurbishment of 100% of the stores, the remodeling of eight shopping centers and the construction of Shopping Centers. In addition, we

have the launch of the proximity format in Supermarkets, Spid<sub>35</sub>, with delivery times of less than 35 minutes through a new app. This new service, which is unique in Latin America -which will be available in the five countries where we operate-, will include physical stores at a later stage.

One of Cencosud's priorities is a growth that integrates Environmental, Social and Corporate Governance (ESG) variables. In this sense, being part of the main leading indexes in this area confirms that we are moving in the right direction. Here I would like to highlight that in January 2021 Cencosud and Cencosud Shopping were selected to be part of the S&P IPSA ESG Tilted Index, composed of 26 Chilean companies and designed to offer investors a specific exposure to local companies that meet ESG management criteria.

In this line of commitment with sustainability, our Home Improvement subsidiary, EASY, obtained the "*Giro Limpio*" seal from the Chilean Energy Efficiency Agency, which certifies the efforts made by freight transportation companies. Also relevant was the "Blue Seal" award to Jumbo from The National Fisheries and Aquaculture Service of Chile, which certifies, recognizes and distinguishes companies that promote the responsible extraction and consumption of seafood products. Jumbo is the first and only supermarket in the country to obtain the Blue Seal in all of its stores.

I would like to thank our strategic partners, the suppliers, who have allowed us to maintain the continuity of our supply chain in such a challenging year. In addition, I would like to emphasize that our customers continue to be at the core of our business model as they are an essential part of our *raison d'être*. Therefore, in our commitment to them we will continue to advance along the lines of leading the customer experience, expanding our supply and strengthening our channels.

Finally, through all of the actions mentioned above, we hope to continue to provide the best investment opportunity for our shareholders, who reward us with their preference.

► **Heike Paulmann**

.....  
President of Board of Directors



## Letter from the General Manager

Dear shareholders,

When we presented our 2019 Integrated Annual Report last year, we were already stating that the COVID-19 pandemic posed a new reality to which Cencosud sought to adapt. One year later, by making available to you the document that accounts for our performance in the fiscal year 2020, it is clear to us how profound and lasting that change has been for all of us.

The isolation measures that authorities in Chile and the world adopted to contain the spread of the virus had strong consequences not only at the economic level - with the shutdown of activities in various industries - but also in people's daily lives, as expected. From that moment on, it became necessary to adapt virtually everything: the way we worked, the children's lessons, enabling online support for certain face-to-face services and, as far as we are concerned, the way we were going to buy.

The pandemic has tested the flexibility of our organization. We know that it has not been an easy period. This stage has involved a special disposition of the entire team to carry out an excellent job. For that reason, I want to thank and acknowledge each of the people who are part of this Company -in the five countries where it is present- for their devotions, for the professionalism with which they assumed the enormous responsibility of continuing to deliver the best to our customers and for the concern shown for not neglecting the quality of the products we offer or the service we provide. Although in this new scenario many of us had to work remotely, this did not prevent us from demonstrating the strong commitment of the entire team. We would like to extend our thanks to all our suppliers, who were crucial in responding promptly to the demands of the circumstances we have faced since March of the last year.

And while the pandemic has been a major hardship for the country, Cencosud dealt with these circumstances as an opportunity to deepen the necessary changes to compete in a new scenario. Within this framework, we have demonstrated not only that we can be a flexible Company despite our size, but also that we have an executive team and a Board of Directors that know how to prioritize and can make quick and efficient decisions, even if they are complex. One of those difficult decisions, for instance, was the closure of the Department Stores business in Peru and Johnson in Chile.

Part of the strategy, initiated in 2019, focused on omnichannel and investment in technological developments allowed us to address the demand for online sales, achieving closer proximity to our customers.

### Performance in 2020

In this context, in 2020 the Company's revenues (excluding IAS29) increased 5.9%, mainly explained by double-digit growth in Chile and to a lesser extent Peru, Argentina and Colombia, partially offset by the devaluation of the Brazilian real and the Argentine peso against the Chilean peso during the year. The e-commerce channel's own sales hit a record during the period growing significantly, in which features Supermarkets with an increase of 278.6%, followed by Department Stores with a rise of 186.5% and Home Improvement with an advancement of 125.1%.

Meanwhile, the comparable Adjusted EBITDA (excluding IAS29 and non-recurring effects) increased 23.1% versus 2019, as a result of improved performance in Chile, Brazil and Colombia. The profit for the period (also excluding IAS29) was CLP 175,203 million, a decrease compared to the previous year. This is caused by lower income per function compared to the previous year due to the lower revaluation of investment properties. However, when comparing the figures without considering non-recurring expenses for both periods and the revaluation of investment properties, the profit reaches CLP 332,347 million, which implies an increase of 117.9% versus the same span of the previous year.

It should be noted that these results were achieved during a complicated macroeconomic scenario not only in Chile, but also in the rest of the markets in which the Company operates. At the end of 2020, all five countries showed declines in their respective Gross Domestic Products: Argentina, -10.0%; Brazil, -4.1%; Chile, -5.8%; Colombia, -6.8%; and Peru, -11.1%.

The adverse regional economic climate meets Cencosud with a solid financial structure, following the significant reduction in the level of financial liabilities during the period, a process that led the rating agencies Fitch and Moody's to upgrade the Company's risk outlook from "negative" to "stable".

It is precisely this strength in the equity structure that will allow us to finance with our own resources the three-year investment plan announced by the Company in January 2021, which involves resources of USD 1.8 billion. In this context, at Cencosud we proposed as our objective and strategic focus for 2021-2023 the strengthening of our competitive position in more profitable countries and businesses, using to this purpose the existing asset bank to grow in retail, e-commerce and shopping center business formats and improve return on capital.

### ESG Indexes

Cencosud has integrated the management of ESG variables (Environmental, Social and Governance) in its management, in order to provide value to its customers, employees, suppliers, investors, shareholders and its surrounding community. All of this while taking care of the environment and mitigating the impacts of its operation.

This ongoing commitment has contributed to the Company's top ranking among companies in the Food sector that were considered in S&P's Sustainability Yearbook 2021.

In addition, for the fourth year in a row, the Company was ranked among the issuers included in the Dow Jones Sustainability MILA Pacific Alliance Index. This follows the performance of the companies with the highest sustainability ratings evaluated by S&P Global in the Pacific Alliance region, which includes Chile, Colombia, Mexico and Peru. It also re-integrated the Dow Jones Sustainability Chile Index (DJSI Chile), which is the first of its kind in the country in the Dow Jones Sustainability Indices calculation methodology and the first to use the IPSA as a base.

In turn, Cencosud and Cencosud Shopping were two of the 26 companies selected in the new index launched by S&P Dow Jones Index and the Santiago Stock Exchange and its objective is to offer investors a specific exposure to the Chilean market that meets ESG management criteria.

At Cencosud, as part of Global Compact Chile, we ratify our commitment to integrate, in our sustainability management, the Sustainable Development Goals (or SDGs) relevant to our business.

In short, 2020 was a year in which we had to face the market changes with flexibility, creativity, and cooperation and thus cope with the new situation imposed by the pandemic. We gave continuity to our business and worked hard to maintain a quality service for our customers. Digitization and new technologies and platforms, along with new alliances were key to moving forward. This was possible thanks to the effort and commitment of our employees and suppliers and the preference of our customers. All of them are the engine of our business.

Thank you very much.

▶ **Matías Videla**

.....  
Chief Executive Officer



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01.

PRESENTATION OF  
CENCOSUD



# 01. Presentation of Cencosud

## 1.1 About the 2020 Integrated Annual Report

In accordance with the stipulations of Article 74 of Law No. 18,046 on Stock Companies, each year companies must prepare their balance sheet as of December 31, or as of the date determined by the Bylaws, and present their annual report. The Board of Directors is the body responsible for submitting both documents for the consideration of the Annual General Shareholders Meeting. The frequency of this report is annual, and the date of its last publication was April 2020.

Cencosud S.A. 2020 Annual Report reflects that the integration of its material issues - that is, those that reflect the significant economic, environmental and social impacts of the Company or that substantially influence the assessments and decisions of stakeholders- is part of its business model and is present in every decision the Company makes. Therefore, the financial result is a consequence of management in the environmental, social and corporate governance (ESG) areas.

Whenever in this document we mention Annual Report, we are referring to Cencosud's Integrated Annual Report for the year 2020. Likewise, Cencosud S.A. will be used interchangeably with Cencosud or the Company. The Report will be available in digital version on the website, in the Investors section.



### 1.1.1 Scope of information

This Report contains the main processes and results of Cencosud S.A.'s management between January 1 and December 31, 2020 in financial and ESG matters, information that covers Cencosud S.A. and its subsidiaries as detailed in Note 2.4.1 of Financial Statements. This Report strictly follows the General Rule No. 30 of the Financial Market Commission (FMC). The complete financial statements, reasoned analysis and essential facts can be accessed at the link: <http://investors.cencosud.com>.

### 1.1.2 Frameworks for the elaboration

The 2020 Integrated Annual Report has been produced in accordance with the Integrated International Reporting Council (IIRC) framework and the GRI Sustainability Reporting Standards (GRI Standards). This report was made in accordance with the Comprehensive option. Cencosud will omit if the response to any indicator is considered confidential or strategic information for the Company.

### 1.1.3 Sustainability Accounting Standards Board (SASB)

In this fiscal year, the Company decided to proceed with disclosure by adhering to the SASB standard, which is designed to meet the information needs of investors and other capital providers. These require content around sustainability management to be comparable, consistent, and reliable, showing clear links to the company's business strategy and financial performance. Therefore, this standard seeks to disclose information in a common language between companies and investors with the objective of measuring performance on financially relevant sustainability issues.

#### Cencosud Standard

*Sustainable Industry Classification System® (SICS®) FB-FR*

*Food Retailers & Distributors*

*Household & Personal Products*



### 1.1.4 Preparation process

For the preparation of our Integrated Report, we formed a work team composed of multiple areas, both from our Corporate office as well as from each of the operations. Once the report was prepared, it was reviewed and approved by the Board of Directors and presented to the Annual General Shareholders Meeting.

### 1.1.5 Global Compact, Network Chile<sup>1</sup>

In Chile, we are part of the companies adhered to Global Compact Network Chile. In this line, this Integrated Annual Report presents Cencosud's work and commitment to advance in the fulfillment of the United Nations 2030 Agenda and its 17 Sustainable Development Goals (SDGs).



### 1.1.6 To facilitate the reading of this Report

When the following icons appear in the document, they are referring to the Company's strategic sustainability pillars.



<sup>1</sup> <https://pactoglobal.cl/empresas-adheridas/>

## 1.2 Information about Cencosud

### 1.2.1 Incorporation documents

The deed of incorporation was granted on the 10<sup>th</sup> of November 1978, in the Notary of Enrique Morgan Torres in Santiago. Its existence and Bylaws were approved through the resolution N° 554-S of the 27<sup>th</sup> of December 1978. The deed of incorporation was registered on page 13,808 N°7412 in the Commercial Registry of the Land and Property Registrar of Santiago corresponding to the year 1978, and its excerpt was published in the Official Journal on the 30<sup>th</sup> of December 1978, under N° 30,252.

### 1.2.2 Corporate purpose

The purpose of the Company is the exercise of trade in general, including the purchase, sale, consignment, distribution, import, export, representation, commission, packaging, retail packaging, and commercialization, either for themselves or for a third party, of all types of tangible assets. To carry out, in the country or abroad, long-term or income investments on all types of tangible and intangible assets. For these purposes, Cencosud will be able to acquire, keep, sell, transfer, and negotiate in any form and under any category, all types of tangible and intangible asset, whether inside the country or abroad, and receive its results and incomes. To execute and enter into all types of acts or contracts conducive to the compliance of its corporate purpose.

### 1.2.3 General Background

General Background	
<b>Corporate Name</b>	Cencosud S.A.
<b>Legal Address</b>	Av. Kennedy 9001, Las Condes, Santiago, Chile
<b>Taxpayer's Identification Number</b>	93.834.000-5
<b>Phone Number</b>	(56 2) 2959 0000
<b>Line of Business</b>	Investments and Supermarkets
<b>Registration in Registry of Securities</b>	Nº of registration 743 of the 21 <sup>st</sup> of August, 2001
<b>Website</b>	www.cencosud.cl / www.cencosud.com
<b>Stock Mnemonic</b>	CENCOSUD (Chile Stock Market)
<b>Stock markets in which it is listed</b>	Santiago Stock Exchange, Digital Stock Exchange
<b>Indexes in which it participates</b>	<b>Indexes</b> &P/CLX IPSA, S&P/CLX IGPA Large Cap, S&P/CLX IGPA and S&P/CLX Chile 15
	<b>ESG Indexes</b> Dow Jones Sustainability Chile Index (DJSI Chile); Dow Jones Sustainability MILA Pacific Alliance Index MILA; S&P IPSA ESG Tilted; FTSE4Good
<b>Contact information for shareholders and investors</b>	Sercor S.A. El Golf Nº 140 floor Nº 1 Las Condes, Santiago tel. (562) 2364 6786
<b>Investor and Sustainability Relations</b>	María Soledad Fernández, Investor and Sustainability Relations Manager mariasoledad.fernandez@cencosud.cl
<b>Investor contact</b>	María Soledad Fernández, Investor and Sustainability Relations Manager mariasoledad.fernandez@cencosud.cl Mafalda Torres, Investor Relations Assistant Manager mafalda.torres@cencosud.cl Olivia Tafra, Investor Relations Analyst mariaolivia.tafrarioja@cencosud.cl
<b>Communication Area</b>	Danica Radnic, Corporate Affairs Assistant Manager danica.radnic@cencosud.cl
<b>External Auditors</b>	PricewaterhouseCoopers Consultores Auditores SPA
<b>Credit Rating Agency</b>	<b>International</b> Moody's Corporation; Fitch Group (Fitch Ratings)
	<b>Local</b> Feller Rate Clasificadora de Riesgo Ltda.; Clasificadora de Riesgo Humphreys Ltda.

## Addresses

Country	Address	Phone Number
<b>Argentina</b>	Suipacha Nº 1111, 18th floor, C.A.B.A. Buenos Aires	54-11 47331 4504
<b>Brazil</b>	Av. das Nações Unidas, 12.995-17th floor-Brooklin-São Paulo, CEP 04578-000	55-0 800 979 3290
<b>Colombia</b>	Av. 9 No. 125 - 30, Bogotá	57-1 657 9797
<b>Chile</b>	Av. Kennedy Nº 9001, Las Condes, Santiago	56-2 2959 0000
<b>Peru</b>	Augusto Angulo Street Nº 130, Miraflores District, Lima	51-1 626 0000

## Websites

Country	Website	Country	Website
<b>Argentina</b> 	<a href="http://www.cencosud.com.ar">www.cencosud.com.ar</a> <a href="http://www.jumbo.com.ar">www.jumbo.com.ar</a> <a href="http://www.supermercadosvea.com.ar">www.supermercadosvea.com.ar</a> <a href="http://www.disco.com.ar">www.disco.com.ar</a> <a href="http://www.easy.com.ar">www.easy.com.ar</a>	<b>Brazil</b> 	<a href="http://www.gbarbosa.com.br">www.gbarbosa.com.br</a> <a href="http://www.bretas.com.br">www.bretas.com.br</a> <a href="http://www.perini.com.br">www.perini.com.br</a> <a href="http://www.prezunic.com.br">www.prezunic.com.br</a>
<b>Chile</b> 	<a href="http://www.jumbo.cl">www.jumbo.cl</a> <a href="http://www.santaisabel.cl">www.santaisabel.cl</a> <a href="http://www.paris.cl">www.paris.cl</a> <a href="http://www.easy.cl">www.easy.cl</a> <a href="http://www.tarjetacencosud.cl">www.tarjetacencosud.cl</a> <a href="http://www.cencosudshoppingcenters.com">www.cencosudshoppingcenters.com</a> <a href="http://www.costaneracenter.cl">www.costaneracenter.cl</a>	<b>Colombia</b> 	<a href="http://www.tiendasjumbo.co">www.tiendasjumbo.co</a> <a href="http://www.tiendasmetro.co">www.tiendasmetro.co</a> <a href="http://www.easy.com.co">www.easy.com.co</a> <a href="http://www.puntoscencosud.co">www.puntoscencosud.co</a>
		<b>Peru</b> 	<a href="http://www.wong.com.pe">www.wong.com.pe</a> <a href="http://www.ewong.pe">www.ewong.pe</a> <a href="http://www.plazalimasur.com">www.plazalimasur.com</a> <a href="http://www.metro.com.pe">www.metro.com.pe</a>



## 1.3 Historical background



**1963**

Opening of the first supermarket in Las Brisas de Temuco, Chile.



**1970**

Opening of Jumbo Kennedy in Santiago, Chile.



**1982**

Cencosud starts expanding internationally with the opening of the first Jumbo in Argentina.



**1988**

Opening of the Unicenter Mall in Buenos Aires, Argentina.



**1993**

Opening of Alto Las Condes mall and the first Easy in Chile.



**2002**

Purchase of two Home Improvement chains in Chile and Argentina.



**2003**

Launching of SF Chile. Opening of two shopping centers in Chile.  
Purchase of Santa Isabel supermarkets in Chile.



**2004**

Purchase of the supermarket chains Las Brisas, Montecarlo y Disco, and initial public offer on the Santiago Stock Exchange.



## 2005

Purchase of department store Almacenes Paris S.A. and rebranding from Montecarlo and Las Brisas to Santa Isabel.



## 2007

Purchase of Infante, Economax, Foster and Eurofashion. In addition, purchase of GBarbosa in Brazil and GSW (Wong) in Peru. *Joint Venture* with Casino Guichard-Perrachon S.A. for the development of Easy Colombia S.A.



## 2008

The Retail Banking operations start in Argentina, and purchase of a Home Improvement store in Argentina.



## 2010

Purchase of Súper Familia Alimento Ltda. in Fortaleza, Brazil, and Bretas, in Brazil.



## 2011

First international bond issuance Reg S. 144-A for USD 750 million. Purchase of 38.636 % of Jumbo Retail Argentina. Made a deal with Banco Bradesco to develop Financial Services Brazil and purchased Johnson's department store.



## 2012

Purchase of Prezunic, Brazil. Opening of the Costanera Center Shopping Mall. Purchase of Carrefour in Colombia. Issues an international bond Reg S/144-A for USD 1,200 million. Cencosud made its initial public offer in the New York Stock Exchange.



## 2013

Carries out a capital increase in Chile for USD 1,636 million. In addition, introduces the brands Jumbo and Metro to Colombian supermarkets. Cencosud celebrates its 50th anniversary.



## 2014

Cencosud seals an agreement for the joint development of Financial Services in Chile.



## 2015

Opening of Sky Costanera in Santiago, Chile, the highest viewpoint in Latin America. Sale of drugstore chain in Colombia. Issuance of international bond Reg S/ 144-A for USD 1,000 million.

## 2016

Sale of the 33.3% of shares in the company Mall Viña del Mar S.A. and of Teleticket in Peru.

## 2017

Issuance of International Bond Reg S/144- A for USD 1,000 million and tender offer for the 2021 and 2023 bonds. Leaves the New York Stock Exchange.

## 2018

Cencosud seals an agreement for the joint development of Financial Services in Peru.



## 2019

Initial public offer of Cencosud Shopping in Santiago, Chile. Tender offer for the 2023, 2025, and 2027 bonds. Sale of 51% of Banco Cencosud Perú in deal with Scotiabank Perú.

### 1.4 2020 Corporate Milestones

#### Cencosud achieves highest EBITDA in 10 years

The Company achieved in the fourth quarter the highest EBITDA in the last 10 years, by recording an EBITDA margin of 12.8% (excluding non-recurring effects) with growth in Adjusted EBITDA of 41.4% versus the same period of 2019; it also achieved the lowest gross leverage of the last decade by reaching 3.39 times. Revenues (excluding IAS29) increased 10.1% compared to the same period of the previous year. Sales of the Company's own e-commerce channel increased significantly, notably Supermarkets, with an increase of 282.8%, followed by Department Stores, with an increase of 119.6%, and Home Improvement, with an increase of 86.3%.

### **Cencosud Brazil achieves best performance in nine years**

The Brazilian operation achieved in 2020 the best performance in the last nine years, doubling its EBITDA compared to the previous period, due to operational efficiencies, adjustments in negotiation strategies with suppliers, changes in the sales mix, historical growth of the e-commerce channel and better working capital management.

### **Cencosud announces USD 1.8 billion Investment Plan for the period 2021 - 2023**

The Capex plan considers investments of approximately USD 1.8 billion for the next three years, which will be used to refurbish 100% of the stores and eight shopping centers, the construction of 144 new stores and the construction of new shopping malls. It also contemplates the launch of the proximity format in Supermarkets, with delivery time under 35 minutes, through a new app. This new service, unique in Latin America, will start with online service and as a third stage will open physical stores.

### **IPO process starts in Brazil**

Cencosud's Board of Directors approved the start of an IPO process for a small percentage of the Brazilian subsidiary of Cencosud S.A. The plan seeks to raise approximately USD 300 million to strengthen organic growth and the expansion of supermarkets in the country. For this operation, Banco Itaú BBA, Bank of America, JP Morgan and Banco Bradesco BBI were signed up.

### **New Board of Directors**

At the April 2020 Shareholders Meeting, the Company's Board of Directors was renewed for the period 2020-2023. As a result, it consists of the following members:

- Mr. Horst Paulmann Kemna (President).
- Mrs. Heike Paulmann Koepfer.
- Mr. Peter Paulmann Koepfer.
- Mr. Stefan Krause Niclas.
- Mr. Felipe Larraín Bascuñán.
- Mr. Julio Moura.
- Mr. Jorge Pérez Alati.
- Mr. Alejandro Pérez Rodríguez.
- Mr. Mario Valcarce Durán.

### **Changes in the Board of Directors of Cencosud Shopping**

On January 10, 2020, Mr. Andreas Gebhardt resigned from the Board of Directors of Cencosud Shopping, and Mr. Matías Videla, General Manager of Cencosud S.A., took his place. Subsequently, on December 21, 2020, Mr. René Lehuedé and Mr. Juan Antonio Gálmez resigned from the Board of Directors of Cencosud Shopping.

### **Bond Redemption**

In 2020, the redemption of all the bonds issued by Cencosud in January 2011 and December 2012 which were due to mature in 2021 and 2023, respectively, was completed. This transaction was carried out under the "Make-Whole Redemption" modality. The total amount paid for principal and accrued interest amounted to USD 881,600,187.

### **Closure of Paris Peru and absorption of Johnson Chile**

In June, the Company reported the decision to close the Department Stores business in Peru, by closing eleven Paris stores. In Chile, in turn, the closing of the stores under the Johnson brand was determined, however some of these locations now are operated under the Paris brand in a smaller format and with exclusively selling apparel, footwear and sportswear.

## **Jumbo Prime**

In November, Cencosud launched Jumbo Prime, a membership program that seeks to improve the shopping experience at Jumbo.cl, through benefits such as free shipping, personalized offers, an exclusive customer service channel and double accumulation of Cencosud Points.

## **S&P IPSA ESG Tilted (ESG)**

Cencosud and Cencosud Shopping are among the 26 companies selected for the new index launched by the S&P Dow Jones Index and the Santiago Stock Exchange. S&P IPSA ESG Tilted Index<sup>2</sup> follows selection criteria based on relevant ESG principles in order to identify and value weight components from the S&P IPSA. The purpose of creating this index is to offer investors a specific exposure to the Chilean market that meets ESG management criteria.

## **Dow Jones Sustainability MILA Pacific Alliance Index MILA**

For the fourth year in a row, Cencosud was ranked among the issuers included in the Dow Jones Sustainability MILA Pacific Alliance index. This follows the performance of the companies with the highest sustainability ratings evaluated by S&P Global in the Pacific Alliance region, which includes Chile, Colombia, Mexico, and Peru.

## **Dow Jones Sustainability Chile Index (DJSI Chile)**

The Company is part of the Dow Jones Sustainability Chile Index (DJSI Chile)<sup>3</sup>, which is the first of its kind in the country in the Dow Jones Sustainability Indexes calculation methodology and the first to use the IPSA as a base.

## **Fitch and Moody's upgrade risk rating outlooks**

Fitch Ratings confirmed Cencosud's risk rating at BBB- and removed it from Negative Rating Watch, changing the outlook to Stable. It indicated that this mirrors the Company's execution in 2019-2020 on its plan to reduce debt ratings. Meanwhile, in March 2021, Moody's Investors Service confirmed the Company's rating at Baa3 and changed the outlook from Negative to Stable, accounting for the improvement in credit indicators, in conjunction with an operating performance above expectations despite the disruption caused by the COVID-19 pandemic. It further noted that all of the above demonstrates the resilience of the Supermarkets business unit, its core business.

## **Strategic alliance agreement with Cornershop**

Cencosud forged a new strategic alliance with Cornershop. Through it, Jumbo, Easy and Paris were integrated into the app. The agreement will allow the development of e-commerce channels for all business units in Chile, Brazil, Peru, and Colombia, and also includes technological integration. The strategic alliance was highlighted as a positive move by Moody's rating agency.

## **New Spid<sub>35</sub> store format**

In the context of its Investment Plan of USD 1.8 billion over three years, Cencosud launched the new "Spid<sub>35</sub>" convenience store format, which includes three stages: the first, which is already completed, was its launch in virtual format through Cornershop. In the second, it is planned to have its own app to be available in the main cities of the five countries where Cencosud operates supermarkets. The third considers physical convenience stores by utilizing existing GLA or land development to implement gray stores and dark stores.

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<sup>2</sup> <https://espanoces/equity/sp-ipsa-esg-tilted-index-clp>

<sup>3</sup> [https://www.bolsadesantiago.com/sostenibilidad\\_indices](https://www.bolsadesantiago.com/sostenibilidad_indices)

## Giro Limpio Seal

Chilean Energy Efficiency Agency

The Energy Sustainability Agency accredited Easy Chile which was highlighted as one of the main freight generators using one of the 52 *Giro Limpio* certified carriers, due to its lower fuel consumption and lower Greenhouse Gas (GHG) emissions.



## Jumbo certifies all its facilities with the Blue Seal

The National Fisheries and Aquaculture Service of Chile recognized all Jumbo stores throughout Chile with the Blue Seal, which ensures that all seafood products marketed promote legal fishing and sustainable extraction. Thus, it became the first and only supermarket in the country to award all its branches -55 in the national territory- with this Blue Seal, created by the governmental entity in 2016.



## 1.5 Measures in the context of COVID-19

Cencosud took a series of preventive measures in response to coronavirus. It increased alcohol gel dispensers for its personnel in the entrances and meeting rooms, and also for public use in all stores, supermarkets and shopping centers in the country. It suspended all commercial trips to China or areas of higher spread of the virus in the world. In March it began to carry out informative talks for its employees, focused on prevention to reinforce self-care practices in hygiene and health, and installed instructions in bathrooms, meeting rooms and at the entrances to offices. In addition, Jumbo launched "*Evita la fila*", an online reservation service for all its branches throughout Chile - with preferential access for senior citizens and pregnant women - in order to avoid crowds in its stores. Also, the Company implemented remote working for those operations that can be executed in a virtual format.

## Cencosud supports SMEs and entrepreneurs

During 2020, Cencosud supported local micro, small and medium-sized business entrepreneurs, who had not only been affected by the post social movement crisis, but also by the COVID-19 pandemic through the following initiatives:

### New Business Portal

Cencosud boosted the New Business Portal, a digital tool to channel its communication with small, medium, and large companies, helping them to grow their businesses and, at the same time, supply internal needs of the Company.

### 100 de Chile

To support entrepreneurs and SMEs, Paris and the Technical Cooperation Service (Sercotec, by its acronym in Spanish) created *100 de Chile*, an initiative that brought together communities of creators, outstanding local brands and small businesses to boost their sales through Paris.cl. "This pandemic has taught us to relate to each other in a different way and now, more than ever, we need to open spaces to reactivate the marketing channels of our SMEs, because they are the engine of the country's economy," said the General Manager of Sercotec.



### Alliance with Minsal for blood donation campaign

Aware of the shortage of blood banks as a result of the State of Emergency declaration, at Cencosud we joined the Ministry of Health's (Minsal) campaign promoting voluntary blood donation. To do so, we set up mobile blood banks in different stores, which allowed us to collect 12,338 units of blood for 37,014 patients.

### 24-hour delivery - Paris

To improve the online shopping experience, Paris integrated its new 24-hour delivery service throughout the Santiago Metropolitan Region. This is designed to solve a recurring problem in online purchases, regarding waiting time for products to be delivered to customers. The system currently has more than 20,500 products available on paris.cl. The plan is to expand coverage during the first half of 2021.

## 1.6 Cencosud in a glance

### 1.6.1 Main Figures

Cencosud reaches more than 180 million inhabitants, with 1,064 stores and 67 shopping centers in the countries where it is present, being leader in food distribution and employing 117,638 people. The Company has operations in Chile, Argentina, Peru, Colombia, and Brazil; as of December 31, 2020 its market capitalization was USD 5.1 billion, and its free float was 46.8% with an average trading volume of USD 8.4 million. At the end of 2020, Revenues (excluding IAS29) increased 5.9%, explained primarily by double-digit growth in Chile and to a lesser extent in Peru, Argentina, and Colombia. Sales of the e-commerce channel showed a record figure in the period after reporting significant progress, highlighting Supermarkets with a growth of 278.6%, followed by Department Stores with a rise of 186.5% and Home Improvement with an increase of 125.1%. Adjusted EBITDA (excluding IAS29 and non-recurring effects) grew by 23.1%, compared to 2019, as a result of improved performance in Chile, Brazil and Colombia.

## Economic Summary

MM CLP	Excluding IAS29			
	2020	2019	2018	Var. % 20/19
Chile	5,048,275	4,529,151	4,546,128	11.5 %
Argentina	1,760,352	1,735,003	2,029,115	1.5 %
Brazil	1,300,888	1,376,277	1,357,931	-5.5 %
Peru	1,105,502	1,018,459	1,008,103	8.5 %
Colombia	837,990	832,472	813,878	0.7 %
<b>Total Revenue</b>	<b>10,053,006</b>	<b>9,491,362</b>	<b>9,755,155</b>	<b>5.9 %</b>
Gross profit	2,755,716	2,655,356	2,776,594	3.8 %
Gross margin	27.41 %	27.98 %	28.46 %	-56 bps
Administrative and selling expenses	-2,203,993	-2,198,494	-2,385,165	0.3 %
<b>Operating income</b>	<b>650,502</b>	<b>730,343</b>	<b>602,694</b>	<b>-10.9 %</b>
Non-operating profit	-381,504	-333,670	-317,324	14.3 %
Taxes	-93,794	-112,598	-28,128	-16.7 %
<b>Profit</b>	<b>175,203</b>	<b>284,075</b>	<b>257,242</b>	<b>-38.3 %</b>
Supermarkets	446,464	290,096	254,656	53.9 %
Shopping Centers	35,022	125,106	124,171	-72.0 %
Home Improvement	104,178	52,701	48,896	97.7 %
Department Stores	14,126	45,747	36,130	-69.1 %
Financial Services	-479	12,861	19,340	-103.7 %
Other	-33,314	-84,867	-93,933	-60.8 %
Chile	565,998	441,643	389,260	28.2 %
Argentina	160,018	164,362	168,713	-2.6 %
Brazil	96,080	51,039	-16,110	88.2 %
Peru	92,029	173,398	68,367	-46.9 %
Colombia	50,224	38,612	25,369	30.1 %
<b>Total Adjusted EBITDA</b>	<b>964,349</b>	<b>869,053</b>	<b>635,599</b>	<b>11.0 %</b>
<b>Margin of Adjusted EBITDA</b>	<b>9.6 %</b>	<b>9.2 %</b>	<b>6.5 %</b>	<b>44 bps</b>

## Results by business

MM CLP	Excluding IAS29			
	2020	2019	2018	Var. % 20/19
<b>Revenue</b>	<b>10,053,006</b>	<b>9,491,362</b>	<b>9,755,154</b>	<b>5.9 %</b>
Supermarkets	7,584,667	6,850,407	6,897,511	10.7 %
Shopping Centers	107,533	231,426	246,625	-53.5 %
Home Improvement	1,294,141	1,129,627	1,190,508	14.6 %
Department Stores	954,517	1,100,637	1,165,238	-13.3 %
Financial Services	108,950	169,762	248,946	-35.8 %
Other	3,198	9,503	6,326	-66.3 %
<b>Adjusted EBITDA</b>	<b>964,349</b>	<b>869,053</b>	<b>635,600</b>	<b>11.0 %</b>
Supermarkets	744,081	466,250	343,774	59.6 %
Shopping Centers	49,672	181,603	191,062	-72.6 %
Home Improvement	198,344	130,037	124,242	52.5 %
Department Stores	-2,914	48,136	33,971	-106.1 %
Financial Services	66,105	97,054	120,011	-31.9 %
Other	-90,940	-54,027	-177,460	68.3 %

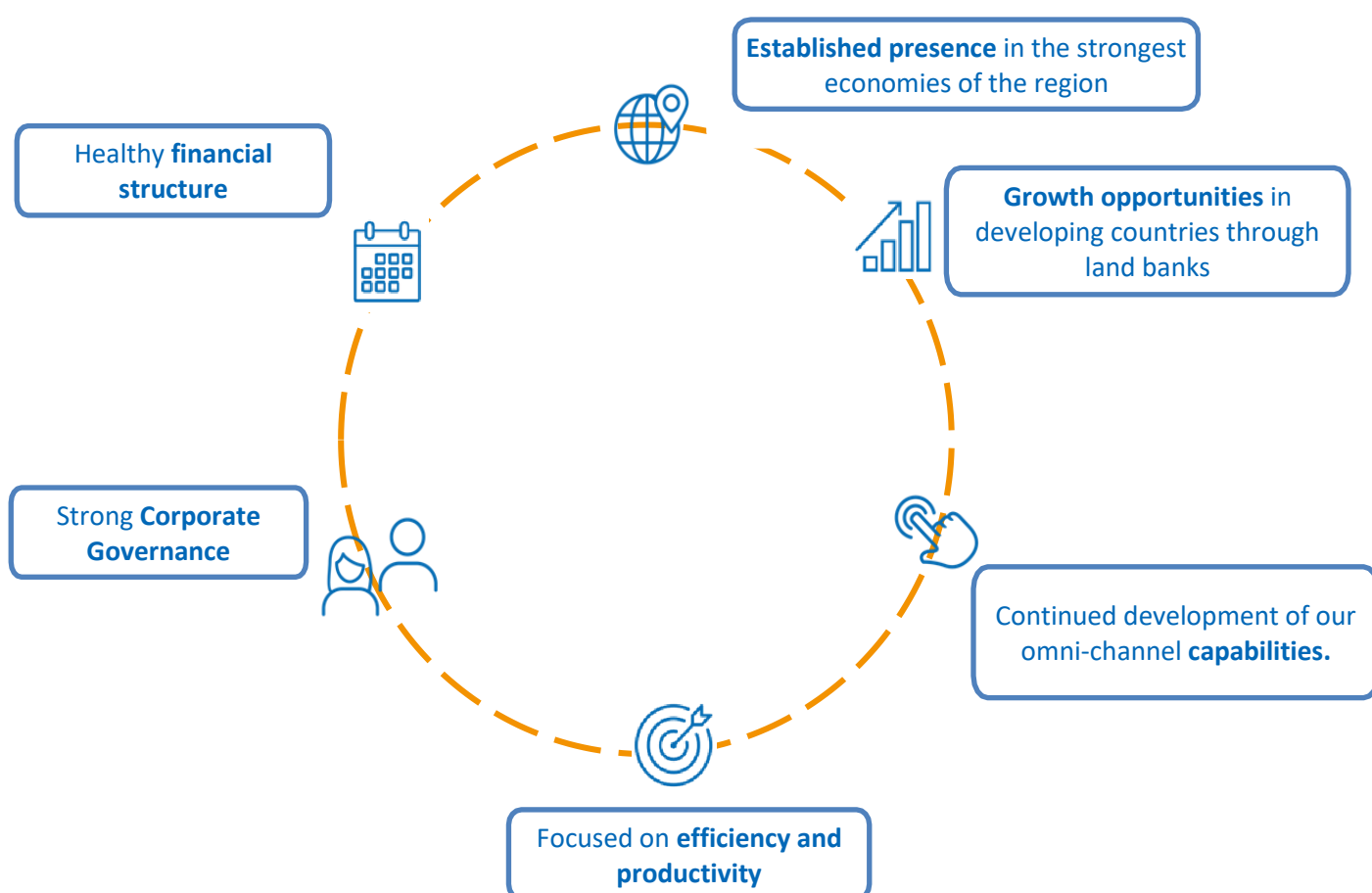
## 1.6.2 Business information

Cencosud has five major business units: Supermarkets, Home Improvement, Department Stores, Shopping Centers and Financial Services. At the end of the fiscal year, it had 1,064 retail stores. These include 915 Supermarkets (246 in Chile, 282 in Argentina, 201 in Brazil, 93 in Peru and 93 in Colombia); 98 Home Improvement Stores (37 in Chile, 51 in Argentina and 10 in Colombia); 51 Department Stores in Chile; 67 Shopping Malls (35 in Chile, 22 in Argentina, 6 in Peru and 4 in Colombia). It has 3.39 million m<sup>2</sup> of salesrooms, 67 shopping centers and 831 million GLA in shopping centers with 6.2 million m<sup>2</sup> for future projects.

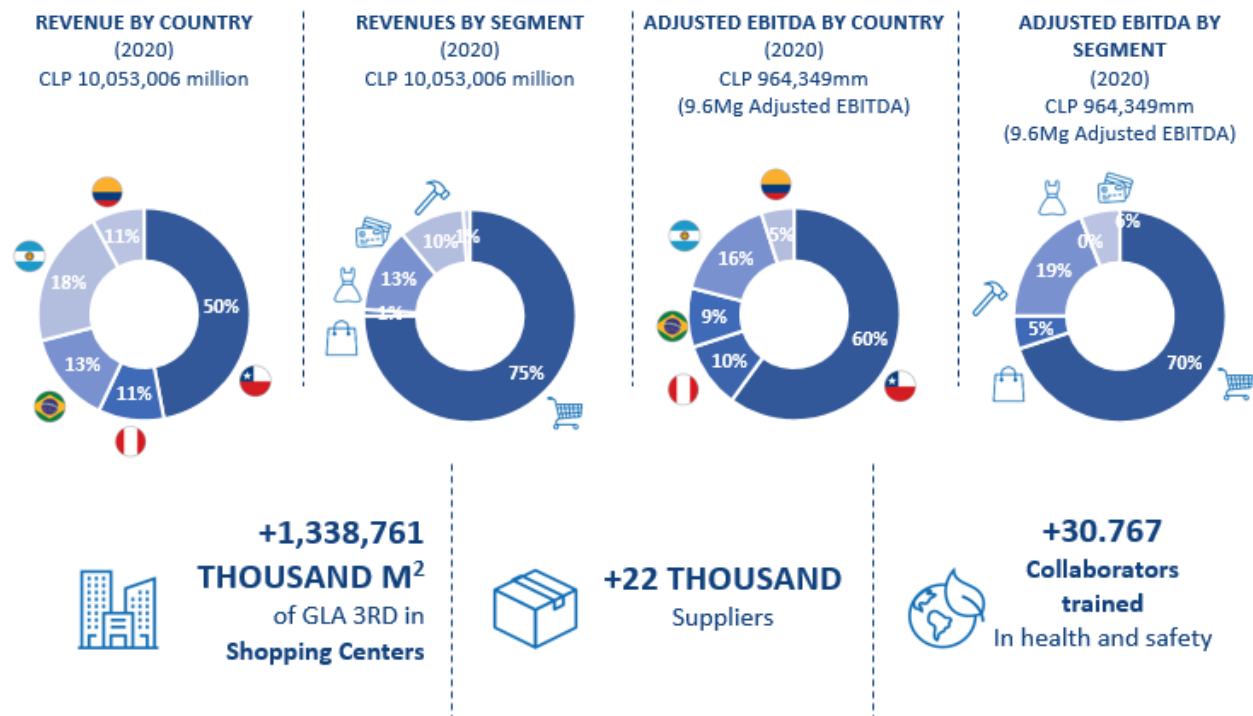
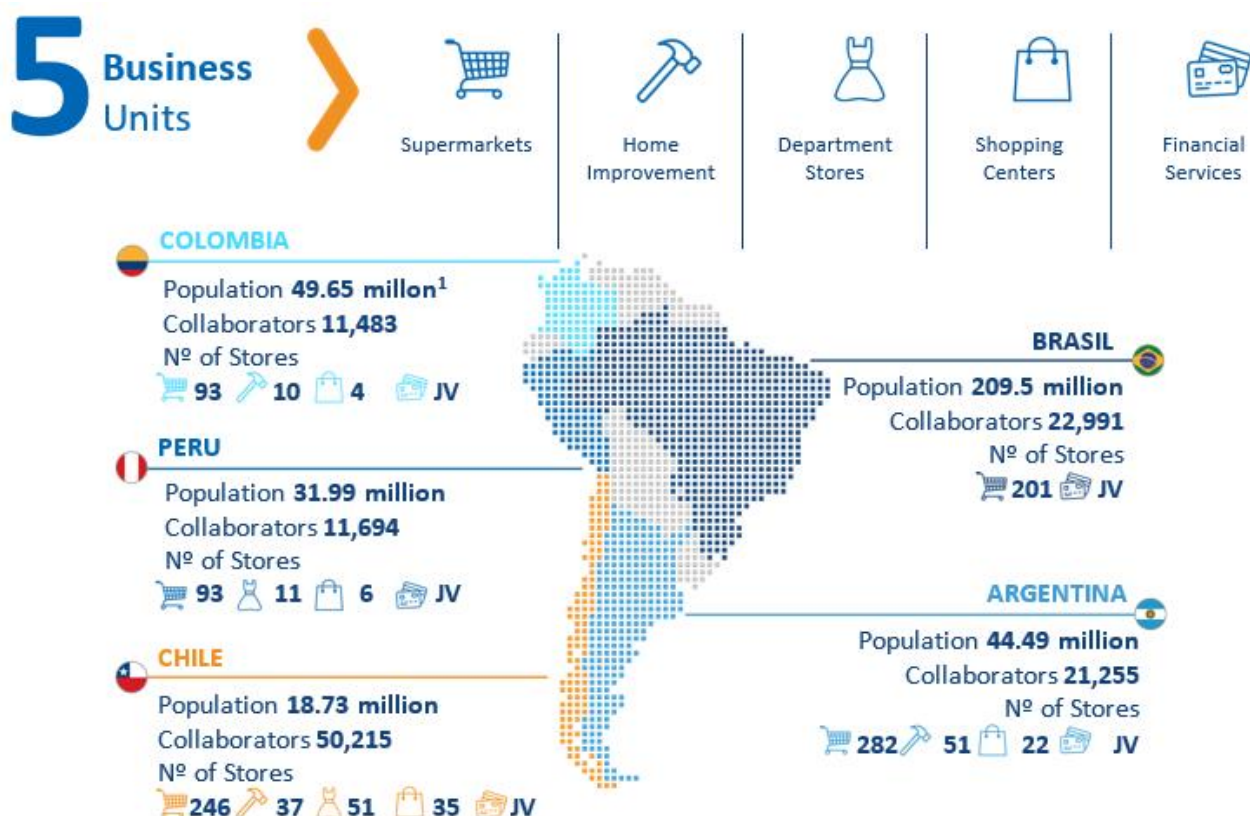
Business information	2020	2019	2018	2020	2019	2018	2020	2019	2018
	N° of stores			% rented			Total sales area (m <sup>2</sup> )		
Supermarkets	915	921	925	61.6 %	62.3 %	61.2 %	2,232,494	2,280,932	2,327,673
Home Improvement	98	97	97	18.3 %	18.5 %	18.2 %	812,242	808,996	808,996
Department Stores	51	90	92	63.0 %	70.9 %	71.5 %	294,324	440,419	449,338

Business information	N° of Shopping centers			Total sales area (m <sup>2</sup> )			Occupancy rate		
Cencosud Shopping Locations	40	40	40	447,433	447,433	391,083	92.1 %	91.7 %	99.0 %
Non-IPO Locations <sup>1</sup>	27	27	27	383,115	383,115	383,115	86.7 %	97.0 %	98.1 %

## Strengths of Cencosud



## Main Figures<sup>4</sup>

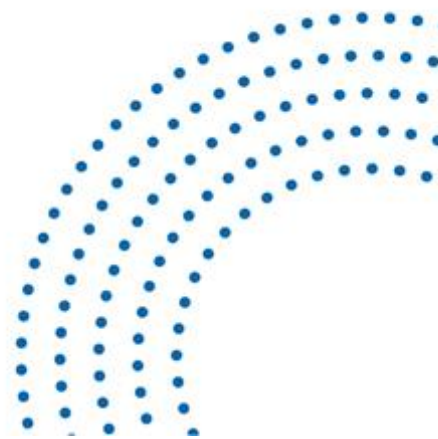


<sup>4</sup> During the second half of the year, the 11 Paris stores in Peru were closed due to the closure of its business in the country.



02.

MATERIALITY



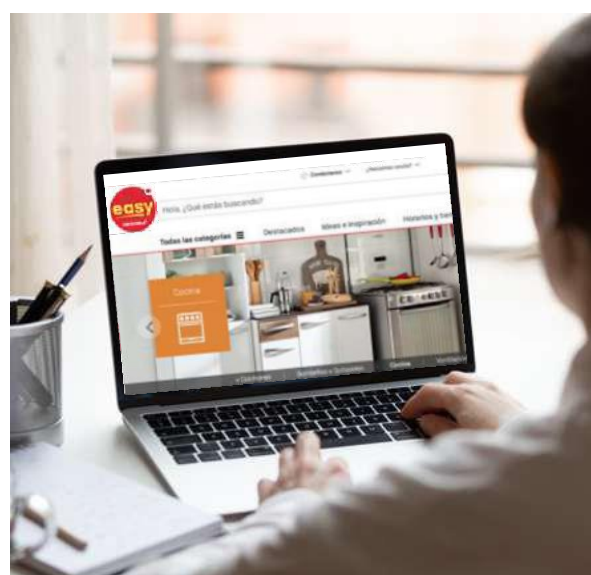
## 02. Materiality

### 2.1 Market environment and trends

#### 2.1.1 Macroeconomic context

From the beginning 2020 was marked by the COVID-19 pandemic, an event that has claimed more than two million lives worldwide and, due to the economic effects of the health crisis, has pushed nearly 90 million people into extreme poverty. It has been an experience that has had important repercussions for everyone and, particularly, for people in vulnerable situations.

However, according to estimates by the International Monetary Fund (IMF) in the January 2021 update of its World Economic Outlook, the contraction in global growth in 2020 was -3.5%, 0.9 percentage points better than previously projected. This reflects a dynamism greater than expected in the second half of the year and allows us to see more encouraging signs regarding the performance of the most critical period that the global economy experienced during the first half of the year.



But the pandemic continued to spread, leading many countries to slow the pace of reopening or to reinstate partial lockdowns to protect vulnerable populations. In this context, the recent approval of vaccines has raised hopes that the breakthrough of COVID-19 will mark a turning point, although new waves and variants of the virus raise concerns.

Furthermore, the recovery and opening of trade has shown considerable variations between countries, depending on the sanitary measures adopted, the effective implementation of trade policies, and the structural characteristics of each economy at the beginning of the crisis. Many economies, particularly those with lower incomes, already had high levels of debt at the beginning of the crisis, which will tend to increase during the pandemic. The global community should continue to work very closely together to provide them with adequate access to liquidity.

## Latin America

The IMF stated that Latin America has been particularly struck by the effects of the pandemic. The health crisis combined with social unrest - expressed in various protests and demonstrations in different countries - led most of the region's economies to end 2020 with significant declines in activity. In its January 2021 update, the international organization estimated that the period ended with a contraction of 7.4% in Latin America and the Caribbean.

### Chile



Although in its December 2020 Monetary Policy Report the Chilean Central Bank stated that the local economy improved with respect to the sharp fall recorded in the second quarter, the prolongation of health restrictions, the slow recovery of the most affected sectors and the traces left by the crisis had a negative impact on the dynamism of the recovery. Finally, Chile's Gross Domestic Product (GDP) fell 5.8%.

### Argentina



Restrictions on the movement of people in order to mitigate the COVID-19 pandemic affected a significant set of economic activities in the country, which recorded a 9.9% drop in 2020 GDP, an estimate made from figures from the National Institute of Statistics and Censuses. Although IMF forecasts point to an expansion of 4.5% for 2021 and 2.7% for 2022, these levels will be below the expansions recorded before the pandemic. Nevertheless, forecasts have improved compared to previous versions, mainly due to the expectation that vaccination and the measures adopted by the government will control the spread of the virus.

### Brazil



The Gross Domestic Product suffered a 4.1% contraction in 2020 compared to 2019, which was the lowest rate in the historical series of the Brazilian Institute of Geography and Statistics (IBGE) that started in 1996, due to the adverse effects of the pandemic. Still, the figure was above the -4.5% forecast considered by the IMF.

### Peru



In a scenario shaped by the COVID-19 and after 21 years of uninterrupted growth, Peru's GDP contracted 11.1%, its worst performance in three decades, according to the National Institute of Statistics and Information Technology (INEI). The forced extensive confinement to contain the spread of the coronavirus led to a reduction in domestic demand by -10.1%, mainly due to the decline in household consumption (-8.8%) and gross fixed investment (-15.6%).

### Colombia



Colombia's Gross Domestic Product recorded a historic contraction of 6.8% year-on-year in 2020, compared to the growth of 3.3% in the previous year, the largest contraction in the Andean economy since records began in 1975. The drop was due to the impact of the pandemic on construction, commerce, hotels, and mining and quarrying activities, which recorded historic declines, according to data published by the National Administrative Department of Statistics.

## 2.1.2 Environment: challenges and opportunities

Recently there have been important social changes related to the awareness of the population regarding environmental protection and the responsibility and impact that companies have on the environment. In addition, a series of environmental regulations and legal restrictions have been implemented that have driven a radical transformation of the business models used so far.

The consumers are becoming more and more concerned about conscious consumption. Therefore, a product, in addition to satisfying the customer's requirements and tastes, it must also comply with the impact it has on its environment. On top of this there are economic pressures and social demands that have made the supply of products at a fair price a necessity.

Also, criticisms of production-oriented agriculture, industrialization of harvesting methods and food processing and distribution have spread throughout the world. This has challenged the food industry model, where the protection of natural resources has become a necessity to meet consumer expectations.

In addition, COVID-19 has accentuated these demands, impacting people's routines and habits, as well as the household economy. People have thus paid more attention to their eating habits and, in order to protect their health, they have required greater availability of offers through digital media.

### Change in consumers' diets

Currently, there are more than 3.2 billion people suffering from malnutrition, whether undernourished or over nourished. This has become a major concern when it comes to meeting the strong growth in demand, while at the same time seeking to provide access to a healthy diet for the world's population. People's food consumption habits have been strongly impacted by concerns about the health effects of food, so there has been a change in the diet that emphasizes quality over quantity, in the search for organic products that prioritize flavor and authenticity.

A recent survey revealed that 64%<sup>5</sup> of consumers worldwide follow a diet that limits or prohibits the consumption of certain ingredients. Meanwhile, 70% say they make dietary choices to help prevent health problems. At a Latin American level, a study revealed that 19% of those consulted declared themselves vegetarian, 15% flexitarian (minimal meat consumption) and 9% vegan<sup>6</sup>.

In Chile, around 1.5 million people do not consume meat, which is equivalent to 6% of the total population, thus reducing their consumption of meat and other animal products. These new options are affecting the entire food production and distribution chain, with the emergence of new product ranges (e.g., vegan and vegetarian) and the development of fair-trade labels and brands.

Health issues are only one of the elements considered by consumers when making their purchasing decisions, highlighting other aspects such as concern for animal welfare, fair prices for products and adequate compensation for farmer-suppliers, and promoting local and circular consumption to reduce food waste.

<sup>5</sup><https://www.nielsen.com/wp-content/uploads/sites/3/2019/04/global-ingredient-and-out-of-home-dining-trends-aug-2016.pdf>

<sup>6</sup>[https://www.rcnradio.com/estilo-de-vida/hay-mas-de-600-millones-de-vegetarianos-en-el-mundo#:~:text=El%20estudio%20revel%C3%B3%20adem%C3%A1s%20que,carne\)%20y%209%20%25%20vegano](https://www.rcnradio.com/estilo-de-vida/hay-mas-de-600-millones-de-vegetarianos-en-el-mundo#:~:text=El%20estudio%20revel%C3%B3%20adem%C3%A1s%20que,carne)%20y%209%20%25%20vegano)

## Digitization of purchasing habits

The emergence of virtual commerce has implied a real transformation for retail, as companies have had to update and adapt to an increasingly demanding and empowered consumer. This has generated a greater diffusion of technologies in the food industry, in order to save time for consumers and offer a more fluid, transparent and personalized experience.

The implementation of the omnichannel strategy is becoming increasingly necessary in the face of consumer habits that combine physical and online shopping. The pandemic has also contributed to the use of digital means over face-to-face purchases, mainly due to health issues.

Smartphones are playing an increasingly relevant role<sup>7</sup> Surveys indicate that 71% of consumers, 83% of whom are between the ages of 18 and 44, report using their phones to shop in stores, to find help with purchasing decisions, search for user reviews of products, look up nutritional information, search for sales, scan barcodes and QR codes using special apps to minimize or eliminate checkout wait times.

One of the great advantages of digital technology is that it allows to offer consumers a more personalized service, because artificial intelligence helps retailers to better understand their needs. There is a growing demand for transparency about the products that are purchased, and the use of digital technology can help to meet this demand, offering greater guarantees about food safety and product tracing.

## Providing quality products at affordable prices

According to a survey conducted by eMarketer<sup>8</sup> in 28 countries across all continents, access to healthy, high-quality food in adequate quantities for everyone came out as the third and fourth priorities, respectively, for people. Thereby, it becomes a duty to provide healthy food at affordable prices for all segments. More than 820 million people, equivalent to 10.8% of the world's population, were undernourished in 2018.

Despite the aforementioned, affordability is not the only determining factor for a segment of consumers, who may require specific products or prefer the availability of price options to choose from. Therefore, it is important to offer products that combine segmented prices with a broad coverage to help close the economic and geographic food gap.

## Reinventing the agricultural model

In view of the alarming population growth predicted for 2050, the Food and Agriculture Organization of the United Nations (FAO) has indicated that to ensure food security for all, world food production will have to increase from the current 8.4 billion tons to 13.5 billion tons per year, equivalent to a 60% increase between now and 2050.

However, intensive and industrial agricultural methods have reached their limits, with catastrophic results for the planet. Currently, more than 70% of the planet's ice-free terrain is used. One third of the cultivable area is used to grow feed (fodder) for livestock and 60% of the cereals produced worldwide are used to feed animals. About 80% of deforestation is due to agriculture, especially land clearing for soybean cultivation to feed livestock and for palm oil. Therefore, using more land to produce food is not a viable solution. Furthermore, current agricultural methods deplete soil fertility and productivity is expected to fall by 30% by 2050. Alternative production techniques are needed to compensate for these imbalances. For example, agroecological practices expand the production potential of the land. Although their production level remains relatively limited, these techniques are becoming widely available. Given the dual challenge of keeping up with growing demand and complying with increasingly stringent environmental standards, the agricultural industry must adapt and shift to a more sustainable form of production.

<sup>7</sup> <https://wearesocial.com/digital-2021>.

<sup>8</sup> [https://on.emarketer.com/rs/867-SLG-901/images/eMarketer\\_Future\\_of\\_Retail\\_Report\\_Braze\\_2019.pdf](https://on.emarketer.com/rs/867-SLG-901/images/eMarketer_Future_of_Retail_Report_Braze_2019.pdf)

## Preservation of our natural resources

Population growth, accelerated urban expansion and human activity are causing climate change with large-scale consequences that threaten the Earth's balance and biodiversity. Each year, 13 million hectares of forest area, home to 80% of the planet's biodiversity, are lost due to bad practices, especially in tropical regions. The Intergovernmental Panel on Climate Change (IPCC) has estimated that global surface temperatures could rise between 1.1°C and 6.4°C this century.

Thanks to various efforts, a large number of people have recently become aware of the risks involved and agree that rapid action must be taken to reverse the negative environmental, energy and food consequences. People have a better understanding of the impact of intensive agriculture on the planet, which is why restoring the imbalances resulting from the globalization of food systems has become a necessity, with the implementation of a more resource-efficient and locally focused model.



## 2.2 Materiality

Materiality is a fundamental concept to understand the structuring of corporate reports, being a reflection of the management of externalities (positive and negative) in economic, social and environmental terms, or elements (positive and negative) that substantially influence the relevant stakeholders for Cencosud. A topic is considered material when its management and/or impacts are relevant to the business and/or influence the decision of stakeholders. On the other hand, investors are paying more and more attention to the management of relevant issues related to ESG dimensions. This interest stems from the implications of the risks associated with the management of these issues. To advance in the integration of all these elements into its model, Cencosud produced its third Integrated Annual Report. The identification of social and environmental externalities has been key in the elaboration process. This exercise has helped the Company to detect potential risks to the business and identify opportunities to create additional value for society and the environment.

### 2.2.1 Stakeholders







In today's environment, stakeholders are increasingly demanding greater commitments from companies in terms of socially and environmentally responsible management and are capable of affecting company results through their decisions. In this context, the importance of stakeholder engagement increases for any organization seeking to be responsible and sustainable. Companies that remain close to these groups are able to respond in advance to their concerns, avoiding conflicts with them and capturing business opportunities.

Communication with stakeholders makes a difference in the management and integration of sustainability in the companies' business. Finally, it is important to point out that dialogue also allows organizations to increase their reputation and trust in them.

For Cencosud, its stakeholders are a central part of its daily management and help it maintain its position as the *most prestigious retailer*. The Company works to establish the basis of the relationship with its employees, customers, tenants, shareholders and investors, the community and society, in order to know their expectations and respond adequately to them and to maintain their trust.

Through its Policies and Commitments, the Company establishes the principles behind the creation of long-term value for its most relevant stakeholders. In turn, it defines and identifies key aspects of its relationships with the different stakeholders, doing so in a focused, aligned, collaborative and fair manner.

## Stakeholders

Group	Definition	Why is it important?
 <b>Employees</b>	This group includes all employees of all the Company's operations, who at the end of the report date had a contract and who at the end of the period totaled 117,638, of which 50.7% are women.	To fulfill its promise of quality service to its customers, Cencosud requires committed employees, trained to understand the changing needs of customers and with a strong customer service-focused culture.
 <b>Customers</b>	They are the Company's current and potential customers in all operations throughout physical and online channels.	For Cencosud, customers are at the center of its business model. That is why, its purpose is to work daily with passion, respect, transparency and trust, to improve the quality of life of its customers.
 <b>Suppliers</b>	These are all the suppliers that are in the supply chain of goods and services necessary for the operation. Cencosud is implementing a sustainable value strategy in its value chain. In doing so, it acts with the future in mind, strengthens its procurement channels and ensures the sustainability of its product range.	The Company understands that people's trust is a core element for the creation of long-term value. To achieve this, the supply chain is a fundamental link; the way to establish trusting relationships is by actively listening to their requirements. Cencosud listens, analyzes and seeks to address their opinions and concerns, identifying risks and opportunities, since this group is fundamental and makes it possible to have a sustainable chain.
 <b>Financial market</b>	This interest group includes: Financial and ESG market analysts who follow the Company. Local and international financial risk and ESG rating agencies. Noteholders and bondholders' representatives. Shareholders. Financial institutions that are creditors of Cencosud.	Transparency in the disclosure of information to the market is a priority for the Company. For this reason, Cencosud is working to improve practices in this area, adopting the best international standards. In this regard, this year it will report using the SASB standard, which focuses on the financial creditors' view.
 <b>Civil society organizations</b>	This group includes all civil society organizations that gather the community related to the Company. These include trade unions, neighbor associations, NGOs, consumer associations and the community in general.	Cencosud evaluates and manages social and environmental external factors, which makes it possible to identify and mitigate potential risks to the business. Likewise, the Company detects opportunities for new initiatives that allow the creation of shared value with its stakeholders.
 <b>Government and regulator</b>	These are the agencies in each country that regulate the Company's operations and with which the Company has a relationship. In Chile, since it is a corporation open to the capital market, it is regulated by the Financial Market Commission (FMC).	Cencosud is a company listed on the Chilean Capital Market, and therefore must comply with the requirements of the regulator, the FMC.

Communication channels	Financial market	Employees	Community	Suppliers	Tenants	Government	End Customer
Corporate website	x	x	x	x	x	x	x
Meetings	x	x	x	x	x	x	x
Press	x	x	x	x	x	x	x
Social media		x	x	x	x	x	x
Integrated Report	x		x	x	x	x	x
Interviews				x	x	x	x
Conferences and/or Video Conferences	x	x		x		x	
Complaints					x		x

## 2.2.2 Material issues

For the preparation of Cencosud's third Integrated Report, the 2020 materiality process included the following specific stages:



### Identification

In this period the relevant issues raised in 2019 were reviewed, based on GRI recommendations and the AA1000 standard (developed by the Institute of Social and Ethical Accountability). In addition, the materiality analysis proposed by the Sustainability Accounting Standards Board (SASB) was incorporated in its capacity as stakeholder representative of investors. The standard that corresponds to Cencosud is that of the *Food Retailers & Distributors* industry.

Also, the material issues of the companies that are part of its peer group and the specific subjects of the Dow Jones Sustainability Index (DJSI) questionnaire -one of the main stock market reference indexes in sustainability- were reviewed in relation to corporate responsibility and sustainability for the *Food & Staples* industry category under which the Company is analyzed. Regarding the Shopping Centers division, in addition to the above, the GRESB methodology -the leading benchmark ESG methodology for infrastructure assets and real assets- was used for the preliminary identification of material issues and key questions. The result of this evaluation led to an update of the list of material issues proposed in 2020. Once the elements considered as inputs for the analysis of the materiality review had been defined, the methodological steps were as follows:

- Unification of Validation 2019**  
 The material issues proposed by the comparables described above were unified and grouped into a long list.
- Classification by scope and size**  
 The concepts of the long list of material issues were classified into environmental, social and governance domains and dimensions: planet, people, products/properties and governance.
- SASB Materiality**  
 Due to the relevance of the stakeholder group they represent, a higher level of importance was assigned to the topics proposed by SASB to ensure their vision.

- **2020 List of Issues**

An analysis and validation session were held with the reporting team of Cencosud and its subsidiary Cencosud Shopping to finalize the list of 2020 material issues.

- **2020 Cencosud vs Cencosud Shopping material issue crossing**

In order to maintain a line between the parent company and its subsidiary, the labels of the common material issues were aligned.

### Prioritization

The prioritization of each of these material issues responded to an exercise that considered information from secondary sources, including ESG investor questionnaires. The incorporation of other stakeholders in the preparation of the Integrated Report was achieved through the results analysis of the different channels of permanent communication available to the business units.

### Validation



Finally, the prioritization of material issues was carried out by the Corporate Sustainability area and validated by the Corporate Institutional Relations and Legal Affairs Manager.



### 2020 List of Issues

The list of issues was classified into the following strategic sustainability areas: planet, people, products/properties and governance (Corporate Governance):

Planet	People	Properties	Governance
<b>Environmental management</b>	Commitment with the Community	Quality and safety of Shopping Centers	Data security
<b>Water management</b>	Tenant relationship management and visitor purchase experience.	Real estate asset quality	Corporate Governance
<b>Energy management</b>	Employee welfare		Risk management

The material issues, sub aspects and the interrelation with the materiality of the SASB sector for Cencosud are detailed as follows:

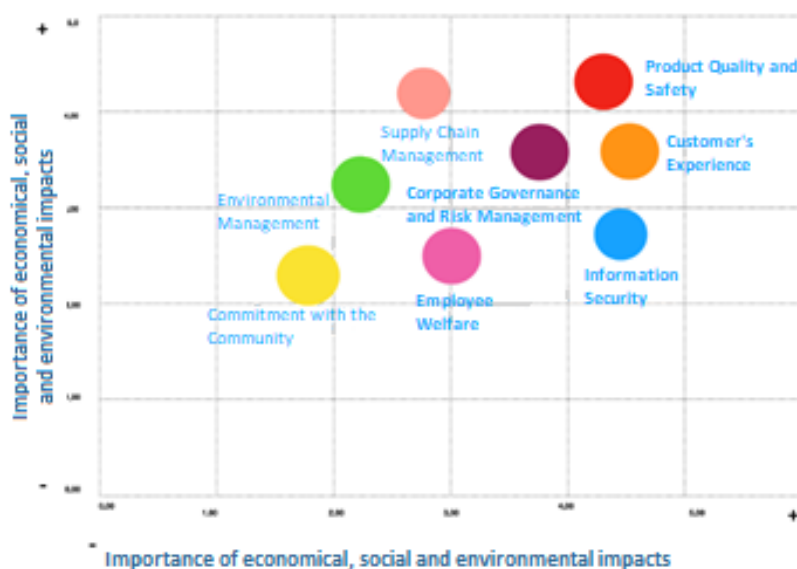
Sustainability pillar	Material issue	Subtheme considered	SASB material issues for the Food Retailers & Distributors sector
<b>Planet</b> 	Environmental management	Emissions management	Energy & Fleet Fuel Management
		Waste Management	Air Emissions from Refrigeration
		Water management	Food waste management
		Energy management	Energy & Fleet Fuel Management
<b>People</b> 	Welfare of employees	Care and promotion of human rights	Fair Labor Practices
		Care and promotion of health and safety	
		Care and promotion of diversity and inclusion	
		Employee development	
	Commitment with the Community	Link with communities	
	Customer experience	Marketing and responsible consumption	Product labeling and marketing
		Innovation and Digitization	
		Safe and quality experience	

Sustainability pillar	Material issue	Subtheme considered	SASB material issues for the <i>Food Retailers &amp; Distributors</i> sector
<b>Product</b> 	Product quality and safety	Product quality care	
		Transparency and reliability of labeling	
		Product health care and nutrition	
		Availability of food alternatives for different eating habits and/or dietary needs	
<b>Governance</b> 	Supply chain management	Social management of the supply chain	Management of Environmental & Social Impacts in the Supply Chain
		Environmental management of the supply chain	
	Corporate Governance and risk management	Effectiveness of the Board of Directors	
		Code of Ethics and Compliance	
	Information security	Care and protection of customer data	Data security
		Protection of information	
		Cybersecurity	

### 2.2.3 Materiality Matrix

Materiality is composed of two main items, which in turn are translated into two processes: the first is related to defining the list of issues that in their operation (management) and/or impacts are relevant to the business and/or influence the decision of the stakeholders. The second seeks to prioritize through different techniques said list of issues.

Down below, the materiality matrix is detailed in the upper quadrant are located the priority issues for Cencosud and its relevant stakeholders, both from the investor's perspective and their stakeholders.



Environmental Aspect	Social Aspect	Government Aspect
 Environmental Management	 Commitment with the Community	 Product Quality and Safety
	 Employee Welfare	 Information Security
	 Supply Chain Management	 Customer Experience
		 Corporate Governance and Risk Management

## 2.2.4 Management approach



### Environmental Management

This material aspect considers the impact of our operations in the environment and all the adaptation and mitigation actions to face the challenges associated with climate change. The subthemes related to operational efficiency such as water management, emission management and energy management are included.

It is relevant because stakeholders are aware and value how companies commit and manage their impacts in the environment, and it is part of their brand assessment. Therefore, it is essential to integrate these elements into the business model for business sustainability.

How do we manage it?	Our KPI
<b>Emission management</b> With actions related to: Measure, control and manage direct generation (Scope 1 and Scope 2) of operation emissions.	Gross global greenhouse gases (GHG) emissions of Scope 1 and 2 in our operations in all countries. <u>Metrics:</u> Total consumption of cooling gases (Kg) + fuel consumption = <b>total scope 1 (Ton CO2)</b> Ton CO <sub>2</sub> + energy consumption (MWh) = <b>total scope 2 (Ton CO2)</b>
<b>Waste Management</b> With actions related to efficient and responsible management of all kinds of waste in operations.	Waste management and control in our operations. <u>Among other metrics are:</u> Total waste generated (Ton); Total organic waste (Ton); Total degreased sludge residues from degreased chambers waste (Lts); Total non-hazardous industrial waste, akin to household (Ton) and Total recycled waste (Ton); Total Hazardous Waste (Ton).
<b>Water management</b> Through efficient management of water resource in our installations, especially in the Shopping Centers business unit, where it is a material issue.	Management related to water resource: consumption, reuse and effluents. Management by type of water source, by country and by business. <u>Metrics:</u> Total consumption of the water resource per source (m <sup>3</sup> ) and by areas of water stress.
<b>Energy management</b> Through a management that integrates the use of different renewable source technologies.	<u>Metrics:</u> Energy consumption: MWh (renewable / non-renewable).



### Welfare of Employees

The sector manages global supply chains to anticipate consumer demands. It is responsible of maintaining low costs and keeping products stored in their physical stores. It is a highly competitive sector, characterized by generally low margins. Employees are an important part of the costs. Companies must balance fair remunerations, maintaining costs under control.

How do we manage it?	Our KPI
<b>Care and promotion of human rights:</b> Cencosud is concerned with having due diligence regarding the care and promotion of human rights.	Percentage of unionized employees.
<b>Care and promotion of health and safety,</b> involves managing all aspects associated with employees welfare and, especially, those related to health and security care of employees and contractors.	Absenteeism, accident, occupational illnesses and fatality rates. Percentage approval rating in labor climate survey. Percentage of positions filled with internal personnel. Percentage of women in executive positions.
<b>Diversity and inclusion.</b> At Cencosud we seek to promote diversity and inclusion of people with disabilities in all our operations.	Percentage of generational diversity, ethnicity, gender, inclusion of people with disabilities, and promotion of an inclusive culture.
<b>Employee development.</b> Promoting the best practices in line with current regulations and market trends.	Evaluation percentage; number of internal promotions; salary gaps by gender and category; compensation structure, career and succession plans, training hours; amount of investment in training.



## Commitment with the Community

Keeping the community and society trust is key to maintain the social license to operate.

How do we manage it?	Our KPI
<b>Link with communities.</b> We seek to have a positive and, inclusive impact with social development and growth opportunities in the community.	Amount of donations; amount paid to associations; volunteering hours.



## Customer Experience

Through e-commerce companies must carefully manage two different priorities.

On one hand, companies compete in their ability to take advantage of the data to offer users relevant services and direct advertising or product recommendations based on preferences and consumer behavior patterns. On the other, to safeguard the confidentiality of customer data.

How do we manage it?	Our KPI
<b>Marketing and responsible consumption.</b> The <i>marketing</i> actions must inform and educate in line with the attributes of sustainability, promoting responsible and educated consumption at the time of purchase decision making.	Some associated metrics are: number of complaints, NPS and other service quality metrics.
<b>Innovation and Digitization.</b> Group initiatives that offer digital and innovative solutions to our customers, thus improving their shopping experience.	Income percentage through e-commerce channels.
<b>Safe and quality experience.</b> Actions and initiatives that allow our customers to have excellent purchase experiences, whether within our facilities or in digital spaces.	Scope are all installations and all channels, including online channels, NPS (Net Promoter Score); non-found products rate; returned products rates, complaint rates.



## Product Quality and Safety

Product quality, safety and innocuousness are key to the industry and are a priority for Cencosud.

How do we manage it?	Our KPI
<b>We manage product safety and quality.</b> Through actions that ensure innocuousness, quality and safety of the products offered. Among them are: supplier audits and certifications, among others.	Number of complaints for defective products; number of returned products; returned products rate; product quality audits; quality certifications; ISO quality standards.
<b>Transparency and reliability of labeling.</b> In own brands a readable and transparent information is promoted to give trust to customers.	Number of products with seals; percentage of sale of products with seals, number of complaints associated with food labels and seals.
We work to have a wide variety of products that meet <b>nutrition and quality</b> conditions, promoting the care of a healthy diet in customers. We do it, for instance, through initiatives such as "Come Sano" ("Eat Healthy").	Sale percentage of products without seals (products without seals rate in our MMP); % of sold low or sugar-free drinks; sale number of products without seals. Products with Certified Humane or Cage-Free Hens rate; products and/or income rate from products with any associated certification.
Having a range of products for <b>different food habits and needs</b> . In Cencosud these products have been grouped in a section called "Mundo Bio Natura" ("Bio Natura World," a healthy food section).	Products without seals. Nutritious products. Commitment to Animal Care. Percentage of income with products with seals.



## Supply Chain

How do we manage it?	Our KPI
<b>Social management in the supply chain.</b> Through the evaluation and audits aimed at our suppliers to ensure that they meet their work obligations regarding human rights.	Code of Suppliers and associated audits; % of suppliers evaluated; number of suppliers; number of SME suppliers; number of audits of supplier certifications.
<b>Environmental management in the supply chain.</b> Promoting initiatives aimed at suppliers to adopt mitigation and adaptation actions, in order to better deal with existing environmental regulations and challenges associated with climate change.	% of suppliers that have signed the Code of Suppliers and number of associated audits; guides of good practices; number of certifications, percentage of certified products sale; % of sales of fishing products with seals; % of certified suppliers and % of certified products range.



## Corporate Governance and Risk Management

Corporate Government management is a significant element for the value creation for all shareholders. Furthermore, risk management and information security with the increase of digital channels are aspects that must be managed and monitored from the Board of Directors.

How do we manage it?	Our KPI
The <b>Board of Directors effectiveness</b> is managed through all good Corporate Governance practices, which focus on generating value for all shareholders alike.	Among these aspects are: diversity, experience, committees, independent directors, Board of Directors remuneration; attendance to sessions; attendance to committees; other boards. % of attendance to board sessions; % of attendance to committees; % of women; % of independents.
The <b>compliance ethical management</b> is carried out through all policies, practices and regulations that ensure that ethical and upright behavior is safeguarded by all employees.	Among the best practices are conducts related to compliance; free competition; avoidance of bribery, corruption, fraud, money laundering, among others that may affect the Company's reputation. % of complaints related to these issues.



## Information Security





How do we manage it?	Our KPI
<b>Care and protection of customer data</b> is managed through information security areas, and all initiatives associated to protection and safety of customer data.	Number of complaints or claims related to this aspect.
<b>Information protection.</b> This is managed from a global perspective and not only refers to digital information, but also all the information of the Company. This is managed through the information security area.	Number of related complaints and number of attacks on the Company's IT security; hours of training per employee on cybersecurity; number of Board meetings in which this issue has been addressed.
By <b>cybersecurity</b> we understand all efforts and initiatives associated with avoiding and protecting the Company from cyberattacks that may impact the company and its processes.	Number of complaints, number of attacks on the Company's IT security.

## 2.2.5 Generated and Distributed Economic Value

Figures in thousands of CLP	2020	2019	Variation
<b>Direct Generated Economic Value</b>	<b>11,702,223,346</b>	<b>11,213,616,148</b>	<b>488,607,198</b>
<b>Distributed Economic Value</b>	<b>-10,875,558,640</b>	<b>-10,492,132,731</b>	<b>-383,425,909</b>
Benefits and Salaries	-1,182,066,074	-1,254,710,752	72,644,678
Payments to Suppliers	-8,763,414,221	-8,713,733,283	-49,680,938
Other Operational Costs	-568,958,995	-470,806,221	-98,152,774
Payments to the Government in Taxes	-54,436,048	-24,251,181	-30,184,867
Paid Dividends	-91,360,142	-28,631,294	-62,728,848
Investments in Community	-215,323,160		-215,323,160
<b>Retained Economic Value</b>	<b>826,664,706</b>	<b>721,483,417</b>	<b>105,181,289</b>

## 2.2.6 Commitment to the SDGs

Through our Integrated Annual Report, we report on our management and commitments to advance in the Sustainable Development Goals, led in Chile by Global Compact Chile, of which the Company is a member.

Sustainability pillar	Material issue	Subtheme considered	SDGs we contribute with material issues management
<b>Planet</b> 	<b>Environmental management</b>	Emissions management	<b>SDG 6, 7, and 13</b>
		Waste Management	
		Water management	
		Energy management	
<b>People</b> 	<b>Employee welfare</b>	Care and promotion of health and safety	<b>SDG 5 and 10</b>
		Care and promotion of diversity and inclusion	<b>SDG 8 and 16</b>
		Employee development	
	<b>Commitment with the Community</b>	Link with communities	<b>SDG 11 and 12</b>
		Marketing and responsible consumption	
	<b>Customer experience</b>	Innovation and Digitization	
Safe and quality experience			
<b>Product</b> 	<b>Product quality and safety</b>	Product quality care	<b>SDG 3 and 12</b>
		Transparency and reliability of labeling	
		Product health care and nutrition	
		Availability of food alternatives for different eating habits and/or dietary needs	
	<b>Supply chain management</b>	Social management of the supply chain	<b>SDG 12</b>
		Environmental management of the supply chain	
<b>Governance</b> 	<b>Corporate Governance and risk management</b>	Effectiveness of the Board of Directors	<b>SDG 7, 8, and 16</b>
		Code of Ethics and Compliance	
		Care and protection of customer data	
	<b>Information security</b>	Protection of information	
		Cybersecurity	

## 2.3 Cencosud's Strategy

### 2.3.1 Strategic Focuses

Cencosud's strategic focuses, presented in 2019 and updated in the guidance published on January 14, 2021, aim to position the Company as a leading player in the sustainable food business, integrating environmental, social and governance dimensions into its model. This includes a three-year strategic look, where the main focuses are:






- **Increase** market share in Supermarkets, e-commerce and Home Improvement in the most profitable markets;

- **Maximize** Cencosud's return on capital through more efficient use of the Company's existing assets, such as land and stores, for the development of new retail stores, Shopping Centers and investments to deepen market penetration in e-commerce channels; and
- **Accelerate the e-commerce** strategy that allows customers to access an increasingly complete and efficient omnichannel proposition.

### 2.3.2 Guidance

The Company expects to achieve in 2021 revenues of CLP 10,187,023 million and an adjusted EBITDA margin of 9.4%. In turn, the Capex Plan considers investments of USD 1.8 billion for the next three years distributed between 2021 and 2023 and that will be allocated to remodel 100% of Cencosud's stores in the region (USD 740 million), build 144 new Supermarket and Home Improvement stores (USD 340 million), to refurbish eight shopping centers, execute five major expansions and build two new shopping centers (USD 420 million) and to invest in technology, logistics & e-commerce (USD 300 million). The latter includes the launch of the proximity format, called Spid<sub>35</sub>, in Supermarkets, with delivery times of less than 35 minutes, via a new app. This new service, unique in Latin America, will include the opening of gray and dark stores. Launched in Chile on January 15, 2021, it will be available during the year in the five countries where Cencosud maintains operations. Through this strategy, the Company will generate sustainable value for its shareholders and all its stakeholders.

Focuses	Description	KPI	Detail
<p><b>To maximize Cencosud's capital return</b></p> 	<p>The Company has worked on reducing debt, improving liquidity indicators and increasing duration. To this end, the IPO of the Shopping Center business, the tender offer and make-whole redemption were carried out. The organizational structure was revised, shifting the focus from business unit to country and processes to gain efficiencies. A thorough knowledge of the local culture gives way to an adequate mix of products that will also allow to choose those suppliers that fit the offer required by the customers.</p>	<p>Net Financial Debt / Adjusted EBITDA: went from 3.27 times to 2.3 times.</p> <p>Cencosud achieved in the fourth quarter of 2020 the highest EBITDA in the last 10 years, an EBITDA margin of 12.8% and growth of 41.4% in adjusted EBITDA.</p>	<p><b>Chapter 8</b></p>
<p><b>Increase market share</b></p> 	<p>In Supermarkets, Home Improvement, e-commerce and in markets with greater profitability. The Company has done this by optimizing working capital management; improving cash flow; having a more adequate product mix; increasing the supply of perishable products with quality, safety and certification attributes. All of the above has given Cencosud a strong competitive advantage at year-end 2020.</p>	<p>Percentage of market share by business unit and channel.</p>	<p><b>Chapter 5 and 8</b></p>
<p><b>Accelerate the strategy e-commerce</b></p> 	<p>Cencosud is working to accelerate the e-commerce strategy that will enable customers to access an omnichannel increasingly more comprehensive and efficient. This will enable it to increase market share in the Supermarkets, Home Improvement, e-commerce business segments and in the most profitable markets. This will allow to make more efficient use of its GLAs, focusing on a single marketplace.</p>	<p>Growth of the e-commerce channel: Supermarkets, with an expansion of 278.6%; followed by Department Stores, with an increase of 186.5%; and Home Improvement, with an increase of 125.1%.</p>	<p><b>Chapter 5 and 8</b></p>



### 2.3.3 ESG (Environmental, Social and Governance) Strategy

#### Our aspiration

At Cencosud, we work daily with passion, respect, transparency and trust to improve the quality of life of our customers, through a unique, sustainable experience and with unmatched standards of quality in our products and services.

#### Always doing the right thing









Cencosud manages its brands commitment in order to guarantee more inclusive, honest and transparent brands, capable of giving support to what they promise. For the Company the commitment of always doing the right thing has always been one of its core values, to permanently keep its promises through consistent and coherent actions. In each decision it takes, it seeks to evaluate how to strengthen the trust with its stakeholders.

#### How to manage sustainability integration?

Integration is related to its business model and is understood as a key element, in which the Company is responsible and manages the links with each stakeholder. Cencosud understands that this sustainable development is a process and allows to build a society with better quality of life levels in its social, economic and environmental dimensions. This way, sustainability integration involves generating linked economic, environmental and social actions, where its connection has a great potential to create value for everyone involved. Next, the central aspects of this strategy are detailed.

### Pillars of sustainability strategy



Pillar	Detail	Strategic focus to which it relates	Chapters in which it is detailed
<b>Planet</b> 	This aspect considers the management of issues that impact the environment.	<b>To maximize Cencosud's capital return.</b> 	<b>Chapters: 2, 7, and 10</b>
<b>People</b> 	Social aspects linked to our employees, customers, and communities in which our facilities are in.	<b>Increase market share</b> 	<b>Chapters: 2, 4, 6, 8, 9, and 10</b>
<b>Product</b> 	This aspect considers the management of issues related to quality, safety, security and everything that impacts the product. This includes the supply chain management.	<b>To accelerate the e-commerce strategy</b> 	<b>Chapters: 2, 4, 6, 8, and 10</b>
<b>Governance</b> 	This focus considers Corporate Government, strategic and risk management issues.	<b>To maximize Cencosud's capital return.</b> 	<b>Chapters: 2, 3, 10, and 11</b>

## 2.3.4 ESG Performance and Disclosure

As Cencosud progresses towards its goals, it also looks at the future, through its stakeholders' commitment, integrating in its management the commitments that will allow it to keep its leadership in terms of sustainability in the coming years. In 2020 the Company launched a new sustainability strategy and is progressing in its material issues measurement in 100% of the operation.

Material issue	Progress and commitments
<b>Emissions management</b>	Scope 1 + Scope 2 + Scope 3 2,206,358 Ton CO <sub>2</sub> e
<b>Water management</b>	Efficient water uses in operations and offices, joined by awareness processes and training to employees. Support work for suppliers of vegetables and fruits because they are among those most affected by water emergencies.
<b>Energy management</b>	Cencosud's objective is that all its business units are supplied by renewable energy sources. Likewise, actions that seek to reduce water consumption and/or promote the use of renewable energy sources are developed in all of its business units. Implementation of efficient lighting and cooling equipment. Energy monitoring and nighttime overconsumption. Commitment: The main supplier of the Company (AES Gener) confirmed that as of January 1 <sup>st</sup> , 2022, all the energy provided by the company to the Cencosud group will come from 100% renewable energy technologies.
<b>Diversity and inclusion</b>	50.7% women
<b>Certifications</b>	Blue Seal: 100% of fish sale in Chile is certified
<b>Supply chain management</b>	Total number of suppliers: 22,244
<b>Corporate Governance</b>	% of attendance to Board sessions: 94%



03.



GOVERNANCE

## 03. Governance

### 3.1 Corporate Governance Structure

As a leading company in the retail market and with a strong presence in Latin America, Cencosud is aware of its role in the community. Given this, in recent years the Company has been adapting its strategic pillars to ensure that its business units operate in a sustainable and long-lasting manner.

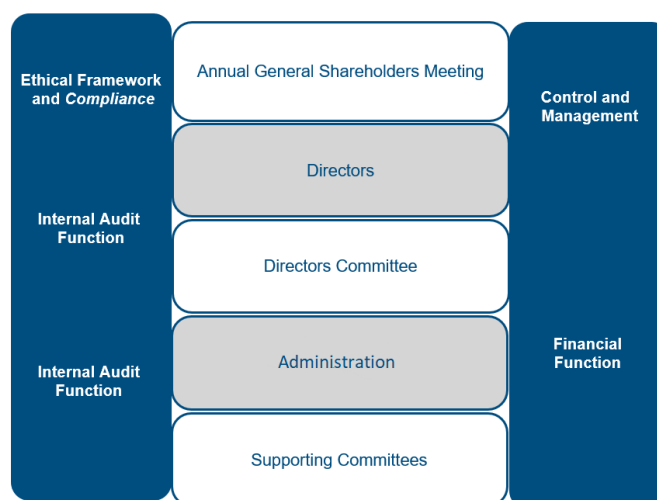
From this sustainable approach, the Company's strategy for 2020 is based on the development of four pillars, one of which has to do with the development of the Company's internal governance and its relationship with its various stakeholders.

It is essential for Cencosud to have the trust of its stakeholders, so it aims to be responsible in all its implemented business actions and seeks to generate trust and solid relationships with its stakeholders, reporting on its progress during 2020 in relation to:

- Board of Directors Effectiveness;
- Code of Ethics and Compliance;
- Risk management;
- Care and protection of customer data;
- Protection of information; and
- Cybersecurity.

The aforementioned aims to improve the functioning of the corporate government in order to guarantee efficient management and creating value for all shareholders. In this context, it is crucial for Cencosud to have a good governance that prioritizes transparency and adoption of the best practices to safeguard all the interests of its shareholders and stakeholders.

To achieve this, the Company has an effective government, management and risk control system which is in line with its business model and is fundamental for the integration of ESG (environmental, social and corporate government/governance) dimensions. In this context, Cencosud's Corporate Government has different governance bodies:



### 3.1.1 Principles and Government

Cencosud's actions are based on its values, which are reflected in its principles, policies, commitments and regulations. Doing the right thing is what guides the Company, which is why it does its job in a respectful, clear and transparent way, always taking into account the consumer first, offering a range of healthy products, along with the best quality and service. The key is delivering the right tools to employees so that they can positively perform in the communities where the Company is in, and thus generate shared value.

### Corporate Governance Policies<sup>9</sup>

Code of Ethics	Directors' Code of Conduct	Corporate Governance Practices	Manual for Handling Information of Interest to the Market
It reflects the corporate principles and values, being a guideline in matters of internal coexistence and relations with stakeholders. It constitutes the cornerstone of the Company's way of acting and culture.	Identifies the main situations of conflict of interest, describing the procedure to be followed by a Director to declare and resolve them. This code refers to situations that could end up affecting the social interest if not resolved.	On the corporate website, the Company has at its stakeholders' disposal the response to the General Standard No. 385 regarding Corporate Governance Practices.	The Company complies with the provisions of Securities Market Law No. 18,045 and Corporations Law No. 18,046, in addition to the provisions of General Standard No. 270. This manual was approved at the Board of Directors meeting held on March 30, 2008 and modified by resolutions adopted at the Board of Directors meeting held on March 26, 2010. This document stems from the conviction that prompt and adequate disclosure of information to the public increases the efficiency of the markets and provides greater transparency of transactions carried out by directors, managers and senior executives, among other aspects.

### Policies and Commitments

Policy / Commitment	Detail
<b>Customer Satisfaction Policy</b>	At Cencosud we work daily with passion, respect, transparency and trust, seeking to improve the quality of life of our customers through a unique, sustainable experience with unmatched standards of quality in our products and services. Our Sustainability Strategy and Business Model, based on the principles of Sustainable Sourcing, Production and Consumption, aims to lead the different Business Units towards the transformation of the organization into a sustainable business. <a href="https://www.cencosud.com/cencosud/site/artic/20160120/asocfile/20160120161255/esp_politica_de_satisfaccion_de_clientes.pdf">https://www.cencosud.com/cencosud/site/artic/20160120/asocfile/20160120161255/esp_politica_de_satisfaccion_de_clientes.pdf</a> (Document in Spanish).
<b>Information Security / Cybersecurity Statement</b>	Aware of this, the "Information Security Statement" was created to provide a summary of the security controls and processes within the Cencosud Group. This document is to be used with third parties (including customers, investors, suppliers, and others) who are related to or engaged with Cencosud, and who wish to know about the security arrangements within the group. This statement will be reviewed and updated periodically. <a href="https://www.cencosud.com/cencosud/site/artic/20160120/asocfile/20160120161255/esp_declaracion_de_ciberseguridad.pdf">https://www.cencosud.com/cencosud/site/artic/20160120/asocfile/20160120161255/esp_declaracion_de_ciberseguridad.pdf</a> (Document in Spanish).
<b>Supplier Commitments</b>	Cencosud seeks to establish relationships with its Suppliers based on trust, mutual respect and transparency. This was, it expects to build sustainable value chains, encourage the growth of both parties and economic development in harmony with the environment, social context and cultural diversity. <a href="https://www.cencosud.com/cencosud/site/artic/20160120/asocfile/20160120161214/esp_compromiso_proveedores.pdf">https://www.cencosud.com/cencosud/site/artic/20160120/asocfile/20160120161214/esp_compromiso_proveedores.pdf</a> (Document in Spanish).
<b>Link with Communities Policy</b>	As a Company, we care about the communities surrounding us. Our objective is to generate a positive impact in the society, supporting social integration, community development and inclusive growth wherever we are through our supply chain. Being good neighbors is part of our essence. This is why we seek to generate social value, to position ourselves as relevant actors in the region development and build connections based on participation, trust and respect. <a href="https://www.cencosud.com/cencosud/site/artic/20160120/asocfile/20160120161151/esp_politica_de_vinculo_con_las_comunidades.pdf">https://www.cencosud.com/cencosud/site/artic/20160120/asocfile/20160120161151/esp_politica_de_vinculo_con_las_comunidades.pdf</a> (Document in Spanish).

<sup>9</sup> Details of the policies can be found on the corporate website. [www.cencosud.cl](http://www.cencosud.cl)

Policy / Commitment	Detail
<b>Environmental Policy</b>	<p>We are aware that environmental care is a growing concern for people and organizations, as well as the heightened attention to the management of daily waste. In turn, we have to deal with climate change, a phenomenon which has increased in recent years, causing negative impacts in the environment and our natural resources.</p> <p><a href="https://www.cencosud.com/cencosud/site/artic/20200206/asocfile/20200206175631/politica_medioambiental.pdf">https://www.cencosud.com/cencosud/site/artic/20200206/asocfile/20200206175631/politica_medioambiental.pdf</a> (Document in Spanish).</p>
<b>Climate Change Strategy</b>	<p>The challenge of climate change requires the joint action and commitment from several actors, countries, companies and citizenship. Aware of the responsibility towards our planet today and our future generations, as a company we are committed to implement concrete actions that respond to the advances in the challenges proposed by the Nationally Determined Contributions (NDC) through all our business units and their value chain. Such actions stem from our Sustainability Strategy, which aims to address our impact on the environment, through innovation in our processes, with the ultimate goal of minimizing the footprint of our operations and products, and thus contribute to achieving the objectives of Sustainable Development.</p> <p><a href="https://www.cencosud.com/cencosud/site/artic/20160421/asocfile/20160421091905/estrategia_cc.pdf">https://www.cencosud.com/cencosud/site/artic/20160421/asocfile/20160421091905/estrategia_cc.pdf</a> (Document in Spanish).</p>
<b>Responsible Packaging Commitment</b>	<p>As a Company, we are aware of our impact on the environment and of the need to advance along the path of the circular economy, which seeks to reduce, recycle and reuse, thus making production processes more sustainable, with lower environmental impacts by considering the complete life cycle of our products. Following our Brands with Purpose Strategy, we proposed to develop them under Sustainability Attributes that contribute to a "Conscious Packaging", committing ourselves to educate and favor conditions that promote the consumption of products with a more sustainable packaging that allows for greater recyclability, reuse and/or waste reduction.</p>

## 3.2 Good Corporate Governance Practices

### 3.2.1 Company Administration

The shareholders meetings gather the Company's shareholders, who together elect and appoint a Board of Directors, which in accordance with the provisions of Article Ten of the Company's Bylaws is composed of nine members.

Directors may or may not be shareholders and may be reelected indefinitely. The Board of Directors shall serve for a term of three years. The election of directors will be made at the corresponding General Shareholders Meeting. In elections held at shareholders meetings, each shareholder shall have one vote per share owned or represented and may accumulate them in favor of a single person or distribute them as he or she deems convenient. Those receiving the highest number of votes in a single ballot shall be elected until the number of directors to be elected is reached. However, by unanimous agreement of the shareholders present and entitled to vote, the vote may be omitted, and all directors elected by acclamation.

The Board of Directors, at the first meeting following its election, shall appoint a President from among its members, who shall also be the President of the corporation and of the Shareholders Meetings. The President or acting President shall have the final vote in the event of a tie voting. The Board of Directors delegates part of its authority to the General Manager, who is the legal representative of the Company and has the right to speak at Board meetings. In accordance with the provisions of Article No. 49 of Law No. 18,046 of Corporations Law, the position of manager is incompatible with that of president, auditor or accountant of the corporation, and in open corporations, also with that of director.

### 3.2.2 Induction of the Board of Directors

The Board of Directors has approved an induction procedure for new directors joining the Company, intended to provide information related to all matters of interest to them, meeting especially with the Company's main managers and receiving a significant amount of relevant information concerning them.

The process includes meetings with the Corporate General Manager, as well as with the Company's corporate and divisional managers, in order to provide general information about Cencosud, its history, financial situation, main businesses, risks, policies, general procedures, existing corporate governance practices, its main accounting criteria and the most relevant current legal framework applicable to the Company and the Board of Directors, including the Board Minutes containing the resolutions adopted by the Board, as well as a meeting with the Corporate Manager of Legal Affairs, who acts as Secretary of the Board of Directors.

#### At the same time, the following documents are submitted

- Last Annual Report of the Company and the two last annual Financial Statements with their respective reasoned analysis; last annual budget;
- Minutes of the Board of Directors meetings for the last 12 months;
- Cencosud Code of Ethics and Free Competition Manual;
- General Policy on regular operations; Policy on hiring advisors to the Board of Directors; Crime Prevention Model; Policy on Minimum Monthly Time in the Exercise of their Duties as Directors;
- Directory Documentation Safeguarding Policy;
- Code of Conduct of the Board of Directors;
- Information of Market Interest Management Manual;
- Procedure on the evaluation of the delivery of information to the market.

### 3.2.3 Board Sessions

The Company's Bylaws establish that the Board of Directors must hold at least one monthly meeting and that Board meetings shall be Ordinary and Extraordinary. The first meetings shall be held on the dates predetermined by the Board of Directors and will not require a call for the meeting. The second meetings shall be held when especially called by the President on his own, or at the request of one or more directors, in the manner determined by the Rules, following qualification by the President of the need for the meeting, unless the meeting is requested by an absolute majority of the directors, in which case no prior qualification shall be required. Extraordinary sessions may only deal with the matters specifically indicated in the notice of the meeting. The meetings of the Board of Directors shall be constituted with the concurrence of at least five directors and resolutions shall be adopted by the majority of those attending with the right to vote, unless the law or these bylaws require a special quorum. In the event of a tie, the President shall have the deciding vote. Average attendance during 2020 was as follows:

- Board meetings: 94%.
- Directors Committee meetings: 100

### 3.2.4 Remuneration of the Board of Directors

In accordance with the provisions of Article No. 33 of Law No. 18,046 of the Corporations Law, the General Shareholders Meeting held on April 30, 2020 resolved that the remuneration of the Company's directors, as from the first Board of Directors following this meeting and until the next General Shareholders Meeting, shall be 330 *Unidades de Fomento* (UF) per month for those who hold the position of Director and double this

amount for the President of the Board of Directors. As from the first meeting of the Directors Committee following this meeting and until the next General Shareholders Meeting, the directors who are members of the Company's Directors Committee shall receive remuneration amounting to the amount of UF 110 monthly for each Director and that the budget for operating expenses of the Committee and its eventual advisors amounts, for the same period, to the sum of UF 2,500 per year. Total compensation expenses during 2020 amounted to CLP 966,241 thousand and for 2019 amounted to CLP 1,067,721 thousand, as detailed in the following table:

CLP thousands (2020)	Position	Board Sessions	Directors Committee	Total
Mr. Horst Paulmann Kemna	President	193,248	-	193,248
Mrs. Heike Paulmann Koepfer	Director	96,624	-	96,624
Mr. Peter Paulmann Koepfer	Director	96,624	-	96,624
Mr. Hans Eben Ivanschitz <sup>10</sup>	Director	37,649	-	37,649
Mr. Stefan Krause Niclas	Director	58,976	-	58,976
Mr. Felipe Larraín Bascuñán	Director	58,976	19,659	78,635
Mr. Julio Moura Neto <sup>11</sup>	Director	-	--	-
Mr. Jorge Pérez Alati	Director	96,624	-	96,624
Mr. Alejandro Pérez Rodríguez	Director	96,624	32,208	128,832
Mr. Roberto Óscar Philipps <sup>12</sup>	Director	37,649	12,549	50,198
Mr. Mario Valcarce Durán	Director	96,624	32,208	128,832
<b>Total</b>		<b>869,617</b>	<b>96,624</b>	<b>966,241</b>

CLP thousands (2019)	Position	Total by Board and Directors Committee sessions
Mr. Horst Paulmann Kemna	President	220,826
Mrs. Heike Paulmann Koepfer	Director	110,413
Mr. Peter Paulmann Koepfer	Director	110,413
Mr. Richard Büchi Buc <sup>13</sup>	Director	48,546
Mr. Hans Eben Ivanschitz	Director	74,004
Mr. Cristián Eyzaguirre Johnston	Director	36,410
Mr. Julio Moura Neto <sup>14</sup>	Director	-
Mr. Jorge Pérez Alati	Director	74,004
Mr. Alejandro Pérez Rodríguez	Director	98,671
Mr. Roberto Óscar Philipps	Director	147,217
Mr. Mario Valcarce Durán	Director	147,217
<b>Total</b>		<b>1,067,721</b>

### 3.2.5 Expenses of consultants hired by the Board of Directors

Cencosud's Board of Directors approved a policy that determines the manner in which Cencosud may hire specialist advisors in accounting, financial and legal matters, among others. The hiring of a specialist advisor in the aforementioned matters shall be agreed upon by the Board of Directors at the corresponding meeting and shall be duly recorded in the Minutes of said meeting, being able to appoint an executive of the Company for the direct hiring and the fixing of his or her fees. Likewise, and in accordance with the legal provisions in force, the Board of Directors must report the expenses incurred for these concepts at the General Shareholders Meeting and in the Company's Annual Report. For the years 2020 and 2019, the Board of Directors did not incur any additional expenses for external advisors.

<sup>10</sup> Mr. Hans Eben Ivanschitz was a Director until April 15, 2020, when he resigned.

<sup>11</sup> Mr. Julio Moura Neto has waived his per diem as Director.

<sup>12</sup> Mr. Roberto Óscar Philipps was a Director until April 30, 2020, when the Board of Directors was renewed.

<sup>13</sup> Mr. Richard Büchi Buc was a Director until April 30, 2019.

<sup>14</sup> Mr. Julio Moura Neto has resigned his per diem as Director, in Chile.

### 3.2.6 Meeting with the external audit firm

Cencosud's Board of Directors or its Directors Committee meets at least annually with representatives of the external audit firm in charge of auditing the Financial Statements, to analyze aspects related to what is suggested in the standard. The respective sessions analyze, besides other matters, different aspects suggested by the regulations as a practice of Corporate Governance.

### 3.2.7 Minimum monthly time policy for directors in the performance of their duties

Cencosud's Board of Directors has approved a policy that establishes that the amount of time that each Director must devote to his or her function depends on his or her particular situation, experience, training, knowledge of the business, among others. However, it states that each Director is expected to devote exclusively to the performance of his duties as such all the time required for the proper and diligent execution of his duties as a Director, including especially the preparation for and attendance at Board meetings. This same policy acknowledges the importance of continuous and regular attendance at the respective Board or committee meetings in which they participate, which is recognized by the active participation of the directors in the respective Board meetings, committees and permanent meetings with the management teams. Likewise, it is established that in the event of a Director being absent from a meeting, he or she must be informed of the progress of the Company by the Corporate General Manager. This policy is available to shareholders and general public via Cencosud's website.

### 3.2.8 Election process of directors

For purposes of the nomination and election of directors, the Board of Directors has approved a policy and procedure that establishes that in the event that at the next shareholders meeting the Board of Directors is to be renewed, either due to the end of the term or the election of a new Board due to a vacancy generated in the immediately preceding term, the Corporate General Manager must inform the shareholders, by the means he deems appropriate, and on Cencosud's website, the list of candidates for Director who, if applicable, have accepted their nomination and declared that they are not disqualified from holding the position. Such information shall be provided at least two days prior to the meeting. The aforementioned list must contain, at least, the full name, identity card number, professional profile and experience of each candidate for Director. If it is not possible to inform the shareholders of said list with the aforementioned advance notice, it shall be sufficient for it to be made available to the shareholders at the beginning of the shareholders meeting.

### 3.3 Ownership and control

#### 3.3.1 Shareholder Structure

In accordance with the definitions in Chapter XV of Law No. 18,045, Cencosud S.A. is an open stock corporation, whose capital stock as of December 31, 2020 amounted to CLP M 3,621,858,750, divided into 2,863,129,447 registered shares of a single series and with no par value, distributed among 1,986 shareholders. The controlling shareholder has a 53.253% share.

Taxpayer's ID Number	Shareholders	N° Shares	Percentage of Share
86.193.900-6	Inversiones Quinchamalí Limitada	573,754,802	20.04%
96.802.510-4	Inversiones Latadía Limitada	550,823,211	19.24%
76.425.400-7	Inversiones Tano Limitada	287,328,548	10.04%
3.294.888-K	Horst Paulmann Kemna	70,336,573	2.46%
7.012.865-9	Manfred Paulmann Koepfer	12,214,941	0.43%
8.953.509-3	Peter Paulmann Koepfer	15,156,766	0.53%
8.953.510-7	Heike Paulmann Koepfer	15,000,487	0.52%
77.946.640-K	Inversiones Alpa Limitada	50,100	0.00%
	<b>Controlling Shareholder</b>	<b>1,524,665,428</b>	<b>53.25%</b>
-	Pension Funds	608,864,540	21.27%
-	Other shareholders	729,599,479	25.48%
	<b>Total</b>	<b>2,863,129,447</b>	<b>100.00%</b>

At the end of the period, the Company's shareholders do not have a joint action agreement.

#### 3.3.2 Twelve Major Shareholders

The twelve major shareholders at the end of the 2020 period are listed below:

Nº	Taxpayer's ID Number	Shareholders	N° Shares	Percentage of Share
1	86.193.900-6	Inversiones Quinchamalí Limitada	573,754,802	20.04%
2	96.802.510-4	Inversiones Latadía Limitada	550,823,211	19.24%
3	76.425.400-7	Inversiones Tano Limitada	287,328,548	10.04%
4	33.338.288-1	Banco Itaú on behalf of investors	147,317,160	5.15%
5	33.338.330-6	Banco Santander - JP Morgan	118,537,958	4.14%
6	33.338.248-2	Banco de Chile on behalf of third parties	89,189,190	3.12%
7	3.294.888-K	Horst Paulmann Kemna	70,336,573	2.46%
8	33.500.000-5	Habitat Pension Fund Type C	61,504,435	2.15%
9	33.500.028-5	Habitat Pension Fund Type A	57,587,699	2.01%
10	33.500.029-3	Habitat Pension Fund Type B	53,788,792	1.88%
11	80.537.000-9	LarrainVial S.A. Corredora de Bolsa	50,387,068	1.76%
12	33.338.676-3	Banco de Chile on behalf of Citi N.A. New York	46,840,180	1.64%
	-	Other 1,640 shareholders	747,608,831	26.11%
		<b>Subtotal</b>	<b>2,855,004,447</b>	<b>99.72%</b>
	-	Treasury shares	8,125,000	0.28%
		<b>Total</b>	<b>2,863,129,447</b>	<b>100.00%</b>

As of December 31, there are no government shareholders or state entities that hold shares of the Company that exceed 5% of its ownership.

### 3.3.3 Ownership of Directors in Cencosud S.A.

As reported to Cencosud, no director -excluding those who are part of the controlling family- owns more than 1% of the Company's shares.

### 3.3.4 Executive Ownership in Cencosud S.A.

At the end of the fiscal year, none of the executives hold an ownership of more than 1% in shares of the Company. In addition, it is noted that there are no ownership requirements for either the CEO or the Senior Executives.

### 3.3.5 Comments from Shareholder and Board of Directors

Cencosud S.A. did not receive any comments or proposals regarding the progress of the Company's business from January 1 to December 31, 2020 from the Directors Committee or shareholders owning or representing 10% or more of the issued voting shares, in accordance with the provisions of Article 74 of Law No. 18,046 and Article 136 of the Company's Bylaws.

### 3.3.6 Communication with Shareholders

Cencosud has an Investor Relations Department, which responds in a timely manner to the concerns raised by shareholders and local or foreign investors, regarding the situation, progress and publicly known business of the entity, guiding them to obtain the information that by law can be provided to shareholders and the general public.

The Company has a procedure that establishes that the Board of Directors must analyze and evaluate every six months, in meetings held in January and June of each year, the adequacy and timeliness of the information that has been delivered to the market by Cencosud during the previous six months. For such purposes, the information disclosed to the market during the last six months is systematically presented at the respective Board of Directors meeting. It also has an Information of Market Interest Management Manual, which regulates, among other aspects, the manner in which it must disclose Essential Information and Information of Interest to the market in general, which is published on its website.

### 3.3.7 Existence of Shareholder Agreements

As of the closing date of this report, there were no shareholder agreements.

### 3.3.8 Shareholders' Rights

Cencosud's Bylaws state that the shares will be registered, common, and from a single issue, all of them conferring the same rights to their holders.

### 3.3.9 Annual General Shareholders Meeting

The shareholders shall meet in general and extraordinary meetings. General meetings shall be held between January 1 and April 30 of each year, to decide on the matters within their knowledge, without the need to state this in the respective summons. The following shall be matters of the General Shareholders Meeting: the examination of the Company's situation and of the external auditors' reports, and the approval or rejection of the annual report, balance sheet, statements and financial statements presented by the administrators or liquidators of the Company; the distribution of the profits of each year and, in particular, the distribution of

dividends; the election or revocation of the members of the Board of Directors, the liquidators and the management auditors; and in general, any matter of corporate interest that is not proper to an Extraordinary Shareholders Meeting.

The General Shareholders Meeting of Cencosud S.A. for the period 2020 was held on April 30, 2020, at Avenida Andrés Bello No. 2457, 61st floor, Costanera Center Building, under the presidency for these purposes of Mr. Matías Videla. The Corporate Manager of Legal Affairs and Institutional Relations of the Company, Mr. Sebastián Rivera Martínez, also attended acting as Secretary. Mrs. María Pilar Gutiérrez Rivera, Notary Public of the Eighteenth Notary Office, was present.

### 3.3.10 Attendance

Total shares present and represented: 2,566,534,619

Total shares entitled to vote: 2,854,903,277

Percentage of attendance: 89.899%

### 3.3.11 Summary of relevant facts reported to the FMC

During the 2020 fiscal year, Cencosud S.A. reported to the FMC the following relevant or essential facts, which are summarized below:

#### Summary of Essential Facts Cencosud S.A. 2020

##### January 30, 2020

The company's Board of Directors agreed to carry out and announce a bond redemption transaction.

##### January 31, 2020

Complements the essential fact dated 01/30/2020 indicating the approximate total balance of the capital to be redeemed of such bonds.

##### March 2, 2020

Reports the end of the bond redemption operation and points out features and implications of the operation.

##### March 27, 2020

In the session held on March 27, 2020, the Board of Directors agreed to summon a General Shareholders Meeting to be held on April 30, 2020.

##### April 15, 2020

Reports the waiver of Director Hans Eben Ivanschitz and agreement of the company's Board of Directors in relation to the incorporation of new matter to be discussed in the next General Shareholders Meeting.

##### April 30, 2020

Reports the holding and main resolutions agreed at the General Shareholders Meeting: Dividend Distribution, election of the Board of Directors 2020-2023, remuneration of the Board of Directors and the Directors Committee for the 2020 period, election of the external audit and risk rating firms for the 2020 fiscal year, designation of the newspaper to publish the Company's corporate publications.

**August 13, 2020**

Reports the execution of a long-term Commercial Collaboration Framework Agreement between Cencosud S.A. and Delivery Technologies SpA ("Cornershop"), whereby the terms and conditions to form a strategic alliance were agreed upon.

**November 27, 2020**

Informes the agreement of the Board of Directors regarding the initiation of the IPO process in Brazil of a minority percentage of a Brazilian subsidiary of Cencosud S.A.

**December 1, 2020**

Complements Essential Fact published on 11/27/2020, indicating the approximate amount that the company expects to raise in the IPO process of its Brazilian subsidiary.

### 3.4 Board of Directors

In the General Shareholders Meeting held on April 30, 2020 the Company's Board of Directors for the 2020-2023 period was designated, formed by the following Directors:

**Mr. Horst Paulmann Kemna****President**

Taxpayer's ID Number: 3.294.888-K

Nationality: Chilean

Profession: Businessman

Date of birth: March 22, 1935

Date of admission to the Board of directors: November 1, 1978

**Experience**

Mr. Paulmann is the founder and president of the Board of Directors, which he has been a part of since November 1978. He has been Director of the German Chambers of Commerce and of the Chilean-Argentinian Chamber of Commerce. He has more than 50 years of experience in the basic need products industry and the development of Shopping Centers.

**Mrs. Heike Paulmann Koepfer****Director**

Taxpayer's ID Number: 8.953.510-7

Nationality: Chilean

Profession: Business Engineering degree from Universidad de Chile and an MBA from Universidad Adolfo Ibáñez

Date of birth: February 15, 1970

Date of admission to the Board of directors: April 1, 1999

**Experience**

Mrs. Paulmann has been a member of the Board of Directors since April 1999. She has worked at Cencosud S.A. for more than 22 years.

**Mr. Peter Paulmann Koepfer**  
**Director**

Taxpayer's ID Number: 8.953.509-3

Nationality: Chilean

Profession: Business Engineering degree from Pontificia Universidad Católica de Chile

Date of birth: August 16, 1968

Date of admission to the Board of Directors: November 1, 1996

**Experience**

Mr. Paulmann has been a member of the Board of Directors since September 1996. During the 2020 fiscal year he was the President of Cencosud Shopping. He is also General Manager of the Genial gift shops. He has worked at Cencosud S.A. for more than 23 years.

**Mr. Stefan Krause Niclas**  
**Director**

Taxpayer's ID Number: 6.951.576-2

Nationality: Chilean

Profession; Business Engineering degree from Universidad de Concepción

Date of birth: August 30, 1955

Date of admission to the Board of Directors: April 30, 2020

**Experience**

Mr. Krause is a member of the Board of Directors since April 2020 and is also Director in Cencosud Shopping S.A., as well as in group subsidiaries in Chile and Argentina. He has an extensive experience in basic needs products industry and consumer goods. He has a vast career at Cencosud, where he has served as Corporate Manager of Works and Projects (2013- 2015), General Manager of Jumbo (1983-2003) both in Argentina (1983-2003) and Chile (1995-2003), as well as Jumbo Retail Argentina (2006-2009).

**Mr. Felipe Larraín Bascuñán**  
**Director**

Taxpayer's ID Number: 7.012.075-5

Nationality: Chilean

Date of birth: February 14, 1958

Profession: Business Engineer

Date of admission to the Board of Directors: April 30, 2020

**Experience**

Mr. Larraín has been a member of the Board of Directors since April 2020. He has been Minister of Finance on two occasions, between the years 2010-2014 and 2017-2019. Between 2014 and 2018 he was Director of the Latin American Center for Economic and Social Policies of the Pontificia Universidad Católica de Chile (Clapes UC), where today he is a member of its Executive Committee. He is currently a Professor at the Faculty of Economics and Administration of the Universidad Católica de Chile. In March 2021 he was appointed as Director of Codelco. He was a visiting professor at Harvard University. He has been an advisor of several governments and consultant of the United Nations, the World Bank, the Inter- American Development Bank and the International Monetary Fund. He has also been an advisor and board member in various companies in Chile, Latin America, the United States and Europe. He has experience in risk.

**Mr. Julio Moura Neto**  
**Director**

Taxpayer's ID Number: 21.814.616-3  
 Nationality: Brazilian  
 Profession: Engineer  
 Date of birth: April 30, 1952  
 Date of admission to the Board of Directors: September 1, 2011

**Experience**

Mr. Moura has been a member of the Board of Directors since September 2011. He has been the Director of Natura, Adecoagro, Masisa, Amanco, Messerli AG, Amata y Brinox. Former President of the Swiss Group, New and Global Director of the World Business Council for Sustainable Development (WBCSD). He holds a master's degree from the MIT Sloan School of Management and an Engineering Degree from the Swiss Federal Institute of Technology (ETH Zurich). He also has experience in risk.

**Mr. Jorge Pérez Alati**  
**Director**

Foreigner  
 Nationality: Argentinian  
 Profession: Lawyer  
 Date of birth: September 14, 1954  
 Date of admission to the board of directors: April 30, 2019

**Experience**

Mr. Pérez has been a member of the Board of Directors since 2019. He is a founding partner of the law firm Pérez Alati, Grondona, Benites & Arntsen and currently leads the Mergers and Acquisitions area. He holds a law degree from Pontificia Universidad Católica de Argentina and an MSc in Law from Columbia University.

**Mr. Alejandro Pérez Rodríguez**  
**Director**

Taxpayer's ID Number: 5.169.389-2  
 Nationality: Chilean  
 Profession: Profession: Civil Industrial Engineer from the University of Chile and an MSc in Economics from the University of Chicago  
 Date of birth: December 19, 1949  
 Date of admission to the board of directors: April 30, 2019

**Experience**

Mr. Pérez has been a member of the Board of Directors since April, 2019. He has been Director of several companies including Entel S.A., Empresas Acquachile S.A., Soprole S.A., Puerto Lirquén S.A., subsidiaries of Celulosa Arauco S.A., Empresas Copec S.A. and Clínica Los Andes de Puerto Montt. His experience in cybersecurity is noteworthy for his work at Clínica Indisa, where he is a member of the cybersecurity committee and has implemented SAP and Banner systems. He has experience in risk and cybersecurity. He has 17 years of experience in the energy/industrial sector; 15 years in health and forestry; 9 years in food production and 7 years in telecommunications.

## Mr. Mario Valcarce Durán

### Director

Taxpayer's ID Number: 5.850.972-8

Nationality: Chilean

Profession; Business Engineering degree from Pontificia Universidad Católica de Valparaíso

Date of birth: October 28, 1949

Date of admission to the Board of Directors: April 26, 2016

### Experience

Mr. Valcarce holds a degree in Business Engineering from Pontificia Universidad Católica de Valparaíso. He was the General Manager of Enersis S.A. from 2003 to 2006 and he was elected president of Endesa S.A from 2006 to 2009. Currently he is member of the Board of Directors of the Grupo Costanera SpA, Energía de la Patagonia y Aysén S.A and Transelec S.A. He has experience in risk and has 40 years of career in the electricity sector; six years in the highway sector and five years in retail, construction and shipping industry,

Name	Years in the Board of Directors (years)	Other Boards he or she is a member	Experience in different industries (years)										Experience in Risk	Experience in Cybersecurity	
			Energy	Materials	Industrial Processes	Discretionary Consumption	Basic Necessities and Consumer Goods	Health	Finances	Information Technologies	Telecommunications	Public Services			Real Estate
Horst Paulmann	42	0					50+							-	-
Heike Paulmann	22	0					20+							-	-
Peter Paulmann	25	1					20+							-	-
Stefan Krause	1	1					20+							-	-
Felipe Larraín	1	1				5		20+				10		x	-
Julio Moura	10	0			18	7		5				10		x	-
Jorge Pérez	2														
Alejandro Pérez	2	1	17	15			9	15			7			x	x
Mario Valcarce	5	3	40	5			5					5	6	x	-

### 3.4.1 Changes in the Board of Directors

At the Company's General Shareholders Meeting held on April 30, 2020, it was reported that on April 15, 2020, the resignation of Mr. Hans Eben Ivanschitz as Director became effective, which was duly communicated as an Essential Fact to the FMC. In accordance with the current bylaws and Law No. 18,046 on Corporations, a new election of the members of the Board of Directors was held at that meeting. On the occasion, the proposal of members was approved by majority vote, leaving the Board of Directors for the statutory period 2020-2023 composed of the following persons:

- Mr. Horst Paulmann Kemna: not independent, proposed by the Controller;
- Mr. Peter Paulmann Koepfer: not independent, proposed by the Controller;
- Mrs. Heike Paulmann Koepfer: not independent, proposed by the Controller;
- Mr. Stefan Krause Niclas: not independent, proposed by the Controller;

- Mr. Felipe Larraín Bascuñán: not independent, proposed by the Controller;
- Mr. Julio Moura: not independent, proposed by the Controller;
- Mr. Jorge Pérez Alati: not independent, proposed by the Controller;
- Mr. Alejandro Pérez Rodríguez: independent, proposed by AFP Capital;
- Mr. Mario Valcarce Durán: independent, proposed by AFP Capital;

In turn, in accordance with the provisions of letter e) of No. 3 of Circular No. 1956 of the FMC, at the aforementioned General Shareholders Meeting, it was recorded in the minutes that the controller distributed all of its votes in a proportion of 1/7 for each of the candidates proposed by him. It was expressly stated for the record that the Pension Fund Administrators cast their votes in favor of the independent director nominees in equal parts for each of them, in accordance with their respective shares.

### 3.4.2 Diversity in the Board of Directors

The following table summarizes the diversity in Cencosud's Board of Directors as of December 31, 2020:

Diversity of the Board of Directors			
By gender		By nationality	
Number of women	1	National	7
Number of men	8	Foreigner	2
<b>Total</b>	<b>9</b>	<b>Total</b>	<b>9</b>
By age		By years in the Company	
Younger than 30 years old	0	Less than 3 years	4
Between 30 and 40 years old	0	Between 3 and 6 years	1
Between 41 and 50 years old	0	Between 6 and 9 years	0
Between 51 and 60 years old	2	Between 9 and 12 years	1
Between 61 and 70 years old	4	More than 12 years	3
More than 70 years	3		
<b>Total</b>	<b>9</b>	<b>Total</b>	<b>9</b>

### 3.4.3 Board of Directors of the last two years

The following table shows information about the Company's directors from January 1, 2019 and December 31, 2020:

Taxpayer's ID Number	Name	Position	Start date in the position	End date in the position	Nationality	Profession
3.294.888-K	Horst Paulmann Kemna	President	11-01-78		Chilean	Businessman
8.953.510-7	Heike Paulmann Koepfer	Director	04-01-99		Chilean	Business Engineer
8.953.509-3	Peter Paulmann Koepfer	Director	09-01-96		Chilean	Business Engineer
6.149.585-1	Richard Büchi Buc	Director	04-01-11	04-30-2019	Chilean	Civil Engineer
8.536.945-8	Hans Eben Ivanschitz	Director	04-30-19	04-15-2020	Chilean	Business Engineer
4.773.765-6	Cristián Eyzaguirre Johnston	Director	01-01-03	04-30-2019	Chilean	Economist
6.951.576-2	Stefan Krause	Director	04-30-20		Chilean	Business Engineer
7.012.075-5	Felipe Larraín Bascuñán	Director	04-30-20		Chilean	Business Engineer
21.814.616-3	Julio Moura	Director	09-01-11		Brazilian	Engineer
0-E	Jorge Pérez Alati	Director	04-30-19		Argentina	Lawyer
5.169.389-2	Alejandro Pérez Rodríguez	Director	04-30-19		Chilean	Business Engineer
0-E	Roberto Óscar Philipps	Director	04-23-16	04-30-2020	Argentina	Business Administration
5.850.972-8	Mario Valcarce Durán	Director	04-26-16		Chilean	Business Engineer

### 3.4.4 Independent Directors

In accordance with the definition of independence in article 50 bis of Law No. 18.046 of Companies Anonymous, open companies must appoint at least one independent director and the committee of directors to which this article refers, when they have a stock market equity equivalent to or greater than the equivalent of 1,500,000 UF and when at least 12.5% of its issued voting shares are held by shareholders who individually control or own less than 10% of such shares. Those who were at any time within the last 18 months in any of the following circumstances will not be considered independent:

Maintain any connection, interest or economic, professional, credit or commercial dependence, of a relevant nature and volume, with the company, the other companies of the group of which it forms part, its controller, or with the chief executives of any of them, or have been directors, managers, administrators, chief executives or advisors of them.

- 1) Maintain a kinship relationship up to the second degree of consanguinity or affinity, with the persons indicated in number above.
- 2) Had been directors, managers, administrators or chief executives of non-profit organizations that have received contributions or relevant donations from the persons indicated in number 1).
- 3) Had been partners or shareholders who have owned or controlled, directly or indirectly, 10% or more of the capital; directors; managers; administrators or principal executives of entities that have provided legal or consulting services, for relevant amounts, or external auditing, to the persons indicated in number 1).
- 4) Had been partners or shareholders who have owned or controlled, directly or indirectly, 10% or more of the capital; directors; managers; administrators or principal executives of the company's main competitors, suppliers or customers.

In order for independent directors to be elected, candidates must be proposed by shareholders representing 1% or more of the shares of the company, at least ten days in advance of the date scheduled for the shareholders meeting called to carry out the election of the directors. Pursuant to this definition, Cencosud S.A. has two Independent Directors:

Mr. Alejandro Pérez Rodríguez: independent, proposed by AFP Capital;

Mr. Mario Valcarce Durán: independent, proposed by AFP Capital;

According to the Corporate Sustainability Assessment (CSA) definition of independence, independent directors are those who have not fallen into any of the following categories during the last 18 months:

(i) had a relevant relationship, interest or dependence in us, our subsidiaries, controlling shareholders, principal officers or who have held a senior position in any of the foregoing; (ii) had a close family relationship with any person referred to in paragraph (i); (iii) had worked for a non-profit organization that received significant funding from the persons referred to in paragraph (i); iv) had been a partner or shareholder (with an indirect participation of more than 10%) in a company that has provided significant services to, or had a senior position with the persons specified in paragraph i); v) had been a partner or shareholder (with a direct or indirect participation of more than 10%) in or had a senior position with our principal competitors, suppliers or customers. Under this definition the following are independent:

- Mr. Stefan Krause Niclas;
- Mr. Felipe Larraín Bascuñán;
- Mr. Julio Moura;
- Mr. Jorge Pérez Alati;
- Mr. Alejandro Pérez Rodríguez;
- Mr. Mario Valcarce Durán;

## 3.5 Directors Committee

### 3.5.1 Members of the Directors Committee

In accordance with Chilean Corporate Law, Cencosud S.A. has established a Directors Committee composed of three directors, whose members were appointed as follows: Mario Valcarce Durán (President, independent), Alejandro Pérez Rodríguez (independent), Felipe Larraín Bascuñan (Director; not independent proposed by the controller).

### 3.5.2 Fees of the Directors Committee

The remuneration of the members of the Directors Committee for the 2020 period was set at the General Shareholders Meeting held on April 30, 2020 in accordance with the provisions of to Article No. 50 of Law No. 18,046 on Corporations. Thus, the members of this Committee receive UF 110 per month each. The operational expenditure budget for the Committee and their possible consultants amounts, for the same period, to the annual sum of UF 2,500.

### 3.5.3 Cencosud S.A. Directors Committee management report

During the 2020 fiscal year, the Directors Committee held fourteen meetings and carried out the following activities.

#### Cencosud S.A. Directors Committee Management Report

During the 2020 fiscal year, the Directors Committee held fourteen meetings and carried out the following activities.

##### January 30

- The Committee reviewed the preliminary Financial Statements of Cencosud S.A., as of December 31, 2019.
- The Committee reviews and approves the text of the Annual Report of its management during the 2019 fiscal year to be presented at the General Shareholders Meeting.

##### March 19

- The Committee was informed and decided on the report on the Consolidated Financial Statements of Cencosud S.A. as of December 31, 2019. The Committee was informed of the conclusions of the external auditors regarding the 2019 Audit.

##### March 26

- The Committee reviewed the transactions with related parties up to December 2019 and learns about the fees paid to directors.
- The Committee learns about the conclusions of the external auditors regarding internal control and their independence.
- The Committee reviewed and agreed to submit to the Board of Directors of the Company the proposal of external auditing firms, as well as the background information on the Private Risk Rating Agencies for the 2020 fiscal year.
- The Committee agreed on its budget and operating expenses to be presented to the next Shareholders Meeting.
- The Committee reviews the response to the information required by General Standard No. 385 of the SVS, now FMC.

## April 23

- The Committee learned about and reviewed the preliminary figures of the Financial Statements as of March 31, 2020.
- The Committee was informed of the status of the proceedings before the Court of Defense of Free Competition related to Jumbo Valdivia.
- The Committee is informed of the obligations contained in the decision of the Court of Defense of Free Competition regarding the "*Caso Supermercados - Pollo fresco*" (Supermarkets - Fresh Chicken Case).

## May 14

- The President of the Committee is elected. The Committee learned about the conclusions of the external audit firm regarding the limited review of Cencosud's Financial Statements as of March 31, 2020. The Committee learned about and approved the Financial Statements of Cencosud S.A. as of March 31, 2020. The Committee reviewed the transactions with related parties as of March 2020, while also learning about the fees paid to the directors.

## May 28

- The Committee is aware of the proposal for the formation of the Free Competition Enforcement Committee ordered by the "Supermarkets Case" ruling and the profile of the Enforcement Officer. The Committee was informed of the status of the proceedings before the Court of Defense of Free Competition related to Jumbo Valdivia.

## June 25

- The Committee approves the initiation of a bidding process for the selection of the external audit firm, for the decision of the next General Shareholders Meeting, if so agreed by the Board of Directors.
- The Committee was informed of the enforcement status of the "Supermercados Case" sentence.
- The Committee was informed of the status of the proceedings before the Court of Defense of Free Competition related to Jumbo Valdivia.
- The Committee was informed of the Voluntary Collective Process before SERNAC, following the Supermarkets Case ruling.

## July 30

- The Committee learned about and reviewed the preliminary figures of the Financial Statements as of June 30, 2020.
- The Committee is informed of the presentation made by the external audit firm regarding the 2020 Audit Plan.
- The Committee was informed of the enforcement status of the "Supermercados Case" sentence.
- The Committee approves the implementation of the simple electronic signature for signing the minutes of its meetings.

## August 27

- The Committee learned about the conclusions of the external audit firm regarding the limited review of Cencosud's Financial Statements as of June 30, 2020.
- The Committee approved the Financial Statements of Cencosud S.A. as of June 30, 2020.
- The Committee reviewed the related party transactions as of June 2020, and the fees paid to directors.
- The Committee is informed of the summary of the tasks performed by the Internal Audit Management during the year.
- The Committee was informed of the enforcement status of the "Supermercados Case" sentence.

**September 24**

- The Committee reviewed related party transactions as of August 2020 and fees paid to directors.
- The Committee is informed about the Company's Systems Plan and its progress.

**October 29**

- The Committee learned about and reviewed the preliminary figures of the Financial Statements as of September 30, 2020.
- The Committee receives presentations from each of the external audit firms that are candidates to be proposed at the next General Shareholders Meeting.
- The Committee is informed about the status of the execution of the judgment in the "Supermarkets / fresh chicken collusion" case and about the Voluntary Collective Proceeding before SERNAC.

**November 12**

- The Committee was informed of the conclusions of the external audit firm regarding the limited review of the Financial Statements.

**September 30**

- The Committee approved the Financial Statements as of September 30, 2020.
- The Committee reviewed related party transactions as of September 2020 and fees paid to directors.

**November 26**

- The Committee is informed of the outcome of the bidding process for the external auditing firm for the 2021 fiscal year and approves the proposal reported by Management.
- The Committee is aware of the summary of the tasks performed by the Internal Audit Management during the year 2020.
- The Committee is informed of the cases reported through Cencosud's ethics line during 2020.
- The Committee is informed about the status of the execution of the judgment in the "Supermarkets / fresh chicken collusion" case and about the Voluntary Collective Proceeding before SERNAC.

**December 17**

- The Committee receives a summary of the preliminary observations to be included in the internal control letter to be issued by the external audit firm.
- The Committee reviewed the related party transactions as of November 2020.
- The Committee receives a presentation from the Company's Systems Management.
- The Committee receives updates on Free Competition matters.

It is also reported that regular transactions with related parties are monitored and reviewed periodically by the Committee.

### 3.6 Executive Team

The following table shows information regarding Cencosud's principal executives as reported to the Financial Market Commission as of December 31, 2020:

Taxpayer's ID Number	Name	Position	Years in Cencosud	Profession	Nationality
22.162.881-0	Matías Videla	General Manager	23	Bachelor's Degree in Business Administration	Argentina
22.111.590-2	Bronislao Jandzio	Corporate Audit Manager	21	Banking Degree	Polish
12.584.647-5	Ricardo Bennett	Department Stores Division Manager	14	Industrial Civil Engineer	Chilean

Taxpayer's ID Number	Name	Position	Years in Cencosud	Profession	Nationality
24.031.501-7	Germán Cerrato	Shopping Centers Division Manager	13	Bachelor's Degree in Business Administration	Argentina
12.869.193-6	Sebastián Rivera	Legal Affairs and Institutional Relations Manager	8	Lawyer	Chilean
7.797.760-0	Eulogio Guzmán	Corporate Human Resources Manager	1	Business Engineer	Chilean

### **Mr. Matías Videla** **Corporate General Manager**

Date of birth: November 28, 1972

Nationality: Argentinean

Profession: Bachelor's in business administration from Universidad del Salvador (USAL), with an Executive MBA from IAE (Universidad Austral)

Date of admission to Cencosud: 1997

Date of admission to current position: December 01, 2019

Mr. Videla has been the Corporate General Manager since December 2019. He joined the Company in 1997 as a Trainee and later became Head of Management Control of Supermarkets Argentina. In 2003 he was appointed as Controller of the Company and in 2009 he was promoted to General Manager of Supermarkets Argentina. In 2018, he took over as Manager of the Corporate Shopping Center Division and subsequently as Corporate Manager of Administration and Finance. He holds a degree in Business Administration from Universidad del Salvador (USAL) and an Executive MBA from IAE (Universidad Austral).

### **Mr. Bronislao Jandzio** **Corporate Manager Auditing**

Taxpayer's ID Number: 22.111.590-2

Foreigner (Poland)

Date of birth: September 3, 1954

Nationality: Polish

Profession: Banking Diploma. Banklehre Banking Academy, Germany.

Date of admission to Cencosud: 1998

Date of admission to current position: October 01, 1999

Mr. Jandzio has been Corporate Audit Manager since 1998. Prior to joining Cencosud, he was Regional Head of the Global Accounting Department for Deutsche Bank Group in Frankfurt, Germany. He holds a diploma from the German Banking Academy Banklehre.

### **Mr. Ricardo Bennett** **Department Stores Division Manager**

Taxpayer's ID Number: 12.584.647-5

Date of birth: June 3, 1974

Nationality: Chilean

Profession: Civil Industrial Engineer, Universidad de Chile. MBA ESADE Business & Law School, Spain

Date of admission to Cencosud: 2006

Date of admission to current position: November 25, 2006

Mr. Bennett is the current General Manager of the Company's Department Stores. He assumed this position after a successful performance in the Corporate Business Management. He holds a degree of Civil Industrial Engineer from the Universidad de Chile, and an MBA from ESADE Business & Law School in Barcelona.

**Mr. Germán Cerrato**  
**Shopping Centers Division Manager**

Taxpayer's ID Number: 24.031.501-7  
 Date of birth: March 23, 1974  
 Nationality: Argentinian  
 Profession: Business Management and Administration, Argentine University of Enterprise  
 Date of admission to Cencosud: 2007  
 Date of admission to current position: January 1, 2016

Mr. Cerrato is the Shopping Centers Corporate Manager, position he assumed in 2019. He entered the Company in 2007, having several responsibilities in the Shopping Centers business unit in Argentina, as well as in Chile and Colombia. Before working in Shopping Centers Management, he was Regional Property Manager (2016-2018), and during 2018 he was the Manager of Shopping Centers Argentina. He holds a bachelor's degree in Business Management and Administration from Argentine University of Enterprise.

**Mr. Sebastián Rivera**  
**Legal Affairs and Institutional Relations Corporate Manager**

Taxpayer's ID Number: 12.869.193-6  
 Date of birth: February 19, 1975  
 Nationality: Chilean  
 Profession: Lawyer  
 Date of admission to Cencosud: July 24, 2012  
 Date of admission to current position: June 2019.

Mr. Rivera is the Corporate Manager of Legal Affairs and Institutional Relations, position he took on February 2019. He joined the Company in 2002 as an Advisor on legal matters for the Supermarkets, Home Improvement, Shopping Centers, and Financial Services business units. In June of 2012, after being out of the Company for three years, he rejoined it as Assistant Manager of Legal Affairs and Regional Compliance Officer, later taking the position of Legal Affairs Manager in 2014. Mr. Rivera is a lawyer from Universidad de Chile and has an MA in Business Law from Universidad Católica de Chile.

**Mr. Eulogio Guzmán**  
**Corporate Human Resources Manager**

Taxpayer's ID Number: 7.797.760-0  
 Date of birth: January 9, 1960  
 Nationality: Chilean  
 Profession: Business Engineer, Pontificia Universidad Católica de Chile  
 Date of admission to Cencosud: March 30, 2020  
 Date of admission to current position: March 30, 2020

Mr. Guzmán is Corporate Human Resources Manager since March 2020. He entered the Company in October 2006, as Financial Retail Corporate Manager until 2010. Subsequently, comes back to Cencosud in 2014 as

General Manager of the financial retail Joint Venture in Chile. He is a Business Engineer from Pontificia Universidad Católica de Chile with a vast career in Mass Consumption companies, Retail Banking, Insurance Banking and Retail Finance.

### 3.6.1 Remunerations of Main Executives

Executives have a remuneration system that includes a fixed monthly salary and an annual performance bonus that depends mainly on the Company's results for the year, in addition to the performance and permanence evaluation. Approximately 40% of the annual salary corresponds to variable remuneration.

For 2020, the total amount of remuneration paid to senior executives was CLP 2,478 million, corresponding to CLP 1,385 million for fixed remuneration and CLP 1,093 million for variable remuneration. In 2019 the total amount was CLP 4,484 million.

#### General Manager Remuneration

The short-term incentive model considered for the payment of the General Manager annual bonus consists of two important components: a component associated with the fulfillment of Cencosud business variables (KPIs) that considers EBITDA, Revenues, Working Capital and Internet world indicators, and a component associated with the Performance Evaluation and individual achievements that is applied directly by the company's board of directors. At its best performance the variable income would be equivalent to 60% of its annual remuneration.

### 3.6.2 Stock Option Program

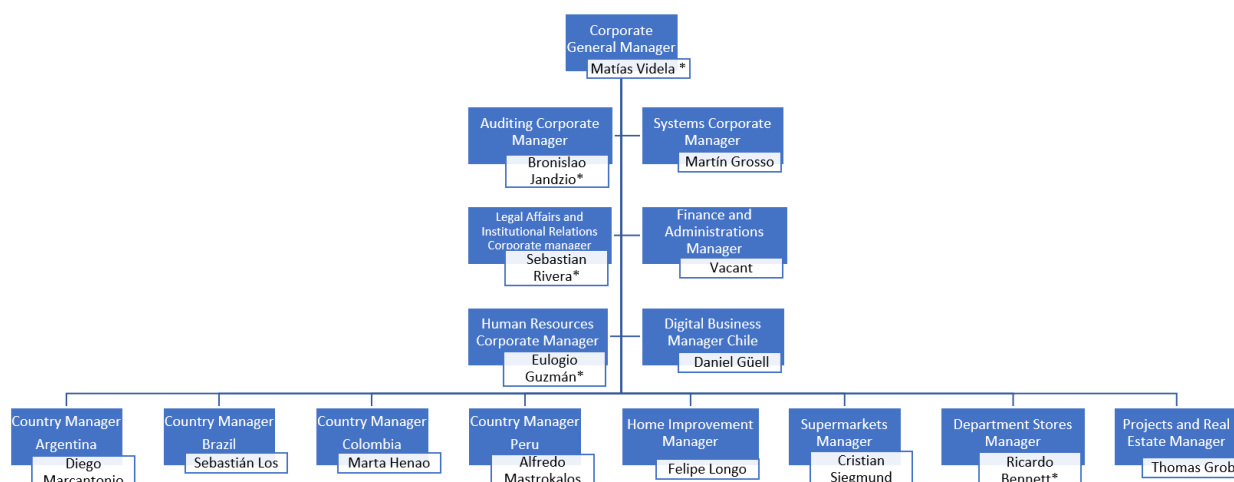
This is a retention program for executives and critical positions (Long Term Incentive) that involves the delivery of share packages with future dates 2021, 2022 and 2023, and is subject to the employee's permanence on the dates stipulated for the collection of the incentive. The incentive was communicated in June 2020 and the share package per executive is equivalent to a percentage of the annual compensation for similar positions of responsibility in each country. This stock options program is for some executives. The amount of said program by the end of the period was up to CLP 1,007 million.

### 3.6.3 Diversity in the Executive Team

The following table shows relevant information about the team's diversity formed by the Company's main executives as of December 31, 2020:

Diversity in the Executive Team			
By gender		By nationality	
Number of women	0	National	3
Number of men	6	Foreigner	3
<b>Total</b>	<b>6</b>	<b>Total</b>	<b>6</b>
By age		By years in the Company	
Younger than 30 years old	0	Less than 3 years	1
Between 30 and 40 years old	0	Between 3 and 6 years	0
Between 41 and 50 years old	4	Between 6 and 9 years	1
Between 51 and 60 years old	0	Between 9 and 12 years	0
Between 61 and 70 years old	2	More than 12 years	4
More than 70 years	0	-	
<b>Total</b>	<b>6</b>	<b>Total</b>	<b>6</b>

### 3.7 Organization Chart<sup>15</sup>



### 3.8 Supporting Committees

#### E-commerce Committees

##### Members

CEO  
 Corporate Human Resources Manager  
 Corporate Systems Manager  
 Corporate Control Management Manager  
 Investor and Sustainability Relations Manager  
 Home Improvement Manager Chile  
 Department Stores Manager Chile  
 Supermarkets Manager Chile

##### Sessions

The Committee held four sessions in the 2020 period with 100% attendance.

##### Functions

Its objective is to control and follow up on the evolution of digital businesses and related initiatives.

#### Security Committee

##### Members

Director  
 CEO  
 Corporate Systems Manager

##### Functions

Its intended exclusively to the tasks of definition and implementation of all measures and actions to prevent, detect and respond to internal or external threats and cyberattacks.

<sup>15</sup> Individuals from the executive team reported to the FMC.

## Ethics Committee

### Members

CEO  
 Corporate Human Resources Manager  
 Corporate Internal Audit Manager  
 Legal Affairs and Institutional Relations Corporate Affairs Manager

### Sessions

The Committee held one session in the 2020 period with 100% attendance.

### Functions

The Ethics Committee is responsible for knowing all the violations to the Code of Ethics and the decisions implemented. Also, has to act/make decisions regarding the more complex cases of complaint, as determined by the Corporate Management of Internal Audit and approving the suggested modifications to the Code.

## Investment Committee

### Members

Directors  
 Country Manager/Business General Manager  
 Business Operations Manager (Ad.doc)  
 CFO Country (if applicable)  
 Work Manager  
 Expansion Manager

### Functions

Approve Cencosud's Capex investments.

### Sessions

The Committee held one session in the 2020 period with 85 % attendance.

## Tax Committee

### Members

CEO  
 Regional Tax Manager  
 Regional Accounting Manager

### Functions

Inform about situations that could involve tax or reputational (tax) risks at Group level, inform about the status and make decisions regarding tax litigation (actual or potential) that may have an impact on the Financial Statements, ensure compliance with tax regulations in our operations, make business decisions and restructurings that may impact the Group or the corporation, and define the hiring of advisors in matters involving the Group or the corporation.

### Sessions

The Committee held three sessions in the 2020 period with 90% attendance.

## Finances Committee

### Members

CEO  
 Corporate Control Management Manager  
 Corporate Accountability Manager  
 Investor and Sustainability Relations Manager  
 Finances Manager Chile

### Functions

Report on the financial situation of the Company, cash flow forecast and monthly income statement. Recommendations of financial operations such as changes in exposure to exchange rates, interest rates, repurchase plans or debt or equity issuance.

### Sessions

The Committee held eleven sessions in the 2020 period with 100% attendance.

## Free Competition Enforcement Committee

### Members

Independent Director  
 Non-Independent Director  
 CEO  
 Corporate Internal Audit Manager  
 Legal Affairs and Institutional Relations Corporate Affairs Manager

### Functions

Among its main functions are to ensure the proper observance of Cencosud's Free Competition Enforcement Program; to ensure the enforcement of the duties of the Free Competition Enforcement Officer; and to propose to the Board of Directors the appointment or removal of the Free Competition Enforcement Officer.

### Sessions

The Committee held eleven sessions in the 2020 period with 100% attendance.

## 3.9 Code of Ethics and Compliance

### 3.9.1 Ethical Framework and Compliance

#### Cencosud's essence and commitment: Always doing the right thing

The Code of Ethics, widely disseminated within the Company, reflects the way things are done at Cencosud. It states the commitments that guide the work and is an essential part of the Company's culture. Every time a decision is made, all the ways in which the ties of trust with the customers and the stakeholders can be strengthened must be considered. Details do matter, and the consumer's trust must be earned every day. Due to the role and the function executed by Cencosud, it is essential to comply with the principles stated in the Code of Ethics and to use all available resources to channel concerns at work. Creating a reputation is an ever-evolving process and it is generated by each person through their relations with the stakeholders. Cencosud establishes long-term relationships with its stakeholders.

The Code of Ethics recognizes the existence of a procedure that allows any Cencosud employee to report, anonymously or not, possible illicit acts and irregularities, safeguarding in all cases the corresponding

confidentiality. It relies on the services of an independent third party with extensive international experience to receive and then channel to the Company all complaints made for breaches of the code or doubts about it. In this regard, Cencosud has a toll-free telephone line, a special web page for this purpose managed by KPMG, fax, e-mail for complaints, mailbox and the possibility of arranging personal interviews for those who require them.

Cencosud issued in 2010 a first version of the Code of Ethics for the Company and all its subsidiaries, starting in that year a procedure for the delivery of copies of the same, registering their receipt, as well as a publicity campaign to make it known throughout the Company through various media. It was modified in 2012 and 2014. Cencosud is constantly concerned with training the majority of its executives in relation to the principles contained in the code, through face-to-face or remote talks to different units, inductions and through visual information displayed in various locations of the Company. Cencosud has approved a Crime Prevention Model to anticipate the risks of committing the crimes established in Law No. 20,393 and has appointed a Crime Prevention Supervisor for its proper implementation.

This document is the cornerstone that reflects the Company's principles, culture and values and serves as a guide for internal coexistence, determining the expected way of acting in the relationship with customers, suppliers, employees, the protection of the Company's assets and the care of corporate information.

Another of the fundamental pillars for Cencosud recognized by our Code of Ethics is Free Competition, to which the company has always declared its express and permanent commitment in all the markets where it operates, also promoting a constant culture of commitment to it among all its employees. Thus, our Code has recognized this since its enactment, and in 2012 our company appointed a Free Competition Committee, in which directors and executives participated and its purpose was to preserve the culture of compliance in this matter, also implementing a Free Competition Compliance Program in order to prevent and detect the risks associated with it. Notwithstanding the above, during the year 2020 a new "Free Competition Enforcement Committee" was formed, among others, of an independent and a non-independent director and the Corporate General Manager, whose main function is to ensure compliance with our Free Competition Program. In addition, in 2020 the Company appointed a Free Competition Enforcement Officer whose main role is to promote the respect of free competition regulations within Cencosud as well as the compliance and constant implementation of the Free Competition Program.

The scope of the Code of Ethics includes the directors and all the employees of the companies and divisions where Cencosud holds control or a controlling interest. It is mandatory for each one of them to fully respect, know and comply with everything stipulated in it. The five core areas of the Code of Ethics are specified below:



## Interaction with Customers

What drives Cencosud every day is total customer satisfaction. In order to do that, it tries to deliver excellent service and to make available for them products for a good value for money through the following principles, practices, and procedures:

- Respect, transparency, dignity and equality in the interactions with the customers;
- Enforcement with regulations in matters of hygiene and safety in the production of goods;
- Attention to the needs and complaints of the customers, which must be duly processed and replied;
- Cencosud's employees do not accept gifts or rewards from any of its customers;
- No false advertising in the commercialization of products and services is carried out under any circumstance;
- Respect of the customers' privacy and protection of any kind of information that they may give to the Company.

## Interaction with Suppliers

As leaders of the retail industry, the Company has a great responsibility to its suppliers, to whom it promises a fair treatment, always promoting mutually beneficial relationships through the following principles, practices, and procedures:

- It is forbidden to receive gifts, rewards or incentives from suppliers. Also, it is absolutely forbidden to receive commissions or payments from suppliers;
- A fair and equal assessment of suppliers, prioritizing integrity, business reputation, compliance of delivery dates, among other conditions;
- No participation in any kind of business decision when doing so could represent a conflict of interest;
- It is strictly forbidden to recommend or request from a supplier a job for a family member or friend;
- Compliance from the part of the suppliers with healthy and safe working conditions.

## Interaction with Employees

Cencosud's essential pillar is its employees, who, with their daily commitment, make this a leading Company through the following principles:

- Respect and dignity;
- Safe and healthy environment;
- Respect towards labor rights;
- Employees' confidential and personal information;
- Personal relationships;
- Respect towards the community and the environment.

## Protection of Information

One of Cencosud's most valuable assets is its corporate information. That is why the Company takes care to administer it carefully and manage it responsibly, safely, and objectively through the following principles, practices and procedures:

- Respect and care with the dissemination of information;
- Information confidentiality;
- Responsible use of the information within the Company;
- Use of insider information;
- External communication.

### Protection of the Company's Assets

All the Company's employees are responsible for making good use of the assets they use in their operations. These are provided in order for them to be able to work effectively and efficiently on the promise of being responsible and of using them modestly under the following principles, practices and procedures:

- Integration of risks function;
- Compliance with protocols regarding: fraud, theft and larceny;
- Use and protection of the Company's assets;
- Respect towards trade secrets;
- Respect and compliance with the Company's practices regarding conflicts of interest;
- Compliance with donation policies;
- Freedom of association, follow child labor legislation in each country.
- Compliance with the policies regarding the interaction with government employees;
- Compliance with the policies regarding political activities;
- Compliance with the policies regarding crime prevention.

### Advertising Media and Implementation Processes

A digital version of the Code of Ethics is available in Cencosud's various intranets and in the Company's website ([www.cencosud.cl](http://www.cencosud.cl)).

Cencosud's current and future employees must confirm having received and read the Code of Ethics by means of signing the "Letter of Commitment." A "Confirmation" process is considered, where the employees are asked for confirmation of having read and of possessing updated knowledge of the Code, stating any exception to its observance.

Moreover, an e-learning training is carried out every year for all employees. The statistics of the employees who have failed the final e-learning exams are kept and then personalized work is done with each one to ensure that they completely understand the basis of the Code of Ethics before being reexamined. Additionally, the performance evaluation system takes into account the observance of the Company's ethical culture. The new competence system specifically includes behaviors related to ethics and doing the right thing. The internal audit function is evaluated once a year using this competence model.

### 3.9.2 Method of Enquiry and Channeling of Complaints

As a complement of the Code of Ethics, Cencosud has established formal channels for reporting complaints which the employees can use in case of doubts or of non-observance of what is stated in the Code of Ethics. It is in the Company's mind to guarantee confidentiality regarding the reception of the reported situations and these channels are administered by an independent third party with international experience in channeling complaint reports.

### 3.9.3 Corporate Internal Audit Area

The Corporate Internal Audit department oversees receiving, channeling, monitoring the complaints reported, and investigating them when it is appropriate to do so. In addition, it is also responsible of informing the Ethics Committee when merited by the relevance of the case.

### 3.9.4 Corporate Human Resources Area

The Corporate Human Resources Management is in charge of the operative administration of the Code and is responsible for answering doubts regarding the contents of the document, as well as administering the e-mail address established for this purpose: [etica@cencosud.cl](mailto:etica@cencosud.cl).

The channels through which employees can report complaints are the following:

- Free telephone line;
- Independent webpage provided by a third party;
- Email;
- Personal interviews;
- Post office box.

### 3.9.5 Ethics Committee

The Ethics Committee is responsible for knowing all the violations to the Code and the actions implemented regarding them; making decisions regarding the more complex cases of complaint, as determined by the General Management of Internal Audit; and approving the suggested modifications to the Code.

### 3.9.6 Formal channels of enquiry and complaint

- Free telephone line: Cencosud's employees can call this line free of charge. This will be available during office hours: 800 104 031;
- Webpage: Internet webpage provided by an independent third party, [eticacencosud.lineaseticas.com](http://eticacencosud.lineaseticas.com);
- E-mail: corporate e-mail address to which the employees can write, and which is checked exclusively by an independent third party: [lineaeticacencosud@kpmg.ar](mailto:lineaeticacencosud@kpmg.ar);
- Telephone number: 5411 4316 5800, "Cencosud's Ethical Line";
- Personal interviews: confidential personal interviews can be applied for at 800 104 031;
- Address to which the employees can send their letters: KPMG Forensic Services, Bouchard 710, 6th floor, Ciudad Autónoma de Buenos Aires, Argentina, Postal Code C1106ABL.

### 3.9.7 Law N° 20,393 Certification Model

Cencosud has a Crime Prevention Model in accordance with what is established by Law N° 20,303 of the Criminal Liabilities of Legal Entities. The model includes regulations, policies and procedures that prevent the crimes of asset laundering, financing of terrorism, and bribery. A total number of 28 of Cencosud's companies adhere to the Prevention Model. In 2020, there was, among other crimes, 25 effective complaints out of the 82 that were received. Since 2018, pro diversity and inclusivity measures are carried out in Cencosud, where training sessions and internal communication campaigns took place to promote these good practices.

### 3.9.8 Complaints Received

The Code of Ethics is applicable to all business units and to all countries where Cencosud is present, each country has its own channel for anonymous complaints and the complaints by web and mail are the same for all business units and for all countries.

In Cencosud S.A. a total of 1,696 complaints were received in 2020 and include all business units and all countries in which the Company is present. Cencosud Shopping received 18 complaints. In accordance with

best market practices the Company investigates 100% of the complaints received regarding complaints related to discrimination, these are detailed below:

Investigation status	Cencosud	Cencosud Shopping	Total
Complaints being processed	1	0	1
Investigated complaints	67	1	68
Effective complaints	23	0	23
Non-effective complaints	44	1	45
<b>Total</b>	<b>68</b>	<b>1</b>	<b>69</b>



04.

RISK MANAGEMENT

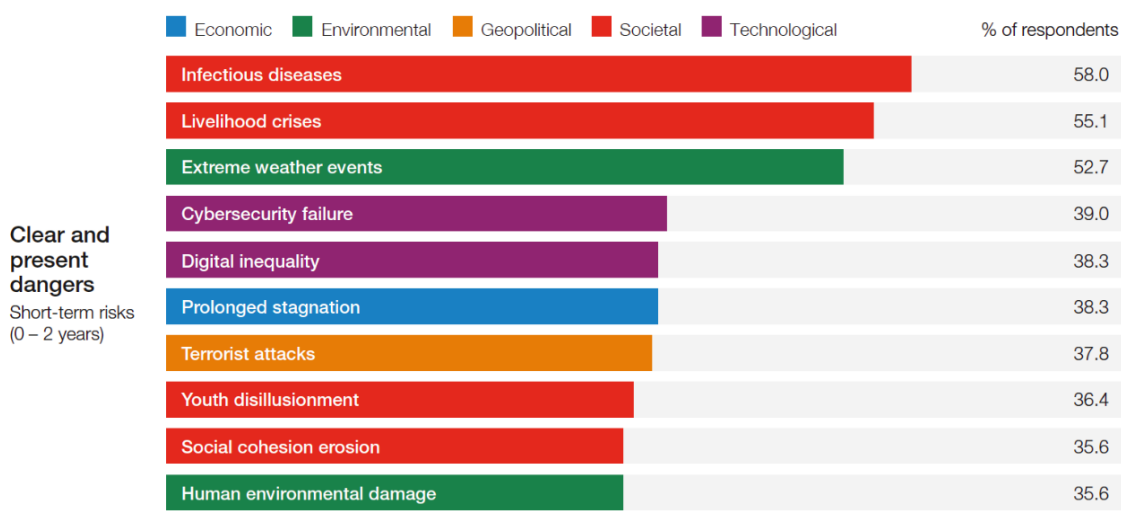


## 04. Risk Management

In 2020, the risk of a global pandemic became a reality, which has moved the world to be more attentive to emerging problems. In this context, the 16th edition of the World Economic Forum's Global Risks Report presents an analysis of the risks and their impact on society, highlighting the increase in inequality and the fragmentation of society as a result of disparity in access to health, technology, food and housing, among others. Social divisions have widened, straining social and safety nets driving economic structures beyond their capacity. The lack of proactive action on economic inequalities and the division of society may further delay action against climate change, which remains one of the greatest challenges for humanity. For companies, the economic, technological and reputational pressures that exist today can become a threat of falling behind future trends. The following are the main risks for the next two years according to the World Economic Forum Global Risk Perception Survey 2020.

### Global Risks Horizon

When do respondents forecast risks will become a critical threat to the world?



Source: World Economic Forum Global Risks Perception Survey 2020

### 4.1 Risk Control

In an uncertain and constantly changing environment, risk management is essential for the long-term viability of companies. Cencosud has a Risk Management System that is based on the identification and accounting of the main risk factors and uncertainties that may have a material impact on its activities, financial position or reputation, among others.

## 4.2 Risk Governance

Cencosud's risk governance structure is detailed below:



### 4.2.1 Risk Management and Internal Control

The Cencosud Group has developed practices for an integral management of its risks, in order to ensure both the integrity of the Financial Statements and their adequate treatment of the strategic level risks faced by the business.

In order to adopt best practices in these matters, the Cencosud Group has decided to voluntarily maintain compliance with the Sarbanes Oxley (SOX) standard, in addition to internationally accepted standards for Risk Management, such as ISO 31000. This has allowed, in addition to strengthening the Company's governance and planning, to be in line with global and local best practices, such as those suggested by the Dow Jones Sustainability Index (DJSI) or the General Standard (NCG) N°385 of the Chilean Financial Market Commission (FMC), in relation to risk management practices.

### 4.2.2 Internal Control – SOX

Since 2012, the Company has worked on the formalization of key controls regarding the trustworthiness of the Financial Statements. In this sense, a management methodology was developed in which the occurrence of such controls is tested annually, which has allowed Cencosud to comply with the commitments adopted by Cencosud before the FMC, in which it declares the voluntary maintenance of the internal control framework implemented while it was listed on the New York Stock Exchange (NYSE).

### 4.2.3 Strategic Risk Management

#### Corporate Risk Management Policy

Since 2012, Cencosud has developed its Risk Management Corporate Policy based on international standards. This document establishes guidelines to regulate the administration of strategic risks, including those related to financial, operational, enforcement and management aspects.

In this sense, the Risk Management process is used as a strategic tool for decision making, since it is an exercise that emanates from the management itself, which is responsible for identifying, prioritizing, evaluating and managing its risks.

For the implementation and practical application of this Policy, the Directors Committee approved a procedure that organizes the risk management methodology. The Corporate Risk Management department is responsible for providing the necessary tools to facilitate the discussion and handling of risks, periodically reporting the main conclusions, risk maps and action plans to the Directors Committee. It is worth mentioning that the risk identification and assessment stages are confidential. In this regard, the Cencosud Group treats high-level risks with the same care with which it deals with an anonymous complaint on the ethics line. The Risk Management process is conducted every two years at the corporate level, with an extension for each of the countries and their main divisions.

During 2020, due to the health crisis, the normal Risk Management cycle was paused and instead the strategic risks identified in 2019 were analyzed, focusing on those related to the operational continuity of the business. Along with the management responsible for mitigating these risks, summaries of the main action plans adopted to address them in a pandemic environment were prepared.

### **Risks associated with climate change**

One of the most important and perhaps most misunderstood risks facing organizations today is related to climate change. While it is widely recognized that the continuous emission of greenhouse gases will further warm the planet and that such warming may cause harmful economic and social effects, it is difficult to estimate the exact timing and severity of the physical effects. As a large-scale, long-term problem, it becomes a unique challenge, especially in the context of economic decision-making.

Cencosud is working to measure and assess how the risks associated with climate change impact the Company and how they can be mitigated and even transformed into business opportunities. In a first stage, all material issues that are relevant to the business are being measured, in order to advance in a second stage to establish a plan to be approved by the Board of Directors, with KPIs and goals in order to advance in a roadmap that involves the TCFD Standard.

This TCFD Standard states that the climate-related risks are: (1) the transition to a low-emission economy and (2) the physical impacts of climate change.

### **Transitional Risks**

The transition to a low-carbon economy may entail major policy, legal, technological and market changes to address climate change-related mitigation and adaptation requirements. Depending on the nature, speed and focus of these changes, transition risks can pose financial and reputational risks of different levels for organizations.

### **Physical Risks**

Physical risks from climate change can lead to (acute) events or long-term (chronic) changes in weather patterns. Physical risks can have financial implications for organizations, such as direct damage to assets or indirect impacts caused by interruptions in the production chain. The financial performance of organizations can also be affected by changes in water availability, supply and quality; food safety; and extreme temperature changes affecting the organization's infrastructure, operations, production chain, transportation, and employee safety.

### **Climate related opportunities**

The efforts to mitigate and adapt to climate change also create opportunities, for example, through resource efficiency and cost savings, adoption of low-carbon energy sources, development of new products and services, access to new markets, and building resilience along the entire production chain.

### Resource Efficiency

There is increasing evidence and examples of organizations that have successfully reduced their operating costs by improving efficiency in all their production and distribution processes.

### Energy Sources

According to the International Energy Agency (IEA), to meet global emissions reduction targets, countries will need to produce a large percentage of energy using low-emission alternatives such as wind, solar, tidal, hydro, geothermal, nuclear, biofuels and carbon capture and storage. Organizations that switch their energy use to low-carbon energy sources could save on their annual energy costs.

### Products and Services

Organizations that innovate and develop new low-emission products and services can improve their competitive position and capitalize on changing consumer preferences.

### Markets

Organizations that proactively seek opportunities in new markets or asset classes can diversify their activities and better position themselves for the transition to a low-carbon economy.

### Resilience<sup>16</sup>

The concept of climate resilience involves organizations developing implementation capacity to respond to climate change in order to better manage associated risks and take advantage of opportunities, such as the ability to respond to physical and transitional risks.

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<sup>16</sup> <https://assets.bbhub.io/company/sites/60/2020/10/TCFD-2017-Final-Report-Spanish-Translation.pdf>

### 4.3 Crossing of material issues and risk issues

The following is the cross-referencing of the material issues with the risk classification of the TCFD Standard, indicated in the previous point, and the mitigation measures that Cencosud is carrying out and the opportunities associated with them:

Material issue	Subtheme	TCFD Standard climate change risks	Mitigation actions
Environmental management	Emission management	Transitional Risks Regulatory risks; Market risks; Reputational risks.	Work is underway to measure Scope 1 and 2 emissions in all operations in order to establish an ESG management plan for the coming years, with goals and KPIs.
	Waste management	Transitional Risks Regulatory risks; Market risks; Reputational risks.	Working on measuring waste generated in all operations to establish a Master plan for the coming years, with goals and KPIs.
	Water management	Transitional risks: Regulatory risks; Market risks; Reputational risks. Physical risks: Water stress zones; Water quality and availability, affecting the supply chain; Extreme changes in temperature affecting agriculture, transportation and the safety of the Company's employees.	Work was carried out to measure water use in all operations and water stress zones were identified in order to establish a Master plan for the coming years, with goals and KPIs.
	Energy management	Transitional Risks Regulatory risks; Market risks; Reputational risks.	Work was carried out to measure energy use in all operations and % of renewable energy, in order to establish a plan for the coming years, with goals and KPIs.
	Environmental management of the supply chains	Transitional Risks Regulatory risks; Market risks; Reputational risks.	The supply chain was analyzed from the point of view of social and environmental management, which allow to work on measuring and developing KPIs to establish a management plan for the coming years.
Information security	Care and protection of customer data	Transitional risks: Regulatory risks; Market risks; Reputational risks.	Cybersecurity Program.
	Protection of information	Transitional risks: Regulatory risks; Market risks; Reputational risks.	Cybersecurity Program.
	Cybersecurity	Transitional risks: Regulatory risks; Market risks; Reputational risks.	Cybersecurity Program.

## 4.4 Emerging Risks

Emerging risks	Description	Commercial impact of risk	Mitigation actions
<b>Debt crises in large economies</b>	Corporate and/or public finances more strained by the accumulation and/or servicing of debt in large economies, leading to bankruptcies, defaults, insolvency, liquidity crises or sovereign debt crises.	Interest rate risk and access to working capital in the creditor banks and/or financial markets; or the increase in interest rates.	Maintain a low level of debt and a robust financial position.
<b>External weather events</b>	Loss of human lives, damage to ecosystems, destruction of property and/or financial losses, global scale losses as a consequence of extreme weather events.	Risk of loss of operating days, because the physical and logistical infrastructure may be affected, in order to comply with supplying throughout the countries where the Company is present.	To have mitigation plans in place; local suppliers that allow for the supply of perishable products with the Company's quality and safety requirements.
<b>Digitization</b>	According to the "Digital 2021" <sup>17</sup> report, 59.5% of the world's population will use the Internet (4.66 billion people worldwide as of January 2021), an increase of 316 million (7.3%) over the same period in 2020. Nearly two-thirds of humanity owns a mobile device, which has enabled more people to stay connected; however, many unintended consequences have also arisen, such as cyberattacks. In fact, the World Economic Forum's "The Global Risks 2020" report ranks them as the seventh most likely risk, the eighth most impactful and the second most worrisome risk to global business over the next ten years.	Risk of loss of operating days, given that the physical and logistical infrastructure may be affected, in order to comply with supplying the countries in which the Company is present.	Having mitigation plans in place; for information security, plans to accelerate digitalization and to strengthen online channels.
<b>Cybersecurity</b>		The increase in online transactions has increased the risk and probability of cyber-attacks.	In 2020 we started the migration of 20% of our computing to the public cloud and renewed 30% of the HW in our Datacenters in order to advance with the hybrid multi-cloud strategy.

## 4.5 Information Security

As part of the IT strategy to provide protection to the Company from threats, vulnerabilities and potential incidents that could affect our processes and technology platforms, during 2020 we began to deploy the Cybersecurity Program, a framework plan composed of a set of projects aimed at preventing, detecting and responding to internal and/or external IT attacks.

In particular, during 2020 we put special focus on generating a secure remote work environment. We have deployed new technologies to provide protection to our collaborative environment in the cloud, as well as in the personal computers (PCs & Notebooks) of our employees. Additionally, we strengthened digital identity protection by adding access controls based on double factor.

We accompany the expansion of e-commerce with the incorporation of more secure payment gateways and greater penetration of EMV technology for payment methods in the physical world, seeking a secure omnichannel experience for our customers.

<sup>17</sup> <https://datareportal.com/reports/digital-2021-global-overview-report>

We enhanced our security event monitoring and analysis capabilities through a world-class managed security service (Security Operation Center, SOC) that proactively alerts us to potential attacks or malicious activity. In addition, we developed the Incident Response service to contain and respond to a potential security breach and mitigate the possible impacts on the normal operation of the company.

Our customers have always been our priority. Committed to providing due care for personal information, we are working on the privacy initiatives required by the Personal Data Protection Law.

Aware of the importance of shaping a culture of security, we continue to invest in a continuous awareness program with employees at all levels of the Company with interactive activities and online training, with a special focus on the protection of sensitive information and the latest cybersecurity threats.

## Technology

Cencosud has alliances with the most representative suppliers in the technology industry. With them, we constantly seek to research solutions that modernize the execution of our businesses and generate efficiency in the operation of Systems.

In January 2020 we implemented *Microsoft Teams* for virtual collaboration among all Company employees. In this way, we unify all platforms for chats, videoconferences, phone calls and file sharing, among others, to perform everything through PCs or mobile devices.

Subsequently, when the COVID-19 pandemic was declared in March, it was possible to immediately activate remote work for more than 10,000 employees of Cencosud companies in the region. Through *Microsoft Teams* and remote access to the Company's main systems, we maintained the normal pace of our business operations while preserving the health of our employees.

Likewise, and in the forced context of pandemic and virtual work, we continued with the progress of the Technological Infrastructure Modernization Program. This program seeks to ensure the availability of all Cencosud systems and to support the growth strategy with greater speed, flexibility and operational efficiency.

In 2020 we initiated the migration of 20% of our compute to the public cloud and renewed 30% of the HW in our Datacenters to move forward with the hybrid multi-cloud strategy. This will allow us to achieve a reduction of approximately 27% of the total operating cost.

During the year we also initiated the implementation of software-defined networking technology (*SD-Wan*) to ensure connectivity with our cloud providers and in all our stores operating web services. We expect to complete 100% of the stores during the course of 2021.

We began the installation of a secondary communications node to guarantee high availability of the data network and secure electronic payment systems in Chile.

We are strongly committed to ensuring the availability of all services that support the growth of e-commerce and ensure the best customer shopping experience in each of our shopping centers.



05.

PEOPLE

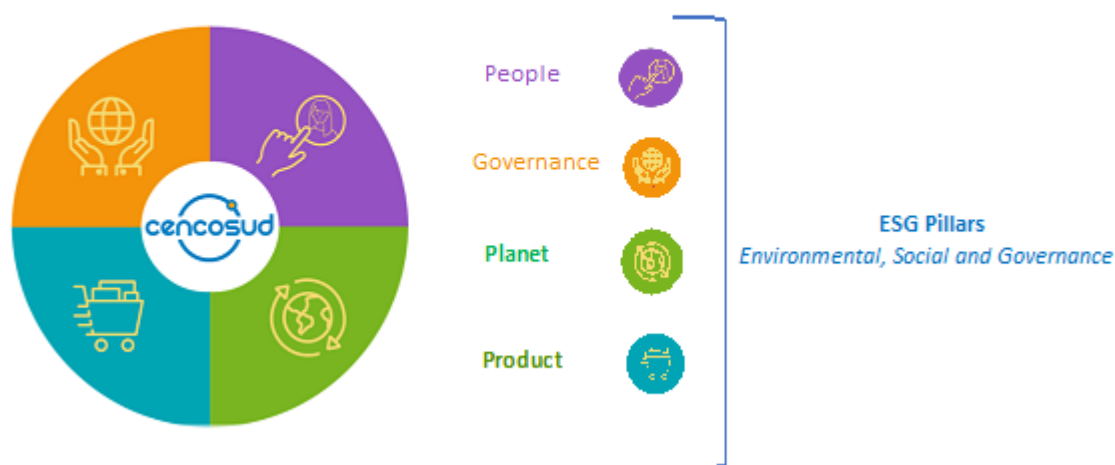


## 05. People

Cencosud understands that sustainable development is a process that allows building a society with better levels of quality of life in the environmental, social and governance (ESG) dimensions. Therefore, the business units join forces, working in a responsible and respectful manner to generate valuable relationships with their employees, customers, suppliers, the financial market, the community and the environment.


Cencosud's strategy focused on sustainable management was structured in 2020 and is based on four pillars. The elements it considers address the essence of the business, starting with the quality of life of all employees, also taking into account the management of eco-efficient processes and care for the environment.

This section details the Pillar People, which covers transversal actions that have an impact on stakeholders. This chapter will address three of them: customers (5.1), employees (5.2) and community (5.3).



### 5.1 Customers

#### 5.1.1 Customer experience

Customers			
How do we manage it?	Our metrics	Why is it important?	SDGs we contribute to
<p>Cencosud works to generate a unique connection and experience with its customers. For that purpose, it has the following management focuses:</p> <ul style="list-style-type: none"> <li>Customer's experience (<i>safe and quality</i>);</li> <li>Innovation and digitization;</li> <li>Marketing and responsible consumption.</li> </ul>	<ul style="list-style-type: none"> <li><b>NPS</b> (recommendation);</li> <li><b>CSAT</b> (experience);</li> <li><b>CES</b> (ease);</li> <li><b>IR</b> (purchase intention).</li> </ul>	<p>The current crisis is an opportunity for deep, systemic change towards a more sustainable economy that works for both people and planet. We must build back in a better way and change our consumption and production patterns to more sustainable ones.</p>	

### 5.1.2 Context

According to the Digital 2021<sup>18</sup> report, 59.5% of the world's population uses the Internet (4.66 billion people worldwide as of January 2021), an increase of 316 million (7.3%) over the same period in 2020. Nearly two-thirds of humanity owns a mobile device, which has enabled more people to stay connected; however, many undesired consequences have also arisen, such as cyberattacks, which have become a common threat to companies.

Internet penetration coupled with the crisis unleashed by the COVID-19 pandemic has led to an increase in the use of online channels. Customers expect quick responses, ideally in one click, without waiting or intermediate steps, they look for simplicity and appreciate anything with the less tag: wire(less), contact(less), friction(less).

Therefore, the easier it is to interact with a company, the more profitable customer relationships will be. This is because it involves lower operating costs associated with interaction, permanent micro-opportunities sales and dissatisfied customer situations or that in emergency cases can be handled more quickly.

Another crucial aspect of customer experience is the First Call Resolution (FCR), undoubtedly one of the most important Key Performance Indicators (KPI) for a contact center. All studies agree that first call resolution has a decisive impact on customer satisfaction.

### 5.1.3 Customer Strategy

- Customers are at the center of Cencosud's business model, so their satisfaction and experience are among the main material issues of the Company's management. Cencosud's 2020 customer strategy is based on offering a simple, empathetic and responsive shopping experience (SER).
- For this, it is essential that all employees, both those who work in stores or warehouses and those who are part of the headquarters teams, provide a service that listens to customers and anticipates and responds to their needs.
- Creating unique and personalized experiences helps create a connection with customers, while highly relevant shopping experiences boost loyalty. For this reason, at Cencosud we interact with them throughout the whole year in order to measure their satisfaction and gather their opinions.
- In the case of products, we work to guarantee safety, quality and variety that reflects consumer trends. In addition, we strive to deliver affordable, healthy and sustainable options.
- Cencosud's goal is to provide an exceptional level of service, answering customer questions and solving any issues as quickly as possible, constantly making efforts to improve its customer experience. We are working on indicators that will allow us to measure this shopping experience in its most comprehensive concept.

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<sup>18</sup> We Are Social, the world's leading creative agency in social media management, publishes Digital 2021, its annual report on social media and digital trends.

### 5.1.4 Customer Satisfaction

- Through the Sustainable Offer Policy, the Company declares the encouragement of the development of sustainable relationships with customers in all Cencosud brands, where the attributes of each business are evidenced in tune with its commercial offer, creating memorable experiences that are reflected on a high level of satisfaction. The Company works daily with passion, respect, transparency and trust, to improve the quality of life of its customers through a unique, sustainable experience with unparalleled quality standards.
- The Sustainability Strategy and Business Model are based on the principles of Sustainable Sourcing, Production and Consumption, which seek to guide the actions of the business units in all countries towards the transformation of the organization into a sustainable business. The Company has a Customer Satisfaction Policy which is the basis for generating memorable and satisfying customer relationship experiences. The channels available are:
  - ✓ Telephone assistance (call center);
  - ✓ Customer service face-to-face;
  - ✓ SAC Email;
  - ✓ Website;
  - ✓ Social media;
  - ✓ Satisfaction surveys;
  - ✓ Complaint book.

### 5.1.5 Cencosud's Code of Ethics

This document guides the relationship with customers, as it contains the guidelines to ensure fair and equitable treatment, always promoting mutually beneficial relationships. Among other aspects, it addresses customer relations, product quality and service excellence.

### 5.1.6 Customer satisfaction experience measures

During the last quarter of 2020, Cencosud worked on the homologation of a series of relevant customer experience indicators in all business units in Chile (Supermarkets, Department Stores, Home Improvement and Shopping Centers), among which the following stand out:

- NPS (recommendation).
- CSAT (experience).
- CES (ease).
- IR (purchase intention).

Said indicators, in addition to others, are tools that allow us to listen to the Voice of the Cencosud Customer, in order to improve experiences at each stage of the customer journey and associate these metrics to the brand's sales performance (Experience ROI).

During 2021, we expect to integrate Voice of the Customer at the post-purchase stage. In this way we will complete the Customer Journey Map, which begins when the customer starts the physical or online purchase process, browses, buys and ends when we deliver the products or when a post-sale is generated.

CSAT is a satisfaction indicator that is built based on the question "How satisfied are you with your shopping experience?". The net weighting (satisfied customers % - dissatisfied %) must be above 75% to say that we deliver our customers a satisfactory shopping experience.



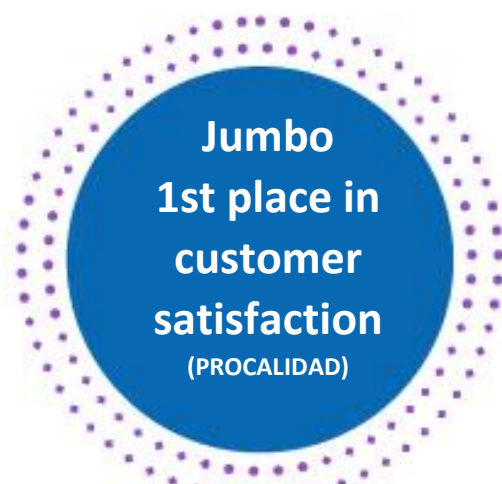
"How satisfied are you with your experience?"





Since this is a recently applied indicator, we do not have metrics yet that allow us to report in an annual period and to all business units. It is estimated that by the end of the 2021 fiscal year we could have metrics which scope will be detailed at the time they are reported.

As a preview, here are some of the phrases that stood out from our customer survey:

- "I found the products I was looking for."
- "Good service, cleanliness, diversity of products and good quality."
- "Quality and freshness of the products."
- "For the quality of its products."
- "Variety of products, order, cleanliness."
- "Good attention and speed."



Award	Detail
<p><b>Jumbo (Chile) received first place in the 2020 Supermarkets Category.</b> NPS ALCO Consumer Loyalty Award. <i>Consultoría de gestión de la experiencia del cliente.</i></p> 	<p>The Consumer Loyalty Award is a recognition given by Alco Consultores to companies that have reached the highest levels of loyalty and good customer experiences, based on the <i>Net Promoter Score®</i> - NPS® methodology. This award is the result of a benchmark conducted by Alco Consultores along with the Business School of the Universidad de Los Andes, in the main industries and companies in the Chilean market, where the level of consumer loyalty is evaluated using the NPS® index.</p> <p>This has become one of the most important indicators to measure experiences, as it has been proven that there is a correlation between loyalty and organic growth of a company.</p>
<p><b>2020 National Customer Satisfaction Award.</b></p> <p><b>First place in Supermarket sector</b> <i>ProCalidad, Praxis and Universidad Adolfo Ibáñez.</i></p> 	<p>On August 11, the 19<sup>th</sup> ProCalidad Awards Ceremony was held, which awards the leading companies in Customer Satisfaction in Chile, according to the National Customer Satisfaction Index of Chile. In the case of this award, it is the customers themselves who recognize the large companies that stand out in their sectors for their high performance and dedication in the area of customer service.</p> <p>ProCalidad is the independent benchmark of reference in Chile, an initiative of the Praxis Human Xperience consulting firm and Universidad Adolfo Ibáñez.</p>

### 5.1.7 Affordable, healthy and sustainable food for everyone

Enabling everyone to have access to a balanced, healthy and sustainable diet is one of the best ways to look after the health of people and the planet. At Cencosud we are committed to helping customers eat healthier by delivering a range of products that allow them to enjoy a more balanced diet without sacrificing taste. Educating to remove barriers and help make healthier choices, along with inspiring them to make changes in their lifestyle and try healthier alternatives. This way, Cencosud is developing its offer based on the following objectives:

- To provide the best experience to its customers in all its available means of purchase;
- To identify and listen carefully to the customers' opinions and expectations to improve service and future shopping experiences;
- To assist customers in supporting issues that they consider critical to their consumption;
- To have a wide variety of quality products within the reach of all segments;
- To expand the range of products that respond to the consumers' growing environmental concerns;
- To offer alternatives for the growing group of consumers who exclude meat and/or animal products from their diets;
- To enhance the online supply and create a complete omnichannel universe to expand and improve the customer experience;
- To increase the attractiveness of stores so they remain the center of the omnichannel universe;
- To continue to encourage innovation and development of new purchasing formats;
- To keep a high security level for digital purchasing systems, ensuring the protection of customer data.

### 5.1.8 Meeting expectations and their changes

For Cencosud, a key component of delivering the best experience is identifying customer expectations and how they change over time. For this, it is important to have tools to measure and account for customer perception. Thus, the Company can improve aspects that customers perceive as important, allowing it to adapt the supply and deliver innovative solutions aligned with their needs and expectations. For this purpose, satisfaction surveys are conducted annually to provide feedback to identify what needs to be improved and what is well valued and should continue to be implemented. They also allow us to take into account the main challenges that we must continue to work on in order to deliver unique customer experiences. To respond to the changing and increasingly fragmented consumer behaviors, driven by the use of digital technology and the search for greater personalization in service, Cencosud has had to adapt through a customer strategy that seeks to define a general standard of service and attention, and ensure its enforcement in all areas of physical or digital attention. At the same time, this has involved the introduction of more sales formats, encouraging the generation of an omnichannel system that saves time and improves the customer experience.

## Innovation and Digitization

### 5.1.9 Present in multiple distribution channels

In the current context, characterized by the presence of information and communication technologies, the digitalization of all processes has become more and more indispensable. As a retailer, Cencosud faces great challenges in terms of organizational transformation and its digital presence in the market, also considering increasingly globalized markets.

To achieve this, Cencosud seeks to continue innovating to make the shopping experience more attractive to customers. During 2020, we continued to add value to the service by improving the various e-commerce platforms and websites, incorporating digital tools during the physical shopping experience in stores and safeguarding security in the digital world.

The Company also continued to integrate digital technology in all of its Cencosud areas and in the strategy, where omnichannel became a fundamental axis of the value supply. As a way of managing this process, it is considered that the deadlines for the delivery of solutions must be fast and pragmatic in all business units; in addition, as part of the digital proposal for the customer, investments were made in the development of digital platforms, like in the case of Department Stores, where great efforts were made to give a greater positioning to the marketplace.

### 5.1.10 Presence of stores in the omnichannel system

As part of the digital transformation process in retail, the Company has incorporated omnichannel as a transversal element of its strategy. This has allowed customers to access the desired product from the comfort of their home or commute to work, in the shortest time possible and safeguarding their health, especially in this context affected by the pandemic.

The omnichannel strategy seeks to establish a relationship with the customer through any of the different sales channels, being consistent and coherent in the service delivered. The channels can be face-to-face, online or telephone. Cencosud works for the harmonization of all its channels, with the objective of increasing not only its sales rate, but also the efficiency of its processes.

Although digitization brings new opportunities, stores still play a central role, so health measures have been enhanced to ensure a quality experience even during a pandemic. Likewise, priority has been given to stores

as collection, return and refund centers for customers, and to the use of systems such as Click & Collect, promoting a multichannel operation.

The penetration of online sales, including Cornershop, is detailed below:

Internet Sales <sup>19</sup>	Supermarkets	Dept. Stores	Home Improv.
2020	7.8 %	49.1 %	8.9 %
2019	1.8 %	17.9 %	4.5 %
<b>Var 20/19 (bps)</b>	<b>601.8</b>	<b>3,113.7</b>	<b>447.6</b>

During 2020, Cencosud achieved a comparable Adjusted EBITDA growth of 41.4% compared to 2019, (excluding IAS29 and non-recurring effects). Part of the increase is due to the historical advance in the e-commerce channel. In addition, the Company announced in its guidance that one of the main focuses is the growth of e-commerce. This strategy will be accelerated in such a way as to enable customers to access an increasingly complete and efficient omnichannel proposal by optimizing retail stores, shopping malls and investments in dark and gray stores in order to expand e-commerce. Additionally, the new Spid<sub>35</sub> brand will have its physical stores on existing properties, promoting speed of delivery and service efficiency.

### 5.1.11 Advances in e-commerce strategy

On August 13, Cencosud and Cornershop signed a long-term collaboration agreement for the Supermarkets and Home Improvement operations in Chile, Peru, Colombia and Brazil, allowing Cornershop customers to shop at Supermarkets and Home Improvement stores without service charges. In addition, this agreement includes technological integration between both companies and the disbursement of USD 10 million by Cornershop for investments in Dark Stores. The objective is to always maintain the best customer experience. During December, the Department Stores business was added to the agreement, with deliveries beginning at 90 minutes.

In November 2020, Cencosud launched the Jumbo Prime program ([www.jumboprime.cl](http://www.jumboprime.cl)), a membership costing CLP 25,000 that includes free, unlimited delivery on online purchases over CLP 30,000, personalized offers, exclusive customer service channel on the internal portal and the double accumulation of Cencosud Points.

In December 2020, Paris launched its delivery in 24 hours of more than 30,000 products for the Metropolitan Region from Monday to Friday. The focus is to provide the best customer experience, providing enhanced logistical development.

In January 2021, Cencosud announced the launch of the new convenience supermarket format, branded Spid<sub>35</sub>, which includes delivery service under 35 minutes and with an assortment of 1,600 SKUs, to a target audience between the ages of 18 and 30. This format was initiated as a pilot plan from the Cornershop application and in mid-March of 2021, Spid<sub>35</sub> launched its own application in Chile and soon throughout the region.

<sup>19</sup> The penetration of sales online not includes Brazil nor Santa Isabel Chile.

### 5.1.12 Implementation of digital channels for online purchases

Launch of App Prezunic, Gbarbosa, Bretas, Mercantil and Perini with 2 million downloads; launch of the websites (e-grocery) Prezunic, Gbarbosa, Bretas and Mercantil and also the implementation of WhatsApp Delivery in products of the Prezunic, Gbarbosa, Bretas and Mercantil banners and Alliance with Cornershop.

#### Prezunic ABEMD Awards

Brazilian Data Marketing Association

Obtained Silver ABEMD in the Digital/Mobile category for the "Exclusive Offers Prezunic App" campaign.

#### Prezunic

During 2020, Prezunic significantly reduced investment in TV marketing and printing of brochures in order to communicate with customers only through digital channels (social networks and app) and physical stores, which represented savings in marketing actions.

#### Gbarbosa

Expansion of the delivery service to customers, fulfilling all hygiene processes required during the pandemic period; stock management; integration of Gbarbosa and Perini administrations into a single management (polyfunctionality).

### 5.1.13 Data privacy and cybersecurity

Customer trust is important to Cencosud, which is why it recognizes its responsibility to protect business information and data shared with the Company. In this context, we are committed to the continuous development of methodologies and processes that improve data privacy and security. The corporate systems areas are responsible for data privacy and information security. An e-commerce committee has been set up to monitor the channel and its activities in depth.

Cencosud operates in a highly competitive, complex and constantly changing environment. For this reason, and to safeguard information and information systems, it is continually updating governance and security protocols to reflect changes in technology and potential risks.

In addition, continuous training and awareness education on corporate security are carried out, in which updated information is provided to alert employees about new potential cybersecurity risks.

As the industry moves towards digitization, cybersecurity has become a crucial issue to ensure greater protection of the personal data provided by customers. A system called EMV is being implemented in the stores, in which the relevant credit card information is stored directly by Transbank and is not retained by Cencosud. On the other hand, Law No. 19.628 is in force in Chile, which has within its planning an update to make it more restrictive, taking as a reference the European law GDPR20.

To achieve this, the management of 2020 focused on enhancing the optimization of the systems, carrying out a complete value chain analysis around this issue.

For this purpose, the following was included:

- Conducting an analysis of the regulatory context and the business units;
- Identification of data flows;
- Privacy impact assessment;

<sup>20</sup> General Data Protection Regulation (GDPR): on the protection of individuals regarding the processing of their personal data and on the free movement of such data.

- Elaboration of roadmaps on the implemented actions.

This project aims to implement a strategy to increase Cencosud's cybersecurity capabilities, focusing on the following threat scenarios:

- Information leakage;
- Fraud;
- Unavailability;
- Noncompliance;
- Unauthorized access;
- Malware;
- Reputational damage;
- Credential theft.

A core area of security management is in the area of *Fidelidad*, since its work focuses on data processing. In the case of Easy, Jumbo, Paris and *Fidelidad*, the customer is taught how the information will be used; in addition, they are all members of the Digital and Direct Marketing Association (AMDD, for its acronym in Spanish), which aims to respect, defend and protect the consumer, through guidelines of responsibility and business ethics to protect the privacy of individuals, mainly through its Self-Regulation Code. In addition, the information gathered from non-registered users is anonymous and complies with the cookie treatment policies.

In the cases of Paris and Jumbo, they both use Secure Socket Layer (SSL) technology, which ensures the authenticity of a website and the coding of the information the user types in when realizing a purchase. This tool will include, among its features, the rights stated in the Law No 19,628.

## Marketing Practices

### 5.1.14 Supporting our customers and healthy food offer

Marketing management should be used in an ethical and responsible way as a means to contribute to a greater awareness of the impacts of consumption among those who prefer brands and, at the same time, promoting conscious consumption. Giving a memorable experience also requires helping customers support the causes they care about by committing to promote a collaborative consumption. In line with the growing concern for various environmental issues, the Company has implemented products and services that enable customers to become sustainable consumers.

In this context, it is important to develop campaigns that support critical issues that may be part of the concerns of consumers, thereby contributing to the development of a consumer who is aware and concerned about the personal, social and environmental impacts of their consumption.

### Cencosud Responsible Marketing Commitment

As stated in the "**Community Relations Policy**", Cencosud is committed to developing Responsible Marketing that contributes to social and environmental well-being. This way, it seeks to promote responsible consumption among its customers and suppliers through different initiatives and campaigns with ethical content and that support various causes related to giving meaning and purpose to the brands.

Responsible management of marketing communications and campaigns is a critical factor in maintaining the trust of its customers and stakeholders. Having an honest and close communication with them is a fundamental and priority issue. Therefore, marketing management is based on ethics and responsibility, as a

means to contribute to a greater awareness of the impacts of consumption among those who prefer our brands and, at the same time, to promote conscious consumption.

#### 5.1.15 Guidelines and Principles of Cencosud's Responsible Marketing

- Develop our marketing and communication actions, focusing on advertising the sustainability attributes of our own brands, in order to promote conscious and responsible consumption.
- Whenever possible, encourage the promotion of healthy life habits as indicated by the associated commitments, favoring the consumption of healthy and balanced diets.
- Special selection of healthy products in the rooms, nutritional labeling, reformulation of the company's own products and generation of information and education campaigns in search for a more sustainable supply.
- Generate opportunities to educate and instruct customers through clear information in communication channels, sales channels and on the labels of the company's own products, adding messages of responsible consumption, whether in relation to product elaboration, recommendations for use, post consumption or others, as well as carrying out educational campaigns to promote a better quality of life.
- Ensure compliance with current regulations in all communication platforms with our customers, from the elaboration of our products or services, as well as their commercialization.
- To ensure transversal compliance with human rights and avoid any form of discrimination in publications and associated marketing.
- Deliver with clarity the information associated to products and services, presenting at the same time, with precision, the legal grounds associated to services. Along with this, ensure consistency of messages between the different communication channels with honesty and transparency.
- Include contact or complaint channels as appropriate, according to customer service hours, 24/7 (toll-free customer service telephone number).
- Ensure respect for personal data and the integrity of the use of consumer information.

In this context, the "**Cencosud Brands with a Purpose Strategy**" a Sustainability Attributes matrix is being applied. This seeks to generate and strengthen brands in tune with our stakeholders, responding to social and environmental needs through the definition and classification of eight categories related to valued and recognized aspects:

- Positive experience and emotion;
- Constant innovation and empathy towards the customer or fair and civic relations;
- Life and health quality;
- Sustainable raw materials;
- Animal welfare;
- Conscious packaging.

In addition to having an offer of accessible, safe and quality products, we promote the development of an awareness of the impacts of consumption through various campaigns, such as:

Come Sano, Cocina con Todo ("Eat Healthy, Cook with Everything")	Muestras de amor Paris ("Paris Love Demonstrations")	ReCambia Easy, Orgullosos de lo Nuestro ("ReChange Easy, Proud of What's Ours")
<p>We want to make it easier for our customers to make healthier choices and lead healthier, more sustainable lives. Our approach addresses the barriers that customers tell us they face, such as lack of information and the perception that healthy food is more expensive and less tasty.</p> <p>Our customers say they worry that their diets will not be nutritionally adequate if they change their eating habits. They also struggle to have the inspiration and confidence to create tasty meals and are concerned about affordability. We are committed to removing barriers and making a healthy choice easy and enjoyable through actions and helpful advice.</p>	<p>Nine years ago, we began working with Banco de Ropa, a foundation dedicated to providing 100% new clothing to low-income and homeless people.</p> <p>They make personalized deliveries in individual bags with the name of each person, according to their size and age, in order to deliver affection and dignity.</p>	<p><i>Terapia de Hogar</i> ("Home Therapy") seeks, through the improvement of different spaces, to recover the feeling of home and thus contribute to the healing of people. This concept responds to our commitment to become part of the homes and enter the heart of each person to help more Chileans build or achieve the home they dream of.</p> <p>That way we contribute in a positive and profound way to the wellbeing of our neighbors, our neighborhood and our community.</p>

### 5.1.16 Ensuring high quality nutrition

Cencosud has always been concerned with offering foods that have the best nutritional composition possible. Since the implementation of food labeling regulations in Chile (Law No. 20,606), the Company has worked together with its suppliers to comply with the requirements and deadlines stipulated therein, reducing the levels of sugar, fat and sodium in the different products it offers.

To help its customers incorporate a healthy diet, in addition to the food education initiatives of the "Come Sano" ("Eat Healthy") campaign, the Company also provides additional detailed information on the nutritional profiles of its products, including per-serving data, fiber content and suggested frequency of consumption.

The Come Sano Program was created as a contribution to help reduce the high levels of obesity in Chile in relation to OECD countries and to promote healthy eating, through attractive and responsible communication campaigns. All of this supporting studies and educational tools that contribute to the adoption of healthy and balanced eating habits. The challenge is to promote the idea that eating healthy is possible and that it is not expensive. Through the Jumbo brand, Cencosud promotes its commitment to healthy eating and offers various alternatives at convenient prices. The Come Sano Program has been positively received by customers and the community, with an average 92% acceptance rate for the biannual period. In this respect, it has been fundamental to have the widest variety of healthy products in the stores, as well as a series of actions that have generated diverse impacts.

Through this program, different initiatives are carried out, each one of them targeting specific stakeholders, but always seeking to contribute to the raising of awareness for healthy living and eating. The actions of *Héroes del Cambio* ("Heroes of Change") and *Circo Jumbo* ("Jumbo Circus") are part of this context. In the first case, the Company was able to reach more than 20 schools and more than 600 children with nutritional evaluations, accompanied by a nutritional follow-up. *Circo Jumbo*, meanwhile, was held in online functions in Chile with approximately 190,935 estimated views from devices, which allowed to witness a free cultural show with various pieces of advice around the promotion of a healthy diet.

### 5.1.17 Larger range of organic and vegetarian products

Cencosud seeks to bring healthier and quality food to as much people as possible, through a varied offer of products and fair prices that allow the integration of different segments. Aware of the unprecedented economic, environmental, social and cultural challenges it faces, the Company aspires and is convinced that

the way to address them is to integrate sustainability into its business model, which is key to transforming challenges into opportunities and mitigating risks.

In view of consumers' new eating habits, expanding the range of organic products has become a necessity in order to meet their expectations. This way, Cencosud has set up a network of suppliers that prove their good practices in terms of environmental care, reinforcing its ecological supply both in person and online.




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

During 2020 Cencosud continued to enhance the correct traceability of its suppliers' products. This implies adherence to certification standards, as well as greater disclosure on traceability. This way it is possible to ensure that its supplies contribute to mitigate and generate the least possible environmental impact.

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

To ensure that the sustainability strategy is carried out throughout the Company's value chain, a product traceability system and the implementation of the Supplier Code were developed to promote compliance with environmental protection standards. Likewise, there is the Handbook of Sustainable Supermarkets that establishes the guidelines for action based on:

- Responsible sourcing: supply of products generated under decent working conditions, promoting good Fair Trade practices;
- Sustainable production: incorporation of suppliers with sustainability attributes and the selection of more environmentally friendly raw materials;
- Sustainable consumption: meeting customer expectations through continuous improvement processes and educating in a culture of environmental care.

 <b>Easy</b>	 <b>Jumbo</b>	 <b>Cencosud</b>
<b>Eikon Chile 2020 Awards</b> Hogar Easy: <i>the building of a purpose</i> General institutional communication campaign. <i>Blue Statue Award</i> Category 6: Corporate identity communication <i>Gold Statue Award</i>	<b>Eikon Chile 2020 Awards</b> JUMBO High Communication  Héroes del Cambio Category: 14.2 <i>Influencers Campaign</i> Gold Statue Award	<b>Eikon Chile 2020 Awards</b> Internal Communication Campaign, #prevenirecuidarnos COVID-19 at Cencosud Chile Category 7 Internal Communication Gold Statue Award Internal communication campaign of the Cencosud Group companies in Chile in the face of the most complex health crisis in the last 100 years.



Easy



Easy

#### Eikon Chile 2020 Awards

*Home Maintenance and Accessories*  
"Dark Monday - Cyber Friday – Hot Tuesday – Crazy Saturday – Sunday Night Sale – Wednesday and Thursday Offers Season".

#### Eikon Chile 2020 Awards

1<sup>st</sup> place Gold Effie in the Institutional/Corporate Category for the Renueva el amor por tu hogar campaign ("Renew the Love for your Home" campaign)

## 5.2 Employees

### People

Refers to material social issues concerning our employees, customers and the communities in which our facilities are located, as well as the actions taken to address trends

#### Welfare of Employees



Care and promotion of human rights

Care and promotion of health and safety

Care and promotion of diversity and inclusion

Employee development



Cencosud understands that sustainable development is a process and allows to build a society with better quality of life levels in its social, economic and environmental dimensions. Therefore, the business units join forces, working in a responsible and respectful manner to generate valuable relationships with their employees, customers, suppliers, the financial market, the community and the environment.

The Strategy with a sustainable approach that Cencosud is developing during 2020 has four pillars. This section details the Company's relationship with People, carrying out transversal actions that have an impact on various stakeholders.

The elements considered by the strategy address the essence of the business, starting with the quality of life of all employees, but also taking into account the management of eco-efficient processes and environmental care.

Cencosud's business model is centered on customers, but in order to fulfill the promise of value, it is essential to have a culture that promotes and moves the Company along these lines. Therefore, in order to achieve this objective, it is essential to have motivated employees who are committed to provide a quality service. Therefore, we promote and manage a business environment that prioritizes fair and safe work and encourages respect for diversity.

### 5.2.1 Human Rights<sup>21</sup>

We understand as Care and Promotion of Human Rights all aspects associated with the respect, promotion and due diligence on human rights regarding our employees, in line with current regulations, the National Action Plan on Business and Human Rights in Chile and the Universal Declaration of Human Rights.

#### Due Diligence on Human Rights

Cencosud embraces respect for human rights as a fundamental pillar of its management and supply chain. As part of this, it adheres to the UN Guiding Principles on Business and Human Rights, urging all its stakeholders, suppliers, employees, customers, communities, investors and strategic business partners to adhere to them as well.

The principles and commitments adopted by the Company to ensure respect for human rights are detailed in its Declaration on the Respect and Promotion of Human Rights. Supporting, respecting and promoting the protection of human rights is everyone's responsibility, and Cencosud has assumed this responsibility with leadership and determination, placing its quality, experience and coverage at the service of these commitments so that all its employees, suppliers and stakeholders also adopt them, putting them into practice on a daily basis.

Among other rights, Cencosud understands that the right to freely demonstrate and protest in the company is fundamental. For this reason, in each of its business units the right to free association, social dialogue and the right to collective negotiation are faithfully respected.

The number of unions and associates in each country is shown below. It is also important to recognize the particularities of labor relations in each country in which the Company operates, especially to identify legal changes and measures taken that could significantly modify labor relations in relation to previous years. Below are the specific details for each country in which we are present.

#### Chile

During 2020, most of the legal modifications were focused on the outbreak of the COVID-19 pandemic. In this context important changes were made in the labor regulations, to which were added some norms by the Ministry of Health:

- Law for Telecommuting or Remote work, which regulates the new modality of non-face-to-face work and has a bearing on labor and risk prevention aspects;
- Employment Protection laws, motivated by the suspension of economic and labor activity in many sectors that are not considered essential to the community;
- Laws that increased maternity protection and, in addition, extended the labor benefits for mothers;
- Acts of the political authority of the Republic that implied the declaration of a State of Emergency at a national level, the implementation of quarantines and restrictions on freedom of movement and assembly;
- Acts of the political authority of the Republic that implied the declaration of a State of Emergency at a national level, the implementation of quarantines and restrictions on freedom of movement and assembly;
- Regulation that extended some labor privileges derived from the Health Emergency State;
- Ruling of the Department of Labor that temporarily suspended the elections of union leaders due to the labor pandemic and the inactivity of some areas of economic activity;

<sup>21</sup> <https://www.un.org/es/universal-declaration-human-rights/index.html> / <https://ddhh.minjusticia.gob.cl/plan-de-accion-nacional-de-derechos-humanos-y-empresas>

- During 2020, the law that modifies the organic law governing the Department of Labor was processed and approved.

## Argentina

Labor relations in the country are regulated through the Argentine National Bargaining Commission (Paritaria Nacional). Freedom of association and collective bargaining is recognized in the country's Constitution and regulated by the Trade Unions Act. 83.57% of our employees are covered by the Agreement, enjoying the benefits and freedoms allowed by the regulations. In addition, most of them are members of the trade union.

The Labor Contract Law limits changes in the employment contract. Thus, for collective changes, a prior negotiation must be carried out with the union and the employee, and this must be approved by the Ministry of Labor. In the case of any individual modification, it can be done with the employee, the company and the Union without the need for prior approval; there are no minimum time limits in any of the cases.

In the context of the pandemic, the Argentine government issued the Necessity and Urgency Decree (NUD) that prohibits termination without cause or due to force majeure and in the case of termination with cause a double compensation. On the other hand, the Remote Work Law is in the process of regulation.

In October, a single collective bargaining was carried out in the company, in which the amount granted by decree in 2019 was incorporated to the base salary, and a non-remunerative amount was also established. Also, due to COVID-19, a gift card of half gross salary in five installments was granted, based on presenteeism and as a reward and incentive for working during the pandemic, as our activity is considered an essential service. In addition, agreements were reached with the Commerce Union related to Art. 223 bis, generating savings for the Company.

## Brazil

During 2020, the Company had contact with 72 unions, closing 145 collective bargaining agreements during the period. 77 of them were directly between the company and the union and 68 through employer unions.

## Peru

During 2020, there were many changes at the national level, motivated by the pandemic's arrival in the country, including:

- Remote work mode for those activities where it was possible to do so;
- Those workers with diseases considered high risk in case of contracting the virus and who could not do remote work due to the tasks they performed, were sent home on paid leave by mandate of the Central Government;
- The companies were provided with assistance for the payment of Compensation for Time for Services. At the same time, it became a common practice to reduce remunerations for periods agreed between the parties, in the event of absence or reduction of work in some companies;
- Adjustments to working hours had to be made with the declaration of a nationwide State of Emergency, the establishment of quarantines and restrictions on freedom of movement and assembly. This is not only to comply with said provisions, but also to ensure that our workers can travel to their homes.
- Many functions, such as the monitoring of compliance with labor and safety standards, as well as judicial hearings, were changed to virtual model using electronic resources to maintain these communications.

## Colombia

Within the framework of the country's regulations, a reduction in the payment of social security contributions from 16% to 3% for April and May was granted due to the pandemic context. The Company made use of this

provision; however, the decree was subsequently annulled by the Constitutional Court. This is why we are awaiting the new decree to make the payment of this adjustment.

Due to the closures and the decrease in the flow of people caused by the pandemic, in April there was a significant number of employees taking vacation days, with a visible decrease in the number of days pending for this liability. However, there were no changes in the hiring or termination regulations for employees.

In 2020, collective agreements were negotiated with a two-year term until 2022.

### 5.2.2 Our People First

- Cencosud is one of the most prestigious multi-format retailers in Latin America and the largest employer in the region, with more than 117 thousand employees in the five countries where it operates.
- The Company seeks to attract and retain the best talent to ensure the sustainability of its businesses and works with a focus on building collaborative work environments, where trust, respect and development of its employees are paramount, so that they can reach their full potential and feel proud of belonging to the companies of the Cencosud group.
- Employees are the heart that gives life to the Cencosud group companies. The Company's aspiration is to have teams that are committed and happy with what they do, because each one of them allows us to deliver the best shopping experience to the millions of customers who continue to prefer Cencosud every day.
- Cencosud aspires to improve the lives of its customers through the best shopping experiences, while at the same time generating happiness for its employees and profitability for its shareholders.

### 5.2.3 Our Cencosud Family

- 117,638 employees at regional level.
  - ✓ In Argentina we have 21,255 employees.
  - ✓ In Brazil we count with 22,991 employees.
  - ✓ In Chile we work with 50,215 employees.
  - ✓ In Colombia there are 11,483 employees.
  - ✓ In Peru we have a total of 11,694 employees.
- 50.7% are women and 49.3% are men.
- 18.9% of women in managerial and senior executive positions (out of total staffing)

### Age of our Employees

Age Range	Number of Employees as of 12/31/2020
Younger than 30 years old	35,462
Between 31 and 40 years	40,133
Between 41 and 50 years old	25,867
Between 51 and 60 years old	12,753
Between 61 and 70 years old	2,981
More than 70 years	442

## Length of service in the Company

Age Range	Number of Employees as of 12/31/2020
Less than 3 years	34,470
Between 3 and 6 years	21,047
Between 6 and 9 years	19,115
Between 9 and 12 years	12,114
More than 12 years	30892
<b>Total</b>	<b>117,638</b>

### 5.2.4 Our Cencosud Culture: Passion for Service

Cencosud's organizational culture always has its customers and employees at the core of its decisions. In an increasingly demanding and digital society, people management is key to achieving the Company's objectives. To this end, it works every day to promote an agile, flexible and collaborative culture, with committed employees and close leadership that operates in total trust with their teams.

Thanks to its "Cencosud DNA" seal and the commitment of all its employees, the Company can continue to deliver the best service to the millions of customers who prefer it.

### 5.2.5 Cencosud DNA

#### Cencosud's Code of Ethics

- Doing the right thing is part of its DNA. The companies of the Cencosud group adhere to the strictest ethical and legal behavior, being respectful of its history and values.
- The Code of Ethics, signed by all employees, reflects the way they do things, declares the commitments that guide their relationship with stakeholders and is an essential part of their internal culture.
- It has formal channels for its employees to report their concerns and/or complaints in a 100% confidential manner.
- 100% online courses available to all employees, as well as periodic communications that reinforce the ethical commitment practiced in the Company.

#### Its Ethical Commitments

- To interact with respect, transparency, dignity and equality;
- To ensure fair and equitable treatment of its suppliers, promoting mutual respect, objectivity and honesty;
- To protect Cencosud's and customers' information, without disclosing information that is confidential or may damage the reputation of the Company or its customers;
- To reject any crime that could be related to money laundering, financing of terrorism, bribery, receiving or others;
- To declare any action or interaction that may "be or appear to be" a conflict of interest;
- To comply with the Company's policies and procedures and to respect the existing laws and regulations in each country;
- Not to receive gifts, invitations or incentives from suppliers or customers, as they generate subsequent obligations;
- To protect the Company's assets and responsibly manage information security.

## Cencosud Competences

The Cencosud DNA is represented in a model of six transversal competencies that drive all employees and are considered in the performance assessment process:

### In my Mind, the Customer Always Comes First

- Cencosud improves the quality of life of its consumers through memorable shopping experiences.
- It serves the customer with passion, making them feel special, surprising them with innovation and solving problems in a timely manner.
- It acts with the conviction that Employees are internal customers.

### Strong Cultures Centered around People

- The Company promotes a culture where people always act with their coworkers in mind;
- It is interested in building work climates that promote trust and happiness;
- Cencosud plays a leading role and actively participates in training activities;
- It appropriates its development, asks for feedback, complies with its action plans and is aware of the policies;
- It values and promotes diversity;
- It leads with closeness and inspiration; it always aims to attract, retain, develop and promote talent.

### Individual Talent at the Team's Service

- It works as a team and collaborates with other areas;
- It proposes collective objectives over individual ones;
- It addresses all problems by becoming part of the solution, proposes alternatives to solve them and move forward.

### Owner Mentality

- It takes care of its customers, equipment, suppliers, resources, merchandise, place and work elements;
- It appropriates the challenges, complies with its commitments and is always accountable for its actions in an ethical manner;
- It promotes productivity and efficiency, taking care of the reputation and sustainability of its brands.

### Evolution and Permanent Challenges

- It builds transparent and reliable brands, in tune with its environment, society and stakeholders;
- It challenges the status-quo, sparks change and innovation in its business;
- It develops and follows trends with efficiency, speed and flexibility.

### Cencosud Delivers Results and Moves Forward

- It meets the quantitative and qualitative objectives, whether or not they are expressed as KPIs;
- It keeps its promises and assumes responsibility;
- It makes decisions based on the reality of the business, being aware of its results, commitments and financial situation.

### Everyone Has Something Unique to Contribute

- Cencosud has a Diversity and Inclusion Policy that promotes respect and development of its employees in environments free of discrimination where they can give the best of themselves and feel valued and proud to be part of the Company;

- For Cencosud, it is a privilege to have employees of different cultures, nationalities, knowledge, experiences and any other traits, since each person has something unique to contribute. This way they can better understand their customers and deliver the shopping experiences they need.

#### Employees with known disabilities in the Company

- Argentina: 0.38%
- Brazil: 4.88%
- Chile: 1.33%
- Colombia: 0.88%
- Peru: 2.10%

#### Nationality of our Employees at a Regional Level

- Foreigners: 70,738
- National: 46,900

#### Employees older than 61 years old

- 2.9% (3,423)

#### Percentage difference in remuneration for men versus women 2020

Group	2020
Managers and Top Executives	-3.34%
Professionals and Technicians	-0.65%
Workers	-4.16%

- The Company also constantly reviews and updates its internal Diversity and Inclusion protocols.
- In addition, it generates alliances with public and private organizations at national and international level, such as Fundación RECA (Supported Employment Network Colombia, by its acronym in Spanish), SENA (National Learning Service Colombia, by its acronym in Spanish), Comunidad Par, Pride Connection, UN Women, United Nations Global Compact, among others.

#### Acknowledgements in this Matter Obtained in Chile:

##### Jumbo Supermarkets

Company with full labor inclusion (Avanza and Senadis), Exhibitor of good practices in domestic violence and Conciliation at work (Prohumana).

##### Paris Department Stores

A rating in Pride Connection Report (Fundación Iguales), Exhibitor company La ReIN for good practices in inclusion processes for people with disabilities (Inclusive Business Network).

### 5.2.6 Taking Care of Ourselves Means Considering All of Us

- The world is in the midst of the most complex health crisis in the last 100 years. As a Company, this compels us to act with the utmost responsibility towards protecting the health of all its employees in Stores, Premises, Offices, Distribution Centers and Shopping Malls, their families, the suppliers and the thousands of customers who continue to prefer us.
- As one of the operators considered essential to supply basic needs, now more than ever our employees are committed to work to feed families and provide essential goods for their homes.

- Cencosud always ensures strict policies to ensure quality in all its processes, following the protocols established to care for and protect the health of all. Given the depth and prolongation of this pandemic, it continues to make every effort to protect the health of its employees and to ensure the necessary conditions to perform work remotely, on-site or mixed, as appropriate in this time of crisis.

## Main Measures against COVID-19 Pandemic

- Creation of the Crisis Committee to define critical measures;
- Implementation of procedures and protocols established by regional health authorities and Risk Prevention teams;
- Adoption of Remote Work in all Central Offices in the region since March 2020;
- Suspension of commercial travel during critical phases in 2020;
- Implementation of special measures for employees in risk groups;
- Increased use of alcohol gel dispensers, footbaths and acrylic shields in common areas, reinforced cleaning of workplaces, counters, checkout areas, delivery of merchandise, floors, tools, work equipment, etc., and sanitization of air conditioning;
- Use of gloves and disposable masks/face masks for home delivery workers and counter and processing personnel. Registration by means of PPE Delivery Form, according to current regulations;
- Implementation of a digital pay receipt delivery platform for administrative areas.
- Development of emotional counseling and support programs for all our employees.
- External dissemination of relevant communications through all our platforms.
- Implementation of a transversal internal communication campaign for the Cencosud group companies with relevant actions in three work pillars:
  - ✓ **#PrevenirEsCuidarnos ("#PreventIsCare")**: multiformat educational communications to raise awareness of the coronavirus, main preventive and self-care hygiene measures defined by the health authority to reduce the spread of the virus in workplaces and homes, along with the creation and dissemination of COVID-19 protocols.
  - ✓ **#NuestrasPersonasPrimero ("#OurPeopleFirst")**: counseling communications for leaders to manage teams in crisis, organizational change management and collaborative adherence to health regulations, digital training and learning spaces to protect the physical and emotional well-being of our employees, in addition to providing an internal team of psychologists for emotional support.
  - ✓ **#TrabajemosEnLínea ("#Let'sWorkOnline")**: educational and motivational communications to employees to help them continue to perform their work remotely with the digital tools available and to accompany the cultural transformation of this new work modality, aligned with the legal regulations that were adopted during the pandemic.
- Thanks to this campaign Cencosud Chile won the first place Gold Statue at the Eikon 2020 Awards, for Excellence in Institutional Communication.

## Development of Special Recognition Initiatives for Operations Employees

### Development of multiple online courses and informative talks at regional level:

#### Number of employees trained in Health and Safety in 2020

30,767 on a regional level.

#### Number of employees trained in Remote Work in 2020

1,665 on a regional level.

### 5.2.7 People at the Service of People

Attracting, retaining and developing the best talent is fundamental to deliver the service excellence that characterizes the Company. Cencosud has Recruitment and Selection processes to have highly trained, committed and aligned with the internal culture teams.

Some of the initiatives it develops to convey its value proposition and attract future employees are:

- Strengthening of its employer brand and permanent dissemination of vacancies through social networks and official platforms, reaching more than 526,000 followers in the Cencosud S.A. account on LinkedIn.
- Development of a new external portal for Cencosud Employment, to improve the candidate application experience.
- Participation in online university employability fairs to attract young talent.

#### Acknowledgements Received:

##### Argentina

- Mercovalora Ranking 2020 - Companies that best manage their talent in a pandemic.
- Best Employers 2020 - Ranking with leading companies in their talent management.

##### Chile

- Merco Talent Ranking 2020: Cencosud, best company for attracting and retaining talent in the holding business sector.
- Merco University Talent 2020 Ranking: Cencosud, best company for attracting university talent.
- Top of Mind 2020 First Job Study: Cencosud, one of the companies preferred by young people to start their professional experience.

### 5.2.8 Training and Learning

The Company seeks to generate a digital and flexible learning experience, in line with the main training trends in the market, in order to enhance the constant development of its employees. For this reason, it provides multiple training courses so that they can perform their functions, acquire new knowledge and tools to continue growing.

Cencosud has an internal training platform 100% online at regional level.

#### Most Relevant 2020 Learning Experiences:

- Specialized training for Cornershop service in the region;
- Leadership for management positions in times of crisis;
- Agile methodologies consulting for core teams;
- Digital literacy in Microsoft tools;
- Onboarding and online induction process for new employees;
- More than 6,000 licenses for learning about retail and digital market trends in Argentina, Chile and Colombia.

#### Average Training Hours per Employee:

- Under 30 years of age: 5.5 hours
- Between 31 and 50 years old: 6 hours
- Over 50 years: 5.3 hours

## 5.2.9 Performance Management

Cencosud promotes continuous Performance Management to drive the development of its teams and match work expectations to the Company's objectives.

It also creates spaces to talk with confidence about "how we do what we do" and "why we do it", appreciating the work well done and detecting opportunities for improvement to continue delivering excellent experiences to customers and employees.

Evaluations and self-evaluations are conducted 100% online through its internal platform and feedback conversations are held periodically in a face-to-face/online format as appropriate.

- On average, 82% of employees in the region were evaluated<sup>22</sup>:

Percentage of Employees Receiving Periodic Performance Evaluations					
	Argentina	Brazil	Chile	Colombia	Peru
2020	100%	100%	84%	24%	100%
2019	96%	41%	86%	18%	95%

In addition, Talent Review (TR) is managed to identify top talent within the Company, mapping them according to their performance and potential, in the context of the needs of its businesses.

In order to plan short and medium-term career moves, Succession Plans are included where potential successors are identified and developed, ensuring that critical roles are adequately covered to guarantee the sustainability of the businesses.

### Main Initiatives

- Participation in external measurement of Performance Management at Latin American level.
- Internal diagnosis of the Performance Evaluation process through conversations, interviews and focus groups with leaders and employees.
- Elaboration of a new succession model.

## 5.2.10 Happy Employees, Happy Customers

Cencosud wants to continue to be a great place to work, where its employees feel happy with what they do, can develop personally and professionally, achieve their goals and enjoy their work.

For this reason, the Company provides collaborative work environments where trust and respect are essential pillars, as well as work/life balance, work flexibility and multiple benefits that have a positive impact on the lives of its employees.

Some of the employee benefits contemplated at the regional level:

### Complementary health insurance:

- Preventive programs and agreements with different health entities;
- Life insurance;
- Discounts in its brands;
- Discounts in Cencosud card;

<sup>22</sup> Figures as of December 31, 2020

- Bonds;
- Among others.

The Company is convinced that if you have happy employees, you will have happy customers. During 2020, diagnostic surveys were implemented to measure the wellbeing of its employees, which allow us to design action plans to continue improving and taking care of our people. Given the pandemic, work climate surveys in all countries of operation will be conducted in 2021.

### Benefits for Employees of Contractors in Shopping Centers:

- A food card for consumption in the cafeteria: lunch, snacks, dinners;
- Boxes with products for special dates (Christmas, among others);
- Gifts for special occasions (Father's Day, Mother's Day, etc.);
- Specific training for shopping malls;
- Awards for good performance;
- Celebration of special dates such as national holidays, special meals for Christmas and others.

## 5.2.11 Corporate Volunteering

### Chile

- In order to have a positive impact on the communities in which we are involved, every year we promote, together with our employees, different volunteer initiatives in the business units. Generating meaningful experiences allows our employees to feel prouder, happier and more engaged.
- An example of this is given by Easy Chile's "*Desafío Local*" ("Local Challenge"), where more than 200 employees promoted 12 projects to equip and decorate spaces for foundations and the most vulnerable sectors of the country.

### Colombia

- Cencosud Forest: this volunteer initiative has been carried out since 2016, where more than 1,600 trees have been planted in Zipacón and Suesca (Cundinamarca) and more than 100 employees have participated. With this initiative we seek to contribute to the environment and the UN Sustainable Development Goals.

	2016	2017	2018	2019	2020
<b>Argentina</b>					
Total allocation	24,918	24,332	23,297	21,929	21,255
Unionized Staff	11,622	11,347	10,792	10,183	9,937
% of unionized staff	46.64%	46.63%	46.63%	46.44%	46.8%
Number of unions	2	2	2	2	2
<b>Brazil</b>					
Total allocation	28,340	26,644	26,047	24,040	22,991
Unionized Staff	1,207	1,515	1,548	1,509	1,412
% of unionized staff	4.26%	5.69%	5.94%	6.28%	6.1%
Number of unions	87	76	75	75	72
<b>Chile</b>					
Total allocation	56,432	57,156	56,861	53,470	50,215
Unionized Staff	40,221	39,961	40,371	40,214	37,797
% of unionized staff	71.27%	69.92%	71.00%	71.67%	75.3%
Number of unions	114	113	118	122	119

	2016	2017	2018	2019	2020
<b>Colombia</b>					
Total allocation	13,980	13,364	13,072	12,283	11,483
Unionized Staff	6,285	6,944	6,410	7,157	6,554
% of unionized staff	44.96%	51.96%	49.04%	58.27%	57.1%
Number of unions	2	2	2	3	3
<b>Peru</b>					
Total allocation	14,490	14,325	14,569	13,547	11,694
Unionized Staff	402	756	547	423	411
% of unionized staff	2.77%	5.28%	3.75%	3.11%	3.5%
Number of unions	1	1	1	1	1

## 5.3 Community


### 5.3.1 Commitment with the Community

We understand a link with the communities to mean all those aspects associated with a formal interaction with the environment surrounding our facilities, seeking to create a positive, inclusive impact and opportunities for development and social growth in the community.



**People**

Refers to material social issues related to our employees, customers and communities in which our facilities are located, as well as actions taken to address trends

**Link with Communities**



**Volunteering  
Entrepreneurship  
Education**

One of Cencosud's central pillars is the development of the people related to its operations, among which stands out the objective of maintaining the commitment to the communities in which the industry is inserted, generating shared social value.

In addition, we always seek to enhance long-term sustainability and also strive to make a real contribution to the development and growth of the countries in which we participate.

To this end, it establishes relationships and permanent links with different organizations through associations, alliances and memberships, which are governed by the rules established in the Company's **Community Relations Policy**, which excludes, for example, any type of contributions to political parties.

On the other hand, the Company is aware that the payment of taxes is part of the social impact it causes as a contribution to the countries where it is present. Likewise, Cencosud complies with all applicable tax laws and regulations, reflecting the commitments of the Code of Ethics and its corporate values.

The Company has operations in several Latin American countries, so it must adapt to the specific contexts in order to carry out the most relevant actions for each community.

However, at a general level, the strategy for working with communities during 2020 revolved around generating engagement with the community based on four relationship focuses: volunteering, links with the community, entrepreneurship and education.

Cencosud fulfills its mission to contribute improving the quality of life of its customers, employees and the community in which it operates. It understands that it will not only grow as a business but will also support the communities where it is located to address the major challenges of climate change. Therefore, the Company aspires to grow alongside its communities and support their economic and social development, convinced that the generation of shared value moves forward to the extent that its environment does so as well. The main metrics of the contribution made in Latin America in general are presented below:

Voluntary Social Performance			
Argentina	2020	Brazil	2020
People reached	410,682	People reached	82,632
Number of volunteers	281	Number of volunteers	10
Hours of volunteering	602,300	Hours of volunteering	1,040
Number of donations	626,327	Number of donations	65,632
Number of initiatives	8	Number of initiatives	2
Chile	2020	Colombia	2020
People reached	84,152	People reached	21,000
Number of volunteers	2,829	Number of volunteers	122
Hours of volunteering	376,963	Hours of volunteering	250
Number of donations	77,048	Number of donations	1,10
Number of initiatives	13	Number of initiatives	2
Peru	2020	Cencosud S.A.	2020
People reached	99,455	People reached	697,921
Number of volunteers	44	Number of volunteers	3,286
Hours of volunteering	1,624	Hours of volunteering	982,177
Number of donations	4,924	Number of donations	775,031
Number of initiatives	6	Number of initiatives	31

The initiatives implemented in each country are presented below, according to the business model implemented.

## Chile

Throughout 2020, several community engagement initiatives were carried out. Cencosud has the largest number of its stores in the Chilean territory, through three different business units: Supermarkets, Home Improvement and Department Stores. In each of these units, different actions have been carried out depending on their specific audiences and the communities they affect.

Overall, the community support initiatives developed during 2020 involved nearly 377,000 volunteer hours and benefited approximately 84,000 people. The activities included clothing and food donations, education sessions on healthy eating habits with children and adults, organization of fairs to encourage entrepreneurship and various cultural theater and circus shows. These included activities to support the elderly through neighborhood improvement and work with children by supporting institutions with gifts and by working with more than 30 Sename (National Minors' Service) homes.

## Argentina

A number of community engagement initiatives were also developed. Although Cencosud has only two distinct business units in the country, Supermarkets and Home Improvement, different actions have been implemented according to their specific audiences and the communities they affect.

Counting all community support initiatives carried out during 2020 in Argentina, nearly 616,000 volunteer hours were performed, benefiting approximately 398,000 people. Among the actions undertaken are food and decorative product donations, training sessions for women entrepreneurs, workshops to raise awareness of healthy eating among children and the sale of "ecological kits" made from recycled materials. In addition,

activities to support the construction of emergency housing in collaboration with the TECHO foundation and the alliance with Missing Children, an organization focused on the search for minors, which succeeded in finding two missing children.

## Brazil

In the case of Brazil, a number of community engagement initiatives were carried out during the period. However, in this case we carried out general actions, regardless of the business units implemented in the territory.

Between all the community support initiatives, nearly 1,000 volunteer hours were contemplated and approximately 83,000 people were benefited. Among the activities carried out, the Alliance with the GBarbosa 50+ institute stands out, providing support to improve the quality of life of more than 17,000 people over 50 years of age and, on the other hand, the donation of food to several people with a high degree of vulnerability.

## Colombia

Several community engagement initiatives were implemented during 2020, but as in the case of Brazil, general actions have been undertaken regardless of the business units implemented in the country.

All community support activities benefited approximately 21,000 people and various territories where reforestation actions were carried out. Among the initiatives were the reforestation volunteer sessions in the municipalities of Zipacón and Suesca, and the adaptation and provisioning of the library of the Cabecitas Foundation, which works for the care and protection of second and third childhood girls in vulnerable situations due to their family and social environment.

## Peru

The various community engagement initiatives carried out during the period were of a general nature, regardless of the different business units operating in the country.

Approximately 100,000 people benefited from the community support initiatives developed during the period, with nearly 2,600 volunteer hours. Activities included beach cleanup volunteers, training on responsible fishing in association with WWF (World Wide Fund for Nature), and cultural presentations on circus and environmental education. These included the partnership with Aldeas Infantiles SOS, an organization specializing in the care of orphaned children and adolescents, and the collaboration with the United Nations Development Program (UNDP) in the organization of the Social Innovation Festival, in which solutions were developed to promote gender equality in companies.

### 5.3.2 Commitment with the Community






#### UNiTE to End Violence Against Women and Girls

November 25, 2020

At Cencosud we once again join the UN Women Campaign, UNiTE is a global awareness and advocacy initiative to prevent and eliminate violence against women and girls in the world, launched in 2008 by the UN Secretary General. The UNiTE campaign is coordinated by UN Women and calls for all actors in society to unite to end

this global pandemic of COVID-19. Paint the world orange is the Campaign's big campaign appeal. The color Orange has been positioned by the UN as a color of change that identifies the cause worldwide. In this sense and as part of the actions that are carried out globally, this is the invitation to join in by illuminating emblematic sites in cities. This is how in Latin America Christ the Redeemer in Brazil, the Obelisk in Argentina, and Sky Costanera have been illuminated as was done in 2017 and 2018.



Business Unit	Initiative	Description	Impact	People Reached
	Jumbo Circus	Free cultural show that seeks to provide culture by promoting a healthy diet. The initiative is covered by the Cultural Donations Law. In 2020 it was performed online and broadcasted on open TV with 38 online functions.	190,935 estimated views from devices	190,935 estimated views from devices
			344,935 estimated people who watched the show	344,935 estimated people who watched the show
			+2,500 photos of families watching the circus performance	+2,500 photos of families watching the circus performance.
	Donation of Food for human consumption	Donations from Distribution Center to Red de Alimentos.	Red de Alimentos: Food Donation CLP 46,183,403	
	Donation of Food for human consumption	12 Jumbo stores in the Metropolitan Region implemented a systematic process of donating food fit for human consumption to Núcleo Humanitario, which three times a week collected food in good condition.	Núcleo Humanitario: - Donation: CLP 169,139,757 - Donation (Q) 166,433	Donations are transformed into supplies and food for more than 100 soup kitchens in Santiago / +100,000 food rations per month / 800,000 food rations / support 25,000 - 30,000 families per month / support more than 100 different organizations.

## Mujeres Transformadoras

### Argentina

This initiative aims to accompany women from the provinces of Buenos Aires and Córdoba in their personal and professional journey of undertaking a project, providing training and tools to strengthen their enterprises and increase their impact and leadership in the market. More than 560 social organizations were trained. This initiative was awarded the Eikon Círculo de Comunicación Award.

## **Recognition Municipality Libertador General San Martín - Jujuy**

### *Recycling program in the municipality*

In 2020, in conjunction with the municipality of Libertador General San Martín (province of Jujuy), recycling collection containers were placed to raise awareness among customers and the community of the municipality to preserve the environment by recycling and separating waste.

## **Agreement with UNICEF and the World Bank**

### *Metro*

Poverty among children and adolescents in Peru in 2020 increased by 13% as a consequence of the COVID-19 pandemic. In response to this situation, UNICEF, Metro and Bonus joined forces to launch the "Share the best of you" initiative, through which they delivered "Boxes of Hope" to children and adolescents in the Peruvian Amazon, with hygiene and cleaning items and counseling to strengthen preventive practices against the virus. The objective was to help protect more than 14,000 people, and the advice has also been adapted to indigenous languages. The dynamics of participation was through the purchase of Metro Panettoni and donation of Bonus Points.



06.



PRODUCT



## 06. Product

Cencosud's main objective has always been to offer the best experience to its customers, for which it is essential to have a varied, personalized and sustainable offer of products that also meet the best quality, safety and innocuousness standards. Accordingly, the Company considers it as one of the pillars of its sustainability strategy, where it manages it through two main focuses:

### a) Product Quality and Safety

To manage the quality, safety and innocuousness of our products, we work on the following aspects: audits of suppliers and supermarkets; management of the responsible labeling of our brands; review of third-party labeling; availability of products that contribute to people's health and nutrition; a wide and varied food alternative for different eating habits and/or needs.

#### How do we manage it?

- We select quality products at the right price.
- We guarantee the safety and food quality of our products.

### b) Supply chain management

This focus involves social and environmental management of the supply chain. To achieve this objective, the Company has made sure that its suppliers are committed to delivering the best products, undergoing periodic evaluations to certify their quality. Through the certifications, it is ensured that both the production process and the entire supply chain process comply with the appropriate procedures for proper environmental management and that highly nutritious and healthy food is ensured.

#### How do we manage it?

- We develop responsible purchasing initiatives and partnerships.
- We supervise, control and audit the supply chain.

### Suppliers




Payments to suppliers for the supply of goods and services as of December 31, 2020: CLP 8,763,414,221<sup>23</sup>.

### Sustainable Offer Policy<sup>24</sup>

We have a **Sustainable Supply Policy**, as we are aware of the growing worldwide trend towards a more responsible consumption. To review it, it is available on our corporate website.

<sup>23</sup> Income Statement figures (Consolidated Statement of Cash Flows Direct Method)

<sup>24</sup> [https://www.cencosud.com/cencosud/site/artic/20190327/asocfile/20190327112226/esp\\_politica\\_oferta\\_sostenible.pdf](https://www.cencosud.com/cencosud/site/artic/20190327/asocfile/20190327112226/esp_politica_oferta_sostenible.pdf)

Pillar	Material issue	How is it managed	SDGs we contribute with material issues management
	Product quality and safety	Product safety and innocuousness.	 
		Reliability of labeling.	
		Promoting a diet that cares for people's health and nutrition.	
		Having food alternatives for different eating habits and/or needs.	
	Supply chain management	Social management in the supply chain.	
		Environmental management in the supply chain.	

## 6.1 Product Safety and Innocuousness

One of Cencosud's purposes is to provide **products and services of excellence**, to ensure quality and safety in all its own and third-party branded product ranges. Cencosud works from their specifications to in-store operations; the Company has procedures and protocols that allow it to guarantee that the products sold are healthy, safe and of the highest quality.

The Company has a Quality Management Program, which includes policies and audits of local suppliers, while imported suppliers are evaluated through certifications. In addition, there are crisis management and product removal protocols in place to ensure compliance with quality standards for own-brand and third-party products, guaranteeing that each product sold is safe for the consumer.

The private label products that are developed are evaluated through our Quality Management program, through certified laboratories that certify their quality, safety and legality.

For each type of private label, strict specifications have been established with the objective of having products that comply with both the applicable legislation and the level of quality in terms of ingredients, taste, origin and traceability of raw materials. There are product quality control plans in place throughout the year and in-store product control plans.

Product <sup>25</sup>	2020
% of sales of certified meat	29%
% of sales of certified fishing	100%
% of sales of cage-free hen eggs	30%

### Colombia

- We foster a sustainable supply chain, promoting opportunities for growth and progress for Colombian micro-enterprises. Micro-entrepreneurs have been trained through a proprietary tool, so that they can meet the quality and formalization standards that will enable them to become suppliers of large supermarkets.
- The Company has been carrying out this activity since 2014, in partnership with *Corporación Emprendedores Colombia* ("Entrepreneurs Corporation Colombia"). In total, more than 2,500 microentrepreneurs have been trained in more than 30 cities nationwide.

<sup>25</sup> Scope is Supermarkets Unit, Chile

- At Cencosud we reaffirm our commitment to promote the country's progress, providing tools so that Colombian micro-entrepreneurs have a stable marketing channel that contributes to their economic development and well-being in general.
- The Company promotes responsible fishing practices among suppliers in this area, so that the selection of fishing areas is done in a conscious and responsible manner. Cencosud is committed to not selling marine species in danger of extinction; it also seeks to ensure that the selection of animals is made at the adult stage, guaranteeing the stable and linear reproduction of the species without affecting the ecosystem.
- The Company has a Procedure for Receipt and Administration of Certifications of Compliance with Third Party Biosafety Protocols against COVID-19. Between May 4, 2020 and January 29, 2021, 11,542 third-party registrations were managed.
- In the Procedure for Receipt and Administration of Special Certification under Law No. 2024 of 2020 there were 1,406 records managed.

## Easy Chile

- It has a protocol of specifications, as well as of roles and responsibilities in the handling of controlled substances. For this purpose, certificates, books, supporting documents, signaling, controls and reports are taken into account, in accordance with the parameters established by the National Narcotics Department.
- One of the material aspects is to guarantee the innocuousness, quality and safety of the products, which has always been one of the Company's focuses. To manage this, we work on the following focuses: supplier audits, variety of products with certifications and initiatives such as "Come Sano" in Supermarkets.

## Certifications

We deliver to our customers products with certifications that meet the requirements demanded by consumers and that add value and make a difference. At year-end 2020, the following are the main certifications:

Item	Associated Certifications	Amount of income from the sale of certified products
Beef	<p>In Chile, in the case of beef we have the following certifications: Certified Humane or Animal Welfare, Ecocert Certificate (<i>certified organic</i>) Frogonorte (<i>for animal welfare and cattle slaughter</i>); Certificate Arrebeef S.A.; SGS Animal Welfare Audit; Q WQS AQIMA Group Company; Humane Handling and regulation Program USDA - FSIS (Food Safety and Inspection Service Regulation Animal Welfare) FSN Certification.</p> <p>In Argentina, beef is sanitary endorsed by Senasa. In addition, slaughterhouses have quality and safety standards such as SSOP (Sanitation Standard Operating Procedures), HACCP (Hazard Analysis and Critical Control Point Plan).</p>	29% of total meat sales are certified Certified Humane, USA Organic <sup>26</sup>
Cage-free hen eggs	<p>In Chile, all suppliers working in this segment have the Certified Humane certification. During 2020, development began in conjunction with a supplier of a new organic egg variety that has a start date of 2021. Eggs originated in a cage-free environment: Certified Humane. The certification is effective as of February 5, 2014. In the egg category the aim is to promote regional suppliers due to the shelf life and freshness of the product. During 2020, five new brands of regional egg suppliers were incorporated: Copita, Chequen, Ariztía, Coliumo and Doña Blanca, which are distributed throughout the country.</p> <p>In Argentina, all of them have the Certification by Senasa.</p>	The amount of revenues corresponding to the sale of organic certified eggs amounts to CLP MM 1,621, as of December 31, 2020, for the Supermarkets business unit in Chile.

<sup>26</sup> Figure as of December 31, 2020 for the Supermarkets Unit in Chile.

Item	Associated Certifications	Amount of income from the sale of certified products
Chicken	In Chile, the following certifications are in place: USDA ORGANIC, CERTIFIED HUMANE, NON-GMO.	0.10% of chicken and turkey sales are Certified Humane, USA Organic, NON-GMO.
Dairy products from free-range cows	During 2019 we incorporated Dairy Farm, a small supplier that meets all the required characteristics; they do not have certification, but they have been involved in this good practice since 1992.  In 2021, we will incorporate four Ecoterra milks that are certified free-range by Ecocert.	100% of the suppliers of the Supermarkets Unit are Certified Humane; therefore, 100% of the sales revenues of this segment are certified.
Fish	In Chile, 100% of what is sold in fish markets has the Blue Seal (fresh fish traceability).  Other fishery certifications are NSF Certification, BAP; National Food Safety and Quality Service certification, HACCP, KOSHER.	100% of what is sold in the fish market has the blue seal (traceability of fresh fish).
Fruits and Vegetables	Certifications: Cencosud organic audit; HACCP. Cencosud Audit (Chile, Argentina; Brazil, Colombia, Peru)	In Chile, 100% of suppliers of fruits, vegetables, organics, dried fruit, prepared vegetables and others are audited.  Therefore, 100% of Cencosud's sales revenues in this segment are audited.

## Approach to Chemical Use Management

### Peru

- To safeguard the risks and potential hazards associated with materials, chemical products and substances offered for sale, the Company controls and monitors the production processes of the suppliers that supply us with food and beverages, through hygienic-sanitary and pest inspections to verify the quality and safety of the final products. This monitoring is carried out for suppliers of general brands and more rigorously for our own brands.
- In 2020, inspections were programmed, and a 91% execution was obtained compared to 2019 and 20% more inspections were performed. Suppliers that did not undergo hygiene and sanitary inspections due to the COVID-19 situation were rescheduled for January and February 2021. Inspections carried out on own-brand suppliers, who are followed up in a specialized manner, had 16% more inspections than in 2019. The results of this evaluation were positive in 2020, with 36% of own-brand suppliers scoring above expectations.
- On the other hand, in the perishable sections -where production and operational processes are carried out- we have chemical products used for cleaning and disinfection, which are of specific food-grade use. The employees responsible for its management are trained and supervised by a quality professional, who ensures compliance with the sanitation program, thus reducing possible risks of chemical contamination in the food we offer to our customers; operational performance, safety and sustainability are guaranteed.
- This approach is based on mitigating risks and focuses on protecting people's health and the environment. All cleaning and disinfection chemicals used in our perishable sections are approved by regulatory agencies. They have technical data sheets indicating composition and use; safety data sheets describing the actions to be taken in the event of a workplace accident and storage conditions according to the fire diamond; and the directorial resolutions for disinfectants that validate their effectiveness. In addition, we make rational use of chemical products and standardize operations in order to protect the environment. Before defining the use of chemical products, we ensure that the supplier complies with quality and safety standards. In order to do this, a microbiological validation is carried out to measure the efficiency of the disinfectants, the hygiene program is approved, and a pilot is developed.
- The operating processes related to chemical products are defined in a hygiene and sanitation program that is applied to each perishable section. These products operate under an automated dilution system, which promotes their rational and efficient use, having a lower impact on effluents and a reduced risk of chemical exposure to employees. In these times in which the cleaning and disinfection processes to address the risk of COVID-19 have become stricter, the sanitation supplier that supplies us with chemicals makes technical visits to validate the correct operation of its equipment.

## 6.2 Development of eco-design and circular economy

Plastics are a fundamental part of our daily lives, but also one of the most emblematic examples of our current 'extract-produce-waste' linear economy. Since every year 8 million tons of plastics reach the ocean, we need to urgently rethink the way we produce, use and reuse plastics. Catalyzing change through collaboration in this global material flow will not only create a more efficient plastics system but will demonstrate the potential for a broader transition from a linear to a circular economy, where plastics never become waste<sup>27</sup>.

At Cencosud we understand and are committed to a responsible packaging management. For this purpose, we have a Responsible Packaging Commitment that establishes:

- Our commitment to educate and encourage conditions that promote the consumption of products with more sustainable packaging, allowing for greater recycling, reuse and/or waste reduction.

Our Sustainability Strategy and Business Model, based on the principles of Sustainable Sourcing, Production and Consumption, aims to lead the different Business Units towards the transformation of the organization into a sustainable business.

As a company, we are aware of our impact on the environment and of the need to advance along the path of the circular economy, which seeks to reduce, recycle and reuse, thereby making production processes more sustainable, with lower environmental impacts by considering the entire life cycle of our products.

In line with our **Brands with Purpose Strategy**, we set out to develop them under the concept of Sustainability Attributes that contribute to "Conscious Packaging". This way, we are committed to educate and encourage conditions that promote the consumption of products with more sustainable packaging that allows for greater recycling, reuse and/or waste reduction. In this context, Cencosud has joined the Clean Production Pact for the eco-labeling of containers and packaging, a public-private initiative whose main objectives are to influence consumers' purchasing preferences and contribute to their recycling experience.

### Our commitment translates into:

- Generating initiatives to inform and educate our customers on the subject, promoting the purchase of products with packaging that have a lower environmental impact, educating them on how to correctly separate and recycle containers and packaging, generating in them awareness of the importance and relevance of making a responsible purchase.
- Training our teams to acquire the necessary knowledge to address the associated challenges, both in terms of decision making for a conscious packaging and in terms of communication and customer service.
- Expanding the variety of products with certified packaging.
- Permanently seeking to decrease the number of materials present in the packaging of our own brand products.
- Increasing the amount of packaging with materials based on compostable and recyclable plastic that is available in our facilities.
- Having an active role in the development of an effective collection, separation and recycling process, always seeking to reduce our environmental impacts.
- In line with our commitments, we have integrated certificated packaging, such as "The Gold Standard", and sustainable features, such as compostability.
- As these have been integrated into our facilities, we have trained the employees who work in them.

<sup>27</sup> <https://www.ellenmacarthurfoundation.org/es/act/npec-new-plastics-economy>.

## Advances from 2020

- During this period, plastic was eliminated from the primary packaging of 12 items in the Jumbo chain. In Chile, this has generated savings from the plastic that we take out of circulation in 2020. Beef products have packaging that is aligned with the objective of reducing the use of non-recyclable material and we are working to migrate to recycled PET trays for all products manufactured by Jumbo, as well as those provided by our suppliers. This will allow us to complete an additional use cycle for a material that would otherwise be discarded. The products of this initiative represent 25% of total meat sales.
- In addition, reusable IFCO boxes are used in the case of secondary packaging, so instead of cardboard boxes, reusable plastic rentapacks are used. For this purpose, there is an associated reverse logistics provided by the supplier of this input, with primary packaging and on-site audits recommending the use of reusable packaging.
- In addition, products supplied by suppliers use a modified atmosphere format, which extends the shelf life of the product. This way losses are reduced for the local products that can be on sale for only 24 hours, after which it must be disposed of.

Packaging	2020
Savings in tons of packaging <sup>28</sup>	17 tons of plastic

packaging as % of total expenditure <sup>29</sup>	2020
% of Department Stores	51%
% of Supermarket packaging	35%
% of packaging of Home Improvement	14%
% of other packaging	0.01%

## 100% recyclable packaging and biodegradable labels on yogurts and desserts

Encourage and motivate all yogurt and dessert suppliers to have 100% recyclable packaging and biodegradable labels. Nestlé started with this initiative in 2019 with its whipped yogurts and to date they have achieved that all their yogurts and desserts have detachable labels, so the packaging can be recycled (PS6 received in TriCiclos).

## 6.3 Promoting healthy eating and nutrition

### Promoting eggs from cage-free hens

The Chilean Supermarket Unit is making progress in order to migrate in the medium term towards an offer that considers only eggs from free-range hens, which today represent 30% of total egg sales. As for the development of this line by suppliers, most of them currently have cage-free and Certified Humane certified units. During 2020, in conjunction with suppliers, we began to develop a new organic egg variety with a start date of 2021.

Cencosud Brazil seeks to provide memorable shopping experiences to its customers, in line with the demands of society and establishing a relationship of trust with employees, customers, communities and suppliers based on respect and transparency. These principles also extend to the egg supply chain, which is why Cencosud Brazil is committed to promoting more sustainable egg production and animal welfare. This commitment covers all Cencosud's businesses in Brazil and considers that by 2025, 100% of its own-brand eggs will come from cage-free animals; by 2028, 100% of the eggs sold in its stores will come from cage-free hens.

<sup>28</sup> Corresponds to the supermarket unit in Chile.

<sup>29</sup> Corresponds to operations in Chile.

Cencosud will encourage its customers to consume eggs from cage-free hens and will respect changes in legislation and industry regulations regarding the marketing of cage-free eggs. When necessary, this document will be revised to meet new egg supply chain standards<sup>30</sup>.

Cage-free hen eggs suppliers <sup>31</sup>	2020
Number of suppliers with the Certification: CERTIFIED HUMANE	100%
Number of suppliers with the Certification: APL	37.5%
Number of suppliers with the Certification: B Company	12.5%
Number of suppliers with the Certification: IFS GLOBAL MARKET FOOD	12.5%

Beef <sup>31</sup> suppliers	2020
Number of suppliers with animal welfare certification	30%

### Advances in the period:

**Peru:** by the end of 2020, 12% of total egg sales revenue comes from **Certified Humane** certified eggs.

**Chile:** by the end of 2020, 30% of egg sales will be certified cage-free eggs. As for the development of suppliers in this line, most of them currently have cage-free units and are **Certified Humane**.



**Argentina:** 100% of revenues from egg sales are certified by Senasa and only 0.2% of sales correspond to eggs from a cage-free environment.

### Mundo Bio Natura: Jumbo's proposal for a healthier life

Every day there are more informed customers who care about their health and nutrition, which makes them increasingly aware of what they consume every day, read labels, look for the least processed products or simply new alternatives to what they eat that are friendly and respectful with the environment.

In response to the growing interest of its customers in consuming products related to health and wellness, Jumbo launched its Mundo Bio Natura program ("Bio Natura World"), a new physical space with recognizable access in its stores, which brings together the best of conscious eating and healthy living. With a wide variety of alternatives for those seeking new ways of eating or who for health reasons require food with particular functionalities or free of certain components, all products register certified Quality traceability and transparency of their production processes, giving the opportunity to specialized local suppliers and exclusive national and imported brands.

Mundo Bio Natura <sup>32</sup>	2020
Number of implemented premises	18

### Vegan Line Development

At Cencosud, our priority is always the customer. For that reason, we seek to deliver new experiences and solutions to their needs. As a result, we were pioneers in working with vegetable solutions for them, such as tofu, food preparations such as cheese, yogurt, vegetable drinks, butters, creams and ice creams. With this we can provide a solution for all customers who do not consume animal products. In the vegan and tofu cheese category, we are leaders in market share and in sales within the category, we doubled our market share compared to the previous year. In the yogurt area, this line has been developed through Diwatts with

<sup>30</sup> Cencosud Brazil:

[https://www.cencosud.com/cencosud/site/artic/20160120/asocfile/20160120161214/carta\\_compromisso\\_ovos\\_de\\_galinhas\\_livres\\_de\\_gaiolas.pdf](https://www.cencosud.com/cencosud/site/artic/20160120/asocfile/20160120161214/carta_compromisso_ovos_de_galinhas_livres_de_gaiolas.pdf)

<sup>31</sup> The scope is the Supermarkets Unit in Chile.

<sup>32</sup> Figure as of December 31, 2020 for supermarkets in Chile.

Loncoleche, Nestlé with Veggie and Artisan with Vegurt in Jumbo. In the ice cream category, the category was strengthened through the inclusion of new vegan ice cream brands, such as Halo Top, Vegmonkey, Veggie and new ice cream varieties of the Not icecream, Daiya and Zenzero brands. New vegan brands such as Vilay, Signore Mario, Loncoleche vegetal and Nutrileza were also included in the butter and cream category to meet the needs of our customers.


### Promoting Dairy Products from Free-Range Cows

At Cencosud Chile we play an important role in pioneering and embracing new trends in animal care. We seek to have healthy, natural and chemical-free products such as milk from cows that are free range and only feed on grass. During 2019, we incorporated Dairy Farm, a small supplier that meets all of the above characteristics. Although they are not certified, they have followed this good practice since 1992. During 2021, we will incorporate four Ecoterra milks that are certified free-range by ECOCERT. The objective is to continue to detect these opportunities and create a small world of these products. This year we are seeking to promote this initiative in different areas such as butter, cheese, yogurt and *manjar*.

At Cencosud Peru we have a policy of offering customers various options to lead a healthy lifestyle while taking care of themselves and the environment. For this reason, we have a wide range of certified organic products (which are processed under ecological methods and do not use synthetic products), with the Wong chain being the standard bearer for having an exclusive display for this and other types of products called "Mundo Saludable" ("Healthy World").

Cencosud's quality area performs several controls on all new products before they enter the chain, ensuring that they comply with complete and correct information and that the certifications declared by the suppliers belong to an accredited independent third party, evaluating legal compliance with what is declared on the products. On the other hand, in order to provide products that meet good agricultural, environmental and social practices. In the fruit and vegetable category we are members of the Global G.A.P. certifier, an internationally recognized standard that rigorously validates the controlled harvesting and post-harvesting of products.

## 6.4 Supply chain management

Material issue	Material subtheme and how it is managed	SDGs we contribute with material issues management
Supply chain management	Social supply chain management	
	Environmental supply chain management	

- At Cencosud we understand that our suppliers play a fundamental role in achieving a sustainable supply, in harmony with the environment and society, which in turn fosters responsible purchasing processes in our customers. As a company, we are aware of the importance of our growth being accompanied by the progress and development of all the people with whom we interact in our value chain.
- We understand that considering sustainability at an early stage of the sourcing process will allow us to have a sustainable product range that promotes a responsible purchasing process. We seek to establish relationships based on trust, mutual respect and transparency with our suppliers. We hope to build sustainable value chains, promote the growth of both parties and economic development in harmony with the environment, the social environment and cultural diversity.
- Likewise, we see the need to raise awareness about Animal Welfare in the long term, promoting good practices in our suppliers that allow them to carry out a more conscious livestock farming in accordance with ethical and sanitary needs.
- For this reason, we invite our suppliers to be part of this challenge by adhering to the Supplier Commitments and to know the Animal Welfare Declaration that Cencosud provides. You can also learn

about the Commitment to the production of eggs from cage-free hens or also known as "Happy Hens", which Cencosud Brazil has available to promote the production of sustainable eggs and animal welfare.

### 6.4.1 Supplier Commitments

At Cencosud we seek to establish relationships based on trust, mutual respect and transparency with our suppliers. This way, we hope to build sustainable value chains, foster growth on both sides and economic development in harmony with the environment, the social environment and cultural diversity. For this purpose, we have a Supplier Commitment that establishes:

#### Compliance with Regulations

Suppliers seek to comply in good faith with all applicable laws and regulations applicable to the work, service, product or goods to be delivered. In addition, they take the necessary preventive actions and procedures in the event of any legal infringement, especially in the protection of free competition, bribery, money laundering, financing of terrorism and receiving and other crimes, conflicts of interest, intellectual property and confidentiality.

#### Human Rights

Suppliers respect fundamental human rights. Any form of labor that has been illegally contracted or that may be considered analogous to slavery, forced labor or child labor, either directly or indirectly through its suppliers of products and services, is prohibited. In line with Cencosud's commitments to diversity, its suppliers reject any form of arbitrary discrimination based on race or ethnicity, nationality, age, socioeconomic status, language, political ideology or opinion, religion or belief, sex, sexual orientation, gender identity, marital status, affiliation, or disability. Suppliers declare that they respect the freedom of association, the right to collective bargaining, as well as the participation of their workers in unions.

#### Working Conditions

Suppliers are committed to providing a safe environment for their workers, being proactive in the management of a safe and healthy work environment, ensuring working conditions aligned with regulations on remuneration, working hours and subcontracting, and preventing situations that represent hostile or offensive work environments for people, such as harassment at work, whether physical or psychological.

#### Good Environmental Practices

Suppliers seek to minimize the environmental impact of their operations in terms of climate change and responsible waste management, as well as other initiatives relevant to their industry.

Total Suppliers					
Suppliers	Supermarkets	Department Stores	Shopping Centers	Home Improvement	Total
Chile	3,277	2,601	607	1,775	8,260
Argentina	3,013	0	432	1,593	5,038
Brazil	0	2,697	0	0	2,697
Colombia	2,166	0	25	810	3,001
Peru	2,547	580	121	0	3,248
<b>Total</b>	<b>11,003</b>	<b>5,878</b>	<b>1,185</b>	<b>4,178</b>	<b>22,224</b>

#### Argentina

Critical to operation Level 1 and Level 2

### Suppliers Evaluated

Business Units	Supermarkets	Home Improvement
Number of Evaluated Suppliers	3,013	1,593
% of Evaluated Suppliers	100%	100%
<b>Total Suppliers</b>	<b>3,013</b>	<b>1,593</b>

### Supplier Classification

Business Units	Supermarkets	Home Improvement
Level 1 Suppliers	12	204
Level 2 Suppliers	32	
Level 3 Suppliers	52	
Suppliers other than Level 3	2,917	1,389
<b>Total Suppliers</b>	<b>3,013</b>	<b>1,593</b>

### Development of Suppliers with Sustainable Practices in the Poultry Industry 2020

Photovoltaic Energy Use	2
Composting Facility	6
Packaging Made from Recyclable Material	7
Plastic Recycling	0
Packaging Made from Recyclable Material	7
Negative Carbon Footprint	1

### Supplier Audits

In order to guarantee quality, innocuousness and safety in the Supermarkets Unit, Cencosud audits its suppliers on an ongoing basis to evaluate their compliance with the established requirements. In the fruit segment, 30% of the suppliers were evaluated out of a total of 184, which included quality assurance audits in GMP, GAP and HACCP.

In addition, during the period a weekly survey of environmental and productive continuity risks associated with the COVID-19 pandemic was incorporated, which are under control: distancing measures, cleaning, monitoring of potential cases, verification of operational continuity of critical suppliers to the treatment or environmental control systems. The number of audits by department of the Supermarket Unit in Chile is detailed below.

### Supermarkets (Chile)

KPI	2020	2019
Number of Audits Performed <sup>33</sup>	106	181
% of Suppliers Evaluated according to Cencosud Criteria <sup>34</sup>	100%	100%

### 6.4.2 Animal Welfare Statement

At Cencosud we work daily with passion, respect, transparency and trust, seeking to improve the quality of life of our customers through a unique, sustainable experience with unmatched standards of quality in our products and services. We aspire to have a supply chain that respects its socio-environmental surroundings and is committed to systematically reducing its negative impacts.

<sup>33</sup> This number considers the Chilean Supermarkets unit for the butcher, condiments, snacks, confectionery, frozen foods, pasta, cold cuts, cured meats, dairy products, eggs, fish, fruits and vegetables departments.

<sup>34</sup> This figure includes the Chilean Supermarkets Unit.

To achieve this challenge, it is necessary that the people and/or companies responsible for the animals and the production process associated with them, take care to protect them and ensure their welfare by preventing animal diseases, keeping them in a safe and comfortable environment and handling and feeding them correctly.

Since Animal Welfare is closely associated with good farming practices, at Cencosud we have defined the following initiatives that will allow us to advance in the fulfillment of this statement:

- We will develop an Animal Welfare Manual and Guidelines of Good Practices that will allow us to mobilize our suppliers of animal products, establishing in it the good practices that Cencosud expects in the processes associated with dairy products, eggs, cured meats, meats of any kind, including pork, beef, chicken, fish and seafood.
- We will promote responsible consumption by implementing awareness and education actions aimed at our customers, which will allow us to inform them about the processes and forms of production that promote Animal Welfare, as well as the products certified in this line.
- Through the *Marcas con Propósito* ("Brands with Purpose") plan and the Purchasing Guidelines derived from the Sustainable Attributes Matrix, we will generate capabilities in our purchasing teams so that they can identify the best practices in the market in terms of Animal Welfare, developing, in turn, auditing and evaluation protocols for suppliers in this area.

In this way, we want to generate long-term awareness about Animal Welfare that will allow us to move forward in a relationship and work together with our suppliers. So that we will be able to deliver a sustainable product range to our customers through a supply that responds not only to the sanitary and ethical needs associated with animal products.

## Environmental and Social Management

In the case of relevant suppliers, the approach in Supermarkets in Chile considers an environmental management system that is implemented from the breeding of the animal to the elaboration, processing and distribution of the product. These systems include risk surveys, evaluation and operational control of those with significant and/or critical deviations. The Management in charge has the responsibility and control over the relationship with the community, as well as the strategic sustainability management of the group, through survey and constant monitoring of the different stakeholders, with relationship plans and generation of links with the community. The strategy considers the monitoring and follow-up of 23 strategic risks and 14 reputational risks throughout the production chain, with a centralized audit plan and bimonthly reports to the Board of Directors.

## Development of Suppliers with Sustainable Practices in the Poultry Industry

Motivated by the development of sustainable practices that add value to products, we seek to promote the sales of suppliers who share this concern. Thus, with the most advanced poultry companies in sustainable practices we work with, we have been able to certify that they have a negative corporate carbon footprint; use of photovoltaic energy in their production processes and the implementation of composting plants; recycling of plastics; environmentally friendly packaging and B Company certification, which guarantees the balance between the ethical purpose that drives a given company and the obtaining of profits.

## Small Supplier Development - Chile

We seek to promote small suppliers that have products with unique characteristics in the market. The following suppliers were incorporated to provide added value and differentiation to the category: Zenoorganics: plant-based yogurt (bioghurt) high in protein, using the least amount of natural resources possible; Tinguiririca dairy products: Skyr yogurt high in protein, gluten-free, high in calcium, free of colorants, free of flavorings and free of thickeners; Pucará: premium products, made with natural products; Kapagrurt dairy: goat yogurt; Ghali Kambuchacha and Yogustart: kefir; Globe Italia: Dibufala yogurt (made from 100%

buffalo milk with high vitamin content); Las Hualtatas: goat milk with high protein source and nutritional content, it is an alternative for people allergic to cow's milk protein; Mar Verde: organic and refrigerated vegetable drinks; Logística Gourmet: organic vegetable drinks Amandin and A de Coco, made with natural products; Lácteos San Ignacio: fresh milk with a gentle pasteurization process, preserving the highest amount of nutrients and vitamins.

### Development of Regional Cheese Suppliers - Chile

Focus on the constant search for regional suppliers to enhance their products and characteristics, supporting small local companies. Some of them are Dos Castaños, San Ignacio and Huingan.

### Promote and Strengthen Brands of Artisanal Chilean Ice Cream Parlors Affected by COVID-19 in Cencosud - Chile

Due to the pandemic in 2020 many national ice cream parlors had to close for an extended period and were affected economically. For this reason, and with the objective of promoting artisanal ice cream, which provides added value to our customers, it was decided to incorporate this type of company in Cencosud. It was the first chain to work with ice cream brands such as Moritz, Bravissimo and soon Anhelados. As for the ice cream brands with which we already worked and which were affected by the closing of ice cream parlors, we promoted their brands in promotions, special ice cream catalogs and with new product inclusions. This is the case of Emporio la Rosa, Yogen Frutz and Palettas.

### Use of eco-friendly cleaning products in perishable sections - Colombia

The sanitation supplier that provides us with chemical products has efficient and eco-friendly products to carry out cleaning and disinfection operations in the perishable sections. These have biodegradability certificates backed by Colombian regulations (which is member of the Andean Community), stating that in 28 days 60% of the chemical degrades, which translates into less environmental impact and better effluent management, avoiding fines by the control entity (Sedapal). In addition, chemical products are used in a reasonable manner and a controlled inventory is maintained so that there are no leftovers that are not used and need to be disposed of.

## 6.5 Featured initiatives

We go hand in hand with the global trend that maintains a dynamic growth rate of products related to health, wellness and respect for the environment. As a result, by February 2021 we will have 31 Mundo Bio Natura in Jumbo and we expect to have the entire chain implemented by the end of the same year (54).

<div style="text-align: center;">   <b>SUPPLEMENTS</b>          Products that complement our diets, both natural products and vitamins.       </div> <div style="text-align: center;">   <b>ORGANIC</b>          Free from pesticides, without chemical products and processed with no additives.       </div> <div style="text-align: center;">   <b>VEGAN</b>          Produced without animal ingredients or resources.       </div> <div style="text-align: center;">   <b>IN BULK</b>          Products sold in bulk, mainly nuts and dehydrated fruits.       </div>	     	<div style="text-align: center;">   <b>OTHER REFRIGERATED GOODS</b>          Dairy products free from additives and fillers, and natural products made with milk from animals other than cows.       </div> <div style="text-align: center;">   <b>ECOFRIENDLY</b>          Products from natural origin that cause minimal impact on the environment and are respectful towards the planet in their production.       </div> <div style="text-align: center;">   <b>SPECIAL DIETS</b>          Products made for people who have a health condition. Without Added Sugar, Gluten Free, Free from Common Allergens.       </div>	      
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## Special Diets

The term "diet" refers to a person's eating habits. There is a great variety of them, some of which simply refer to a certain lifestyle, such as the Mediterranean diet or the vegetarian diet. Therapeutic diets are designed for people with certain ailments, such as the gluten-free diet for celiac disease or the low-sodium diet for people suffering from hypertension. Within Mundo Bio you can find products oriented to special diets such as Gluten Free, No Added Sugar and No Common Allergens.



## Organics

One of the latest trends that has gained importance in the world is that of organic food. There is an increasing awareness about our lifestyle and this diet, besides being healthy and balanced, also implies to be an option for the care and conservation of our planet. Organic foods are free from the use of chemicals such as pesticides, fungicides or herbicides when growing the food. This type of food is home-grown, and the meat comes from animals that have been fed with organic food.



## Vegans

This group is made up of those people who choose veganism as a dietary option. Thus, people who choose a vegan diet are characterized by the abstention of consuming any food of animal origin, which leads to the mistreatment of animals. It is a way of life that seeks to reject the exploitation of animals and the consumption of products derived from them, such as meat, fish, dairy products, eggs, honey, wool, silk, leather and any other product that could mean their mistreatment, even if it does not contain ingredients or materials derived from an animal, such as cosmetic products tested on animals.



## Natural Products

All processed products that have no chemical or artificial ingredients and their natural components help to generate the typical characteristics of each one and their preservation. For instance, yogurts, cottage cheeses and milks. Among these we can also find Fermented Products. These are those which elaboration includes the growing and activity of microorganisms such as bacteria, mold, and yeast in an environment without oxygen. These types of foods are not only a significant part of our daily diet, but also are a fundamental pillar for certain nutritional therapies, thanks to the physical and mental wellbeing they give to the consumer.



07.

PLANET



## 07. Planet

### 7.1 Context

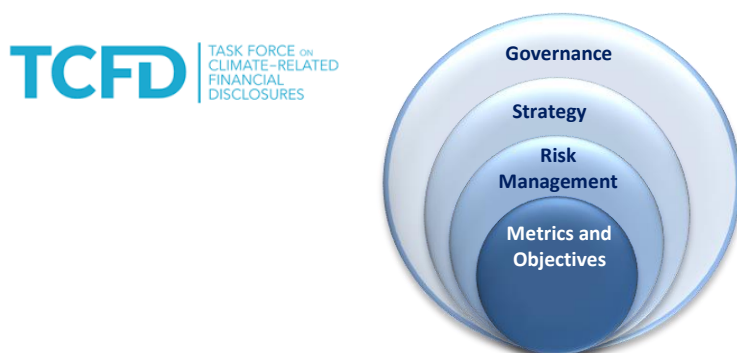
#### 7.1.1 Climate Change

Climate change is one of the greatest challenges we face as humanity. While it is essential to continue efforts to reduce GHG (greenhouse gas) emissions, mitigation alone is not sufficient and will not have an impact on stabilizing GHG emissions before the second half of the 21<sup>st</sup> century. Global warming is already underway and adaptation strategies are urgently needed, especially for developing countries, which are already suffering disproportionately from its effects and putting their economic progress and food security at risk.

Cencosud is aware of the responsibility it has with the planet, so it has committed to implement various actions that respond to the progress of climate change through all its business units and its value chain.

Said actions are aimed at mitigating the impact of the Company's activities on the environment, seeking to minimize the footprint of its products and operations, as well as contributing to the fulfillment of the Sustainable Development Goals (SDGs).

To this end, Cencosud has aligned its strategy and presentation of environmental risks associated with its operations with the recommendations made by the Task Force on Climate Related Financial Disclosures (TCFD)<sup>35</sup>, established by the Financial Stability Board.



#### Governance

The Company is responsible for monitoring climate change risks and opportunities.

#### Strategy

Information on the actual and potential impacts of climate change on Cencosud's operations.

#### Risk Management

Implementation of risk management processes and procedures.

#### Metrics and Objectives

Scope 1, 2 and 3 GHG emissions are reported annually, and goals are proposed according to the analysis of risks and opportunities.

<sup>35</sup> The Financial Stability Board (FSB) created in 2015 the Task Force on Climate-related Financial Disclosures (TCFD), a working group to encourage companies to inform their investors about climate change-related risks and how they manage them.

## 7.2 Environmental Management







The challenge of facing climate change is a central concern for Cencosud, which requires the joint action and commitment of various actors, countries, as well as the private and public sectors.

Within this framework, the adaptation and mitigation of the effects of climate change and the reduction of its causes are elements that the Company has developed in a responsible manner. As a starting point, and under the umbrella of its Sustainability Policy, Cencosud designed a Climate Change Strategy<sup>36</sup>. In this Strategy, it is committed to implementing concrete actions that respond to the advances in the challenges proposed by the Nationally Determined Contributions (NDCs)<sup>37</sup> across all its business units and its value chain. Taking charge of its impacts involves innovating in processes and products with three main goals:

- Reducing the consumption of water resources;
- Reducing energy consumption by promoting energy efficiency; and
- Reducing the consumption of natural resources by redesigning products, reusing materials and promoting recycling.

At Cencosud we seek and promote the care, respect and protection of the environment, committing ourselves to promote the best practices throughout our value chain. In addition, we are aware that we must move towards a circular economy, advancing towards adaptation to climate change, thus contributing to its mitigation and reducing our environmental footprint.

Regarding the progress made, four strategic sustainability focuses were developed for Cencosud in 2020. For the environmental area, Planet was developed. It refers to the environmental aspects of the facilities and to adaptation and mitigation actions to better address existing regulations and the challenges associated with climate change. The core elements of this pillar involve emissions management, waste management, water management and energy management.

Sustainability pillar	Material issue	Subtheme considered	SDGs we contribute with material issues management
<b>Planet</b> 	<b>Environmental management</b>	Emissions management	    
		Waste Management	
		Water management	
		Energy management	




### 7.2.1 UN Sustainable Development Goals

The Sustainable Development Goals -also known as the Global Goals- were adopted by all UN Member States in 2015 as a universal call to end poverty, protect the planet and ensure that all people enjoy peace and prosperity by 2030. Cencosud is determined to align its sustainability strategy, program and commitments in accordance with the actions and priorities determined by the SDGs and thus contribute to the development of a better world for all. The Company carries out the following actions to support the development of the

<sup>36</sup> For more details review [estrategia\\_cc.pdf](#) ([cencosud.com](#))

<sup>37</sup> NDCs represent commitments made by countries for the reduction of greenhouse gas emissions and adaptation to climate change, in accordance with the United Nations Framework Convention on Climate Change (UNFCCC) and the 2015 Paris Agreement.

objectives that are more in line with the type of business it maintains. There are more details on specific actions and current performance later in this report.

Objectives	SDGs Goals in the Region	Contribution of Cencosud
 <b>Affordable and non-polluting energy</b>	By 2030: ensure universal access to affordable, reliable and modern energy services; significantly increase the proportion of renewable energy in the energy mix; promote investment in clean energy infrastructure and clean technologies; and expand infrastructure and improve technology to provide modern and sustainable energy services for all.	Cencosud's goal is for all its business units to be supplied by renewable energy sources. Likewise, actions that seek to reduce water consumption and/or promote the use of renewable energy sources are developed in all of its business units.
 <b>Sustainable cities and communities</b>	By 2030: ensure access for all people to adequate, safe and affordable housing and basic services and improve poor neighborhoods; reduce the negative environmental impact per capita of cities, including by paying particular attention to air quality and municipal and other waste managements; provide universal access to safe, inclusive and accessible green spaces and public spaces, in particular for women and children, the elderly and persons with disabilities.	For Cencosud it is key to promote and encourage the care of natural resources, promoting the formation and maintenance of sustainable cities. For this purpose, the Company develops actions that encourage and motivate to educate the community in this regard.
 <b>Responsible production and consumption</b>	By 2030: achieve sustainable management and efficient use of natural resources; significantly reduce waste generation through prevention, reduction, recycling and reuse activities; encourage businesses, especially large companies and transnational corporations to adopt sustainable practices and incorporate sustainability information into their reporting cycle; ensure that people around the world have the information and knowledge relevant to sustainable development and lifestyles in harmony with nature.	Cencosud has a strategy to promote responsible consumption in order to educate about resource conservation. To achieve this, the company is implementing sustainable management and efficient use of water and energy, thus reducing its atmospheric and water footprint and minimizing the impact on people and the environment.
 <b>Climate action</b>	Improve education, awareness and human and institutional capacity with respect to climate change mitigation, adaptation, reduction of its effects and early warning. Also promote mechanisms to increase capacity for effective climate change planning and management.	All the Company's actions are aimed at generating eco-friendly experiences and contributing to the education and awareness of all its stakeholders so that these issues become relevant in their daily actions.

## 7.3 Emissions management

### Emissions management

#### Emissions management

It is the efficient, effective and responsible management of the emissions generated by our facilities and/or equipment, whether these emissions are associated with fuels or chemicals, from their refrigeration equipment, power generation or others, always seeking to contribute to reducing the environmental impact of the emissions generated and ensuring compliance with regulations.

Greenhouse gas emissions include the use of fuel in generators, boilers, furnaces and vehicles managed by the Company, the use of refrigerant gases, the consumption of electricity within the facilities, and other emissions related to recycling processes, waste disposal and water consumption.

#### Metrics

% of coolants consumed in its operations that do not deplete the ozone layer potential (ODP); average coolant emission rate.

GHG emissions (ton CO <sub>2</sub> ) at Cencosud <sup>38</sup>	2016	2017	2018	2019	2020	2020 Coverage
• Scope 1	150,563	148,723	687,608	2,275,788	1,797,227	100%
• Scope 2	258,709	215,515	486,417	388,986	306,668	100%
• Scope 3	-	-	-	105,199	105,516	100%
• Total Emissions	409,272	364,238	1,174,025	2,769,974	2,209,411	100%

<sup>38</sup> Greenhouse gas emissions do not consider the subsidiary Cencosud Shopping for the years 2019 and 2020.

Greenhouse gas emissions in 2020 decreased mainly due to the reduction in the use of cooling gases and the closures and reduced opening hours of the premises due to the effects of the pandemic restrictive measures. The difference between the values for 2018 and 2019 is due to the fact that since 2019 the measurement of all business units in Argentina, Brazil, Chile, Colombia and Peru has been incorporated.

## Scope Definition

**Scope 1** (direct impacts): use of operational fuel from stationary and mobile sources and use of cooling gases.

**Scope 2** (indirect electricity impacts): electricity consumption within the organization's facilities.

**Scope 3** (other indirect impacts): recycling processes, waste disposal and drinking water consumption.

Easy Chile received the "Giro Limpio Certificate" for its commitment to the decarbonization of cargo transportation in Chile, moving more than 50% of its cargo in *Giro Limpio* certified trucks and committing to implement actions to improve the environmental and energy performance of the transportation companies with which it works.



Chile		Actions of 2020
Energy Monitoring and Control	A pilot Climate and Illumination Control system was implemented in three Easy Stores, which reduced an average of 19% of the energy used in those stores.	
Energy Monitoring	The implementation of previous years in energy monitoring and alarms for nighttime overconsumption and deviations during peak hours and in food cooling contributed to a 29.5% decrease in climate consumption compared to 2019 and a 9% decrease in food cooling consumption compared to 2019.	
Brazil		Actions of 2020
Energy efficiency	Reduction of electricity consumption in stores through awareness-raising actions. This helped lower electricity consumption by 6% compared to 2019.	
LED lighting	Implementation of the LED lighting system in four Prezunic stores that have been renovated, generating savings of approximately 12% in kWh.	
Free Market	We migrated eight Gbarbosa stores to the free market. This modality ensures that we are buying energy from a renewable source and contributing to the reduction of greenhouse gases. Certification has not yet been obtained and is expected this year (I-REC certificate).	
Electrical energy monitoring	We modernized and improved with new stores in electricity monitoring. This initiative aims to ensure the best consumption performance, avoid waste and optimize the operation of generators.	
Peru		Actions of 2020
LED lighting	Implementation of LED lighting system in Metro Supermarkets, generating 24% energy savings, and in Wong Supermarkets, with 4% energy savings, in January and February 2020.	
Argentina		Actions of 2020
Energy efficiency	Due to the pandemic, food cold door installations continued during 2020 but to a lesser extent, as they were only installed in emergencies or in close proximity due to access problems in some regions.	

## 7.4 Energy management

Cencosud's commitment to energy efficiency translates in simple words, as consuming energy in an intelligent and rational way, reducing its consumption without necessarily affecting the quality of its operations, products and/or services.

On the other hand, the Company prioritizes the use of renewable energy, developing direct contracts with generators that use these kinds of energies.

During previous years, Cencosud implemented several initiatives that contribute to promote the use of green energy, along with greater efficiency in its use. Within these initiatives, the origin of the energy supply stands out.

The Company's main supplier, AES Gener, confirmed that as of January 1, 2022 all energy provided by the company to the Cencosud group will be 100% renewable technology energy.

Cencosud consumed a total of 1,054,111 MWH of energy during its 2020 operations. The following table shows the Company's total energy consumption (MWH) and emissions (liters and M<sup>3</sup>) by country of operation:

Brazil		Achievements in Energy Control			
Supermarkets	In February 2021, we completed the implementation of the new Schneider control system, which will provide us with better support and will feed our actions to reduce energy consumption (it is already possible to expand future monitoring of water bills and we are implementing a pilot project). We will continue throughout the year to look for new visibilities to migrate more units to the free market, as well as to implement efficiency features in our stores that will be remodeled.				

Energy Consumption	Diesel (Litres)	Natural Gas (M³)	LPG (Litres)	Gasoline (Litres)	Electricity (MWh)
Argentina	234,950	4,669,389	0	248,536	282,650,469
Brazil	3,596,900	2,006,544	734,603	0	256,502,956
Chile	92,002	1,215,025	0	0	334,459,257
Colombia	125,157	524,678	0	0	124,829,808
Peru	23,792	43,090	2,458,232	0	113,485,970
Total	4,072,801	8,458,726	3,192,835	248,536	1,111,928,460

## 7.5 Waste Management

Cities consume more than 75% of natural resources, produce more than 50% of the world's waste and emit between 60% and 80% of greenhouse gases. The need for change is increasingly evident and circular economy offers an opportunity to solve these challenges by rethinking the way materials are used, leading to new ways of generating value.

Waste management is key to reducing the environmental impacts of Cencosud's operations, as well as reducing associated reputational and regulatory risks. Therefore, the Company seeks to innovate in its operational processes and products with the aim of reducing its environmental footprint, through the promotion of an environmental culture among employees, suppliers and customers.

The operation of a retailer of Cencosud's size and scope generates a large amount of waste. The consequences that this may have for the environment and the territories where the Company is present challenges it to shift the perspective from waste to resources, being a great opportunity associated with the revaluation of materials and the decrease in the purchase of virgin materials.

On the other hand, in the regional context, proper waste management has been boosted by new waste management and revaluation regulations. Particularly in Chile, the EPR (Extended Producer Responsibility) Law is the most complete in terms of the types of materials to be managed and the most demanding in terms of collection and recovery targets. This is a great challenge and provides guidelines on how waste should be managed and revalued in the coming years.

## 2020 Waste Production (TON)<sup>39</sup>

	Recycling	Waste for final disposal	Total Waste	% Recycling
Argentina	14,576	69,024	83,600	17%
Brazil	21,120	71,188	92,308	23%
Chile	33,307	60,131	93,438	36%
Colombia	6,714	4,792	11,506	58%
Peru	7,321	8,788	16,109	45%
<b>Total Cencosud</b>	<b>83,038</b>	<b>213,923</b>	<b>296,961</b>	<b>28%</b>

The Company is aware of the impact it generates on the environment and of the need to advance along the path of the circular economy, which seeks to reduce, recycle and reuse, thereby making production processes more sustainable and with lower environmental impacts by considering the complete life cycle of its products. In line with its Brands with Purpose Strategy, the company proposed to develop them under Sustainability Attributes that contribute to "Conscious Packaging", thus committing to educate and encourage conditions that promote the consumption of products with more sustainable packaging and that allow for greater recycling, reuse and/or waste reduction. For more details on Cencosud's responsible packaging strategy, refer to the Responsible Packaging Commitment.

### Chile

### Reducing the environmental impact of packaging<sup>40</sup>

#### Supermarkets



Launch of the first seal in Chile that will certify the packaging of mass consumer products that are recyclable: thousands of mass consumer products available in supermarkets, stores and online sales will have the #ElijoReciclar seal ("#IChooseToRecycle"), the first eco-label in Chile that will provide certified information to consumers on the recycling of packaging and packaging for everyday use. The Minister of the Environment, Carolina Schmidt, said that "the #ElijoReciclar seal is the first national certification". Products with the #ElijoReciclar seal are those that have been able to demonstrate to independent certifiers that at least 80% of the packaging is made from recyclable materials, that these can be correctly separated and that there is currently demand from the Chilean recycling industry for these materials, that is, that they are effectively recycled. Cencosud is one of the companies subscribing to this initiative.

<sup>39</sup> Greenhouse gas emissions do not include the Cencosud Shopping subsidiary. Recycled materials include cardboard and paper, plastic, glass, iron, oil, tetrapak, wood and organic materials.

<sup>40</sup> <https://mma.gob.cl/lanzan-el-primer-sello-de-chile-que-certificara-a-los-envases-de-productos-de-consumo-masivo-que-son-reciclables/>

## Colombia

## Reducing the environmental impact of packaging

## Supermarkets

95% of Jumbo and Metro stores have a solid waste, hazardous waste and organic by-products disposal service. The activity consists of separating usable packaging materials from ordinary and/or hazardous materials, which are the result of shelf stocking or maintenance activities. As a relevant positive social impact, the solid and hazardous waste and organic by-products collection service generates 96 direct jobs and income for the family units of each operator. The separation of packaging waste and subsequent use of these materials contributes to reducing the overloading of the installed capacity of sanitary landfills.

Cencosud Colombia S.A. is conducting a bidding process for the collective of the Environmental Management Plan for Primary and Secondary Wrapping and Packaging in accordance with Colombian Resolution No. 1407 of July 26, 2018, within the framework of the National Circular Economy Strategy of the National Development Plan.

In the case of tertiary packaging, waste will continue to be prepared (separated and collected) and subsequently recycled by the suppliers contracted for this purpose.

Cencosud Colombia S.A. performs the technical and economic evaluation for the replacement of flexible plastic and expanded polystyrene ("*icopor*" or "*plumavit*," etc.) to maximize the recyclable potential of the materials generated in the stores.

It also complies with Colombian Law No. 668 of April 28, 2016, which regulates the rational use of plastic bags and adopts other provisions.

## Home Improvement

In 70% of Easy stores there is a cardboard and other recyclable waste collection service, which consists of separating recyclable materials from packaging resulting from the assortment of shelves. As a relevant positive social impact, the service of preparation, collection and transportation of recyclable waste generates direct employment and income for the family units of each operator.

Cencosud Colombia S.A. is conducting a bidding process for the collective of the Environmental Management Plan for Primary and Secondary Containers and Packaging in accordance with Colombian Resolution No. 1407 of July 26, 2018, within the framework of the National Circular Economy Strategy of the National Development Plan.

In the case of tertiary packaging, waste will continue to be prepared (separated and collected) and subsequently recycled by the suppliers contracted for this purpose.

Cencosud Colombia S.A. complies with Colombian Law No. 668 of April 28, 2016, which regulates the rational use of plastic bags and adopts other provisions. This requires the Big-Box Stores to encourage their customers to use reusable bags for their purchases, which are offered in each of the establishments.

Peru	Reducing the environmental impact of packaging
Supermarkets Packaging	<p>Biodegradable and compostable packaging is used (e.g., European standard EN 13432 or US standard ASTM D6400). HOME COMPOST certification for compostable bags and FSC certification for boxes and cardboards.</p>
	<p><b>PET plastic containers:</b> Migration was performed to R-PET 50%, PET containers with 50% post-consumer recycled resin. ↓ 130 Ton virgin plastic no longer manufactured per year.</p>
	<p><b>EPS plastic packaging (tecnopor):</b> In Peru EPS is not recycled, so there is a migration towards materials with a higher level of recycling. At Wong we do not have packaging with tecnopor. Replacement of EPS by PET with 50% post-consumption recycled resin. ↓ 40 Ton EPS (year 2019 + first half 2020).</p>
	<p><b>Cane bagasse packaging<sup>41</sup>:</b> replacement of certain plastic containers with bagasse. ↑ 42 Ton bagasse first half 2020.</p>
	<p><b>Plastic bags to customers:</b> migration to bio-based material, replacing LDPE material (fossil origin) with corn bio-based. As of November 2019, all bags sold to customers for carrying their purchases are 100% compostable and certified in home compost category. In 2019, 82 million were used versus 207 million from the previous year, which meant taking up 26 fewer tons of single-use plastic.</p>
	<p><b>Circular Economy Strategy</b></p> <p><b>Sustainable Packaging Program:</b> this program is a joint effort with suppliers and the recycling chain. We are working on:</p> <ul style="list-style-type: none"> <li>- Increasing use of plant-based materials such as cardboard (which is also 100% recycled) or sugarcane bagasse (which is a by-product of sugar production).</li> <li>- Shifting to plastic materials that are more easily recycled in Peru.</li> <li>- Using more recycled material in packaging (R-PET).</li> <li>- Using biodegradable and compostable materials.</li> <li>- Actively promoting the recycling of packaging after consumption.</li> </ul> <p><b>Single-use plastic packaging</b></p> <ul style="list-style-type: none"> <li>- 50% reduction in operations and commercial space.</li> <li>- PET plastic packaging: R-PET = 80% post-consumer recycled material by 2022.</li> <li>- PP plastic packaging (not in contact with food): R-PP = 100% recycled material post consumption by 2025.</li> <li>- Cardboard packaging and paper 100% FSC / PEFC certified Waste cardboard and plastic packaging in operations and stores.</li> <li>- Clean Production Agreement with Ministry of Environment and Ministry of Production: signed 2021.</li> </ul>

## 7.6 Water Resource Management

In a world where water demand is on track to surpass supply (it is estimated that by 2030 water supply will be able to meet only 60% of global demand on average), companies must adapt to be able to operate with the available resource while maintaining the production level of their current and future businesses.

To solve the water problem, it is important to work in coordination with the commitment and responsibility of all parties involved, and a key to this is a radical change in water management. This need is even more important in countries where water resources are limited and affected by the consequences of climate change, defined as water stress zones.

Efficient management focuses on the efficient use of water in operations and offices, with consequent relevance of all awareness and training processes for employees.

The Company has framed the efficient management of water resources as a fundamental part of the implementation of its 2020 sustainability strategy, where it will focus mainly on two aspects:

- Efficient use of water in operations and offices, with consequent relevance of all the processes of awareness and training of employees

<sup>41</sup> Bagasse is a residue of the cane process = upcycling materials.

- The development of a program to support fruit and vegetable suppliers, since they are among those most affected by water emergencies and, at the same time, among those who most require the resource for their sustainability.

## 2020 Water Consumption<sup>42</sup>

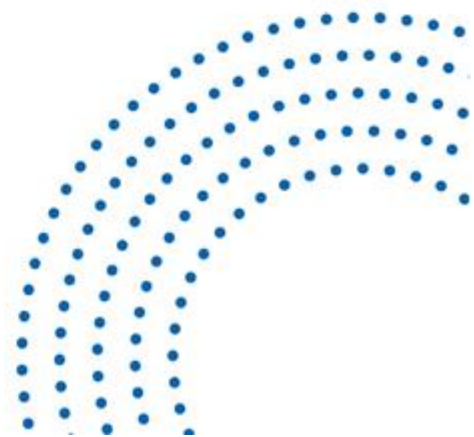
		CONSUMPTION (M <sup>3</sup> )
Argentina	Supermarkets	985,754
	Home Improvement	123,732
	<b>Total Argentina</b>	<b>1,109,486</b>
Brazil	Supermarkets	610,441
	<b>Total Brazil</b>	<b>610,441</b>
Chile	Supermarkets	1,084,711
	Home Improvement	128,677
	Department Stores	17,494
	<b>Total Chile</b>	<b>1,230,882</b>
Colombia	Supermarkets	476,000
	Home Improvement	18,092
	<b>Total Colombia</b>	<b>494,091</b>
Peru	Supermarkets	511,405
	<b>Total Peru</b>	<b>511,405</b>
<b>Total</b>		<b>3,956,305</b>

<sup>42</sup> Greenhouse gas emissions do not include the subsidiary Cencosud Shopping. All of Cencosud's consumption comes from the public health network.



08.

ANNUAL RESULTS  
REVIEW



## 08. Annual Results - Reasoned Analysis

### 8.1 Summary of Consolidated Results

The Company achieved record growth and penetration in the e-commerce channel in the businesses of: Supermarket, Home Improvement and Department Stores.

At the end of the 2020 fiscal year, Cencosud increased its Adjusted EBITDA by 23.1% compared to 2019, a result that reflects operational improvements in Chile, Brazil and Colombia.

- Revenues (excluding IAS29) increased by 5.9%, explained mainly by double-digit growth in Chile and to a lesser extent Peru, Argentina and Colombia, partially offset by the devaluation of the Brazilian real and the Argentine peso relative to the Chilean peso during the year.
- Sales in the proprietary e-commerce channel showed record growth during 2020, highlighting:
  - ✓ Supermarkets, with an increase of 278.6%;
  - ✓ Department Stores, with an increase of 186.5%;
  - ✓ Home Improvement, up 125.1%.
- Comparable Adjusted EBITDA (excluding IAS29 and non-recurring effects) recorded an increase of 23.1%, as a result of improved performance compared to 2019 in Chile, Brazil and Colombia. In local currency terms, Brazil had a triple-digit increase; in Chile and Colombia, the increase was double-digit.
- The non-operating loss (excluding IAS29) recorded an increase of 14.3% due to the increase in exchange rate variations, explained by the reduction of the US dollar exposure, due to the prepayment of the 2021 and 2023 bond debt made during the first quarter of the year, and the exchange rate variations compared to 2019. In addition, the share of associates' earnings decreased with respect to 2019, resulting from the drop in earnings from the retail financial JV in Chile, while the loss from readjustment units rose due to the rise in inflation in Chile during 2020 compared to 2019.
- Profit for the period (excluding IAS29) was CLP 175,203 million, a decrease compared to 2019, reflecting the lower operating income compared to 2019, and the lower revaluation of investment properties as a result of the effect on the results of Shopping Centers the mobility restriction measures and impacts on the rate due to macroeconomic risks in the countries where we operate. When comparing the figures, excluding the non-recurring expenses of both periods and the revaluation of investment properties, the profit amounted to CLP 332,347 million, which corresponds to an increase of 117.9% compared to the same period of the previous year.

Summarized consolidated results (million CLP)<sup>43</sup>

Million CLP	Reported			Excluding IAS29		Var. % 20/19	Var. % 2020 local currency
	12M20	12M19	Var. % 20/19	12M20	12M19		
Revenue	9,836,117	9,548,213	3.0 %	10,053,006	9,491,362	5.9 %	13.2 %
<b>Gross profit</b>	<b>2,644,268</b>	<b>2,670,944</b>	<b>-1.0 %</b>	<b>2,755,716</b>	<b>2,655,356</b>	<b>3.8 %</b>	<b>12.3 %</b>
<i>Gross margin</i>	<i>26.9 %</i>	<i>28.0 %</i>	<i>-109 bps</i>	<i>27.4 %</i>	<i>28.0 %</i>	<i>-56 bps</i>	<i>-56 bps</i>
Administrative and selling expenses	-2,166,783	-2,235,122	-3.1 %	-2,203,993	-2,198,494	0.3 %	8.3 %
Operating income	593,715	713,608	-16.8 %	650,502	730,343	-10.9 %	-8.0 %
Non-operating profit	-391,157	-384,143	1.8 %	-381,504	-333,670	14.3 %	18.3 %
Taxes	-137,578	-174,848	-21.3 %	-93,794	-112,598	-16.7 %	-25.7 %
<b>Profit</b>	<b>64,981</b>	<b>154,617</b>	<b>-58.0 %</b>	<b>175,203</b>	<b>284,074</b>	<b>-38.3 %</b>	<b>-31.2 %</b>
<b>Adjusted EBITDA</b>	<b>910,632</b>	<b>872,060</b>	<b>4.4 %</b>	<b>964,349</b>	<b>869,053</b>	<b>11.0 %</b>	<b>18.3 %</b>
<i>Margin of Adjusted EBITDA<sup>44</sup></i>	<i>9.3 %</i>	<i>9.1 %</i>	<i>12 bps</i>	<i>9.6 %</i>	<i>9.2 %</i>	<i>44 bps</i>	<i>44 bps</i>

## Relevant Events

- On March 2, the Company conducted the redemption of all the bonds due to mature in 2021 and 2023. This transaction was carried out under the "Make-Whole Redemption" modality at a redemption price of 103.34% in principal amount for the 2021 bonds and 109.51% for the 2023 bonds for a total amount of USD 876 million. Simultaneously, Cencosud paid the interest accrued on these bonds for a total amount of USD 5 million, where the total amount of the transaction was financed with the Company's own resources.
- On April 30, the General Shareholders Meeting of Cencosud S.A. was held to elect the new Board of Directors of the Company. In replacement of Mr. Hans Eben and Mr. Roberto Phillips, Mr. Felipe Larraín, former Minister of Finance in the Chilean Government, and Mr. Stefan Krause, former employees of Cencosud, were elected as new directors voted by the controller.
- In addition, it was approved to distribute a total of 32 pesos per share as a final dividend for the period.
- On June 30, the Company announced the decision to reorganize the Department Stores business in Peru, through the closure of 11 Paris stores as of July 1, and in Chile, through the absorption or closure of stores under the Johnson brand. The latter measure involves the absorption of some stores under the new "Paris Express" format, which includes the exclusive sale of clothing, footwear and sportswear.

## Advances in the E-Commerce Strategy

- In July, the Company's e-commerce channel expanded its coverage with the opening of two new online shopping alternatives in Chile Supermarkets through Santa Isabel's website, and Brazil Supermarkets. The implementation of these new channels reflects the Company's strategy of focusing on Supermarkets and the e-commerce channel.
- On August 13, Cencosud and Cornershop signed a long-term collaboration agreement for the Supermarkets and Home Improvement operations in Chile, Peru, Colombia and Brazil, allowing Cornershop customers to shop at supermarkets and Easy stores without a service charge. In addition, Uber and Uber Eats users, can access Rincon Jumbo products and prepared meals from

<sup>43</sup> The State of Results detailed and hyperinflation effect available in the annex of this report.

<sup>44</sup> Does not include One Off by Compensations nor by the closure of Dept. St. in Peru and Johnson in Chile, during the quarter. In the year it does not include the sale of 51 % of Banco Cencosud in Peru that occurred in 1Q19.

supermarkets through the App (including Argentina). The agreement also includes the technological integration of Cencosud and Cornershop with the objective of offering the best experience to our customers in the region and improving business efficiency. In addition, the agreement includes the disbursement of USD 10 MM by Cornershop for investments in dark stores. As of December, Paris Department Stores was added as part of the agreement, with a delivery time of 90 minutes.

- On November 2, Cencosud launched the Jumbo Prime program ([www.jumboprime.cl](http://www.jumboprime.cl)), a membership that includes free and unlimited delivery service on online purchases over CLP 30,000, personalized offers, exclusive customer service channel in the internal portal and double accumulation of Cencosud Points.
- In mid-December, Paris launched its 24-hour delivery service for more than 20,000 products for the Metropolitan Region from Monday to Friday. The focus is to give the best customer experience providing further logistical development.
- On January 15, 2021, Cencosud announced the launch of the new Convenience Supermarkets format, branded Spid<sub>35</sub>, which includes a service delivery of less than 35 minutes and with an assortment of 1,600 SKUs, to a target audience between the ages of 18 and 30. This format was initiated as a pilot plan from the Cornershop application and by the middle of the first half of 2021 Spid<sub>35</sub> will launch its own application throughout the region.

## Consolidated Results by Country<sup>45</sup>

CLP MM (excluding IAS 29)	2020	% over revenues	2019	% over revenues	Var. % 20/19 Excl. IAS29	Var. % 2020 local currency
Chile	5,048,275	50.2 %	4,529,151	47.7 %	11.5 %	11.5 %
Argentina	1,760,352	17.5 %	1,735,003	18.3 %	1.5 %	33.9 %
Brazil	1,300,888	12.9 %	1,376,277	14.5 %	-5.5 %	9.4 %
Peru	1,105,502	11.0 %	1,018,459	10.7 %	8.6 %	1.3 %
Colombia	837,990	8.3 %	832,472	8.8 %	0.7 %	0.3 %
<b>Total revenues</b>	<b>10,053,006</b>	<b>100.0 %</b>	<b>9,491,362</b>	<b>100.0 %</b>	<b>5.9 %</b>	<b>13.2 %</b>
Chile	565,998	5.6 %	441,643	9.8 %	28.2 %	28.2 %
Argentina	160,018	1.6 %	164,362	9.5 %	-2.6 %	29.0 %
Brazil	96,080	1.0 %	51,039	3.7 %	88.3 %	123.0 %
Peru	92,029	0.9 %	173,398	17.0 %	-46.9 %	-50.6 %
Colombia	50,224	0.5 %	38,612	4.6 %	30.1 %	31.0 %
<b>Total Adjusted EBITDA</b>	<b>964,349</b>	<b>9.6 %</b>	<b>869,053</b>	<b>9.2 %</b>	<b>11.0 %</b>	<b>18.3 %</b>

## 8.2 Results from Argentina

Revenues increased 33.9% in local currency and 1.5% in CLP due to the devaluation of the ARS against the CLP. The increase in local currency is explained by growth in Supermarkets and Home Improvement sales, partially offset by lower revenues from Shopping Centers and Financial Services. Adjusted EBITDA grew 29.0% in local currency and the EBITDA Margin contracted 38 bps compared to 2019, impacted by a decline in the profitability of Shopping Centers, compensated to a lesser extent by the good performance in the Supermarkets and Home Improvement businesses.

<sup>45</sup> For comparative effects and of analysis of performance of the business, figures exclude effect of the hyperinflationary rule Argentina. Does not include One Off for Compensations neither by the closure of Dept. St. in Peru and Johnson in Chile. In the year it does not include the sale of 51 % of Banco Cencosud in Peru that occurred in 1Q19. The Adjusted EBITDA of Peru in the year 2019 includes the sale of Banco Cencosud, excluding the effect that the Adjusted EBITDA growth 13, 7% in CLP.

Revenues (CLP MM)	12M20	12M19	Var. % 20/19	Var. % 2020 local currency
Supermarkets	1,147,767	1,147,767	10.31 %	45.2 %
Shopping Centers	15,834	45,929	-65.53 %	-53.7 %
Home Improvement	496,291	504,381	-1.60 %	30.8 %
Financial Services	98,313	141,120	-30.33 %	-8.4 %
Other	2,146	3,110	-31.00 %	-8.4 %
<b>Total revenues</b>	<b>1,760,352</b>	<b>1,735,003</b>	<b>1.46 %</b>	<b>33.9 %</b>

### Same store sales Argentina

Nominal SSS	4T20	3T20	2T20	1T20	12M20	4T19	3T19	2T19	1T19	12M19
SM	33.4 %	35.5 %	53.5 %	59.7 %	44.0 %	48.3 %	37.5 %	35.5 %	30.8 %	38.8 %
HI	44.1 %	39.6 %	18.8 %	55.6 %	39.4 %	56.9 %	37.6 %	31.2 %	24.8 %	38.8 %

### Supermarkets

Revenues at the end of 2020 grew 45.2% in local currency, explained by food inflation, which includes a price freeze on the basic food basket and restrictions on price increases for certain products. In turn, the chain focused on the middle economic segment of the population (Vea brand) is impacted by the decrease in consumer purchasing power. The Adjusted EBITDA margin increased 153 bps, explained by greater efficiency in processes and expense dilution, mainly associated with process automation.

### Home Improvement

Revenues increased 30.8% in ARS, above inflation, due to growth in retail sales driven by products associated with Home Office needs. In addition, in volatile economies such as Argentina, the acquisition of tangible assets and real estate are a security against currency devaluation. Adjusted EBITDA margin expanded 328 bps, explained by a higher retail sales mix with respect to the wholesale channel and a decrease in promotional activity.

### Shopping Centers

Revenues fell 53.7% in local currency terms, mainly due to the decrease in fixed rent collections due to the facilities provided to tenants and the drop in occupancy as a result of the COVID-19 pandemic. The Adjusted EBITDA Margin contracted versus the previous year, due to the decline in revenues, partially compensated by a dilution of expenses.

### Financial Services

The Adjusted EBITDA margin expanded 704 bps, due to a more conservative position with respect to credit limit approvals and new customer acquisition.

## 8.3 Results from Chile



Revenues grew 11.5%, as a result of the good performance of the retail business in the country, driven by triple-digit growth through the online channel. This increase in revenues was partially offset by discounts in the rent of the fixed portion and partial closures by municipalities throughout the country, which affected the Malls and Department Stores business. The Adjusted EBITDA grew 28.2% and the margin expanded 146 bps, reflecting both operational efficiencies and improvements in the mix sales of the different business units.

Total Revenues (CLP MM)	2020	2019	Var. % 20/19
Supermarkets	3,325,853	2,819,744	17.9 %
Shopping Centers	71,269	153,573	-53.6 %
Home Improvement	725,683	553,927	31.0 %
Department Stores	923,303	923,303	-7.1 %
Financial Services	0	0	n.a.
Other	2,166	7,629	-71.6 %
<b>Total revenues</b>	<b>5,048,275</b>	<b>4,529,151</b>	<b>11.5 %</b>

Adjusted EBITDA (CLP MM)	2020	2019	Var. % 20/19
Supermarkets	446,464	286,625	55.8 %
Shopping Centers	35,022	125,106	-72.0 %
Home Improvement	104,178	52,701	97.7 %
Department Stores	14,126	45,747	-69.1 %
Financial Services	-479	12,861	-103.7 %
Other	-33,314	-81,396	-59.1 %
<b>Total Adjusted EBITDA</b>	<b>565,998</b>	<b>441,643</b>	<b>28.2 %</b>

### Same store sales (SSS)<sup>46</sup>

Nominal SSS	4T20	3T20	2T20	1T20	12M20	4T19	3T19	2T19	1T19	12M19
SM	30.9 %	21.1 %	8.9 %	13.2 %	19.0 %	6.0 %	1.1 %	0.0 %	-1.5 %	1.1 %
HI	54.5 %	58.9 %	6.9 %	3.4 %	29.4 %	2.2 %	1.9 %	3.2 %	6.8 %	3.6 %
DS <sup>47</sup>	7.2 %	0.4 %	-37.6 %	5.3 %	3.3 %	-5.1 %	-4.4 %	-5.8 %	-7.6 %	-5.6 %

### Supermarkets

Revenues grew 17.9% compared to the previous year, explained by both an increase in market share and a 19.0% increase in Same Store Sales (SSS). The increase in SSS is explained by higher food sales as a result of growth in demand, changes in the assortment proposal and differentiating quality, as well as the expansion of the online channel's capacity and our alliance with Cornershop. The Adjusted EBITDA margin expanded 314 bps, due to an improvement in gross margin across all categories, following lower promotional activity and shrink optimization, partially offset by higher logistics expenses associated with increased E-commerce sales.

### Home Improvement

Fiscal year-end revenues increased by 31.0% compared to year-end 2019, explained by an SSS of 29.4% and e-commerce sales growth of 119.9% versus 2019. The increase was mainly explained by the continued demand for Home Office related products, which was also driven by the two 10 % withdrawals of pension funds. The Adjusted EBITDA increased 97.7% and EBITDA Margin expanded 484 bps, explained by lower promotional activity and a shift in the sales mix towards retail products. This was partially offset by higher logistical expenses associated with the increase in the e-commerce channel and the hiring of external personnel to support store operations during the pandemic.

<sup>46</sup>In the calculation of SSS are excluded those stores that were closed more than 10 % of the quarter, 2020 and 2019.

<sup>47</sup>The SSS of Department Stores does not include the online channel.

## Department Stores



At the end of 2020, revenues fell 7.1% compared to 2019, explained by the closure of Johnson Stores during the year and store closures and mobility restrictions. Despite the above, the performance in the second half of the year partially compensated for the decline during the first months of the year. The e-commerce channel showed a triple-digit increase driven by store closures in some months of the year. Excluding Johnson and Eurofashion, SSS grew 7.0%, explained by a gradual recovery in the performance of the Paris business. The Adjusted EBITDA decreased 69.1%, and EBITDA Margin contracted 307 bps, due to the closure of the Johnson business during the second half of the year and the impact of lower fixed cost absorption resulting from store closures during the pandemic, partially compensated by an improvement in gross margin due to lower promotional expenses, lower personnel and marketing expenses and savings in maintenance expenses.

## Shopping Centers



Revenues fell 53.6%, mainly due to a lower fixed lease collection from third parties, as a consequence of the relief plan offered to tenants during the COVID-19 pandemic. At the same time, as a result of the partial confinement plan according to the number of phases, in some regions the opening of shopping centers has not been enabled or has only been enabled during weekdays. The drop in revenues was partially compensated by the opening of the Sky Costanera and the collection of parking fees in some shopping centers since October and the collection of new contracts in the offices of the Costanera Center Tower. In addition, during the year a new store, Easy, was added in Portal Temuco and the number of GLAs was increased following the incorporation of the expansion of Portal el Llano. The Adjusted EBITDA margin contracted as a result of lower expense dilution, partially compensated by savings in maintenance, safety and process efficiencies. This was partially compensated by savings in maintenance, safety and process efficiencies.

## Financial Services



The results reflected lower sales and also lower provisions, due to the decrease in the estimation of uncollectible accounts compared to the previous year, partially compensated by a lower risk charge during the fourth quarter of 2020 and lower operating costs.

## 8.4 Results from Colombia



Revenues increased 0.3% versus 2019 in local currency, which was explained by triple-digit growth in the e-commerce channel, mainly in non-food products such as home appliances, bazaar and clothing. At the same time, there was growth in Home Improvement sales due to the demand for retail products and the impact of the VAT-free days. Adjusted EBITDA margin expanded 136 bps due to gross margin improvements and savings in marketing and energy expenses.

Revenues (CLP MM)	2020	2019	Var. % 20/19	Var. % 2020 local currency
Supermarkets	753,198	745,052	1.1 %	0.8 %
Shopping Centers	6,606	6,606	-22.9 %	-23.8 %
Home Improvement	72,167	71,319	1.2 %	0.7 %
Financial Services	8,719	10,478	-16.8 %	-18.4 %
Other	-2,701	-2,944	-8.3 %	-7.6 %
<b>Total revenues</b>	<b>837,990</b>	<b>832,472</b>	<b>0.66 %</b>	<b>0.34 %</b>

#### Same store sales Colombia

Nominal SSS	4T20	3T20	2T20	1T20	12M20	4T19	3T19	2T19	1T19	12M19
SM	-0.8 %	-4.9 %	0.9 %	9.8 %	1.0 %	4.2 %	5.3 %	0.5 %	1.3 %	3.3 %
HI	12.8 %	12.4 %	3.4 %	9.8 %	10.3 %	3.6 %	4.9 %	9.2 %	13.0 %	7.5 %

#### Supermarkets

Revenues increased 0.8% in local currency, with an SSS of 1.0%, explained by the growth in sales of the Jumbo banner and the e-commerce channel; however, consumption has been affected by the increase in the level of unemployment. On the other hand, the Adjusted EBITDA Margin improved 156 bps, as a result of the reduction in promotional activity and marketing and energy expenses.

#### Home Improvement

Revenues grew 0.7% in local currency terms, mainly due to increased demand for retail products and the positive impact of VAT-free days. The Adjusted EBITDA margin expanded 244 bps, explained by a better product mix, lower expenses for basic services, marketing and improved efficiency plans.

#### Shopping Centers

Revenues fell 23.8% in COP due to the lower fixed rent charge implemented during the year as a means of providing relief to tenants during COVID-19. The Adjusted EBITDA contracted, mainly due to lower revenues and higher health and safety expenses associated with the COVID-19 safeguards.

#### Financial Services

The Adjusted EBITDA was affected, due to a decrease in revenues as a result of lower new card placements and higher portfolio provisions, given the economic and COVID-19 situation in the country. At the same time, discounts on cards have also decreased, which has led to less use of it as a means of payment.

### 8.5 Results from Brazil

Revenues increased 9.4% in local currency; however, due to the depreciation of the Brazilian real against the Chilean peso they fell CLP 5.5% versus 2019. This growth is explained by the double-digit increase in Gbarbosa's sales and, to a lesser extent, those of Prezunic and Bretas. The Adjusted EBITDA margin expanded 368 bps, reaching a margin of 7.4%, nearly doubling EBITDA over the prior year due to operational efficiencies, historical growth in the e-commerce channel and improved working capital management with promotions focused on customer needs through the use of CRM.

Revenues (CLP MM)	12M20	12M19	Var. % 20/19	Var. % 2020 local currency	Var. % 2019 local currency
Supermarkets	1,298,970	1,372,481	-5.4 %	9.6 %	-0.1 %
Financial Services	1,917	3,797	-49.5 %	-42.3 %	19.1 %
Other	0	0	n.a.	n.a.	n.a.
<b>Total revenues</b>	<b>1,300,888</b>	<b>1,376,277</b>	<b>-5.5 %</b>	<b>9.4 %</b>	<b>0.0 %</b>

### Same store sales Brazil

Nominal SSS	4T20	3T20	2T20	1T20	12M20	4T19	3T19	2T19	1T19	12M19
SM	11.3 %	14.2 %	9.7 %	4.0 %	9.9 %	0.6 %	-2.0 %	-0.2 %	-2.0 %	-0.8 %

### Supermarkets

Revenues grew 9.6% in local currency, achieving an SSS of 9.9%, explained by the positive performance of Gbarbosa, which achieved double-digit expansion in both food and non-food categories. At the same time, Prezunic's good performance was explained by the focus of the marketing concept towards the digital world, where the customer loyalty app, launched during the year, allows for more targeted and effective promotions. Likewise, Bretas' sales grew thanks to an increase in food promotions and greater product availability. Online sales have grown exponentially due to both the partnership with Cornershop and online sales through our own Apps in all banners, in addition to the launch of the websites (e-grocery) and the implementation of WhatsApp Delivery in products of the main banners. The Company achieved an increase in EBITDA of 140.9% versus 2019 in local currency, where it was seen a positive impact of the new strategies implemented during the last two years: changes in the commercial negotiation with suppliers, continuity in the efficiency programs in structures, changes in the marketing strategy and better management of working capital.

### Financial Services

The Adjusted EBITDA fell, both in local currency and in CLP, mainly explained by an increase in provisions due to a regulatory change requested by the Central Bank of Brazil, as part of the protective measures to face the economic effects of the COVID-19 pandemic.

## 8.6 Results from Peru



Revenues grew 1.3% in local currency terms versus 2019 and 8.5% in CLP terms. The increase in local currency is mainly due to the double-digit increase in Supermarkets' sales, both food and non-food, partially offset by the closure of Department Stores and the impact that the pandemic has had on the Shopping Centers business. The Adjusted EBITDA margin contracted 870 bps, mainly due to the decrease in revenues as a result of discounts on fixed leases offered to Shopping Center tenants and the closure of Department Stores.

Revenues (CLP MM)	12M20	12M19	Var. % 20/19	Var. % 2020 local currency
Supermarkets	1,058,878	872,666	21.3 %	13.3 %
Shopping Centers	13,823	23,356	-40.8 %	-44.9 %
Department Stores	31,214	106,361	-70.7 %	-73.4 %
Financial Services	0	14,368	-100.0 %	-100.0 %
Other	1,587	1,707	-7.1 %	-14.7 %
<b>Total revenues</b>	<b>1,105,502</b>	<b>1,018,459</b>	<b>8.5 %</b>	<b>1.3 %</b>

#### Same store sales Peru

Nominal SSS	4T20	3T20	2T20	1T20	12M20	4T19	3T19	2T19	1T19	12M19
SM	13.4 %	21.1 %	13.4 %	3.3 %	12.6 %	-4.4 %	-4.5 %	-3.3 %	2.1 %	-2.7 %
DS	n.a	n.a	n.a	-0.7 %	n.a	-3.3 %	2.1 %	-0.8 %	9.8 %	1.1 %

### Supermarkets

Revenues in local currency grew 13.3%, explained by an SSS of 12.6%. The increase was explained by the greater demand for food and higher sales of apparel and electronics, partly due to the liquidation of Department Stores' inventory during the year. Likewise, e-commerce sales increased by double digits and the Adjusted EBITDA margin expanded 242 bps, explained by the good performance during the year, the decrease in promotions and the increase in the efficiency of processes.

### Shopping Centers

Revenues fell 44.9% in local currency due to the lower fixed lease payments made during the year in order to provide relief to tenants during the pandemic period. The Adjusted EBITDA margin contracted, which is explained by the lower dilution of expenses over revenues, partially compensated by the decrease in uncollectible accounts.

### Financial Services

Results have been affected by the increase in the risk charge, which has resulted in a decrease in the risk charge, which has resulted in a decrease in the EBITDA margin versus the previous year.

## 8.7 Results by business<sup>48</sup>

### Supermarket Results

CLP MM	2020	2019	Var. % 20/19	Var. % 2020 local currency
Chile	3,325,853	2,819,744	17.9 %	17.9 %
Argentina	1,147,767	1,147,767	10.3 %	45.2 %
Brazil	1,298,970	1,372,481	-5.4 %	9.6 %
Peru	1,058,878	872,666	21.3 %	13.3 %
Colombia	753,198	745,052	1.1 %	0.8 %
<b>Total revenues</b>	<b>7,584,667</b>	<b>6,850,407</b>	<b>10.7 %</b>	<b>18.0 %</b>
Chile	892,210	709,585	25.7 %	25.7 %
Argentina	332,747	312,595	6.4 %	39.7 %
Brazil	302,599	290,289	4.2 %	21.0 %
Peru	247,132	202,372	22.1 %	14.0 %
Colombia	157,084	147,887	6.2 %	6.0 %
<b>Gross result</b>	<b>1,931,771</b>	<b>1,662,728</b>	<b>16.2 %</b>	<b>24.3 %</b>
Administrative and selling expenses	-1,406,464	-1,400,577	0.4 %	9.3 %
Operating income	538,672	272,059	98.0 %	102.9 %
<b>Adjusted EBITDA</b>	<b>744,081</b>	<b>466,250</b>	<b>59.6 %</b>	<b>64.8 %</b>
<i>Margin of Adjusted EBITDA</i>	<i>9.8 %</i>	<i>6.8 %</i>	<i>300 bps</i>	<i>300 bps</i>

### Business information

	N° of stores		% rented		Total sales area (m²)	
	12M20	12M19	12M20	12M19	12M20	12M19
Chile	246	247	62.20 %	62.00 %	599,710	591,853
Argentina	282	284	55.70 %	56.00 %	447,312	451,681
Brazil	201	202	92.10 %	92.10 %	527,370	566,466
Peru	93	93	48.40 %	48.40 %	276,839	276,839
Colombia	93	95	35.10 %	36.80 %	381,263	394,093
<b>Supermarkets Total</b>	<b>915</b>	<b>921</b>	<b>61.62 %</b>	<b>62.30 %</b>	<b>2,232,494</b>	<b>2,280,932</b>

### SSS – Same Stores Sales

Nominal SSS	4T20	3T20	2T20	1T20	12M20	4T19	3T19	2T19	1T19	12M19
Chile	30.87 %	21.13 %	8.89 %	13.17 %	18.98 %	6.00 %	1.10 %	0.00 %	-1.50 %	1.12 %
Argentina	33.42 %	35.49 %	53.45 %	59.71 %	43.96 %	48.30 %	37.50 %	35.50 %	30.80 %	38.83 %
Brazil	11.29 %	14.22 %	9.70 %	4.01 %	9.90 %	0.60 %	-2.00 %	-0.20 %	-2.00 %	-0.77 %
Peru	13.36 %	21.09 %	13.36 %	3.29 %	12.61 %	-4.40 %	-4.50 %	-3.30 %	2.10 %	-2.74 %
Colombia	-0.79 %	-4.88 %	0.88 %	9.83 %	0.97 %	4.20 %	5.30 %	0.50 %	1.30 %	3.32 %

<sup>48</sup> Adjusted EBITDA includes IFRS16.

## Home Improvement Results

CLP MM	2020	2019	Var. % 20/19	Var. % 2020 local currency
Chile	233,289	147,145	58.5 %	58.5 %
Argentina	156,114	143,075	9.1 %	46.3 %
Colombia	21,553	20,374	5.8 %	12.6 %
<b>Total revenues</b>	<b>410,956</b>	<b>310,594</b>	<b>32.3 %</b>	<b>49.9 %</b>
Chile	82,949	44,392	86.9 %	86.9 %
Argentina	66,509	62,564	6.3 %	42.2 %
Colombia	5,740	4,853	18.3 %	26.2 %
<b>Gross result</b>	<b>155,198</b>	<b>111,810</b>	<b>38.8 %</b>	<b>59.2 %</b>
Administrative and selling expenses	-79,182	-70,837	11.8 %	28.2 %
Operating income	76,300	41,311	84.7 %	111.8 %
<b>Adjusted EBITDA</b>	<b>81,765</b>	<b>47,031</b>	<b>73.9 %</b>	<b>98.1 %</b>
<i>Margin of Adjusted EBITDA</i>	<b>19.9 %</b>	<b>15.1 %</b>	<i>475 bps</i>	<i>475 bps</i>

## Business information

	N° of stores		% rented		Total sales area (m²)	
	12M20	12M19	12M20	12M19	12M20	12M19
Chile	37	36	13.51 %	13.90 %	332,077	328,701
Argentina	51	51	21.57 %	21.60 %	397,975	397,975
Colombia	10	10	30.00 %	30.00 %	82,190	82,320
<b>Home Improvement Total</b>	<b>98</b>	<b>97</b>	<b>19.13 %</b>	<b>19.30 %</b>	<b>812,242</b>	<b>808,996</b>

## SSS – Same Stores Sales

Nominal SSS	4T20	3T20	2T20	1T20	12M20	4T19	3T19	2T19	1T19	12M19
Chile	54.50 %	58.91 %	6.88 %	3.35 %	29.36 %	2.20 %	1.90 %	3.20 %	6.80 %	3.60 %
Argentina	44.07 %	39.63 %	18.80 %	55.56 %	39.35 %	56.90 %	37.60 %	31.20 %	24.80 %	38.80 %
Brazil	12.80 %	12.44 %	3.40 %	9.76 %	10.32 %	3.60 %	4.90 %	9.20 %	13.00 %	7.50 %

## Department Stores Results

CLP MM	12M20	12M19	Var. % 20/19	Var. % 2020 local currency
Chile	923,303	923,303	-7.14 %	-7.14 %
Peru	31,214	106,361	-70.65 %	-73.36 %
<b>Total revenues</b>	<b>954,517</b>	<b>1,100,637</b>	<b>-13.28 %</b>	<b>-13.54 %</b>
Chile	222,092	269,107	-17.47 %	-17.47 %
Peru	-3,232	24,926	-112.97 %	-115.58 %
<b>Gross result</b>	<b>218,860</b>	<b>294,033</b>	<b>-25.57 %</b>	<b>-25.79 %</b>
Administrative and selling expenses	-331,150	-305,467	8.41 %	7.54 %
<b>Operating income</b>	<b>-109,003</b>	<b>-9,725</b>	<b>1020.86 %</b>	<b>1000.34 %</b>
<b>Adjusted EBITDA</b>	<b>-2,914</b>	<b>48,136</b>	<b>-106.05 %</b>	<b>-104.85 %</b>
<i>Margin of Adjusted EBITDA</i>	<b>-0.31 %</b>	<b>4.37 %</b>	<b>-468 bps</b>	<b>-468 bps</b>

## Business Information

	N° of stores		% rented		Total sales area (m²)	
	12M20	12M19	12M20	12M19	12M20	12M19
Chile	51	79	63.00 %	67.70 %	294,324	378,992
Peru	0	11	0.00 %	91.30 %	0	61,427
<b>Department Stores Total</b>	<b>51</b>	<b>90</b>	<b>63.00 %</b>	<b>70.90 %</b>	<b>294,324</b>	<b>440,419</b>

## SSS – Same Stores Sales

Nominal SSS	4T20	3T20	2T20	1T20	12M20	4T19	3T19	2T19	1T19	12M19
Chile	7.20 %	0.37 %	-37.59 %	5.33 %	3.30 %	-5.10 %	-4.40 %	-5.80 %	-7.60 %	-5.60 %
Peru	n.a	n.a	n.a	-0.69 %	n.a	-3.30 %	2.10 %	-0.80 %	9.80 %	1.10 %

## Shopping Centers Results

CLP MM	2020	2019	Var. % 20/19	Var. % 2020 local currency
Chile	71,269	153,573	-53.6 %	-53.6 %
Argentina	15,834	45,929	-65.5 %	-53.7 %
Peru	13,823	23,356	-40.8 %	-44.9 %
Colombia	6,606	6,606	-22.9 %	-23.8 %
<b>Total revenues</b>	<b>107,533</b>	<b>231,426</b>	<b>-53.5 %</b>	<b>-51.6 %</b>
Chile	58,101	146,744	-60.4 %	-60.4 %
Argentina	4,004	34,966	-88.5 %	-84.0 %
Peru	8,428	21,209	-60.3 %	-64.4 %
Colombia	6,439	7,883	-18.3 %	-19.4 %
<b>Gross result</b>	<b>76,972</b>	<b>210,803</b>	<b>-63.5 %</b>	<b>-63.2 %</b>
Administrative and selling expenses	-31,870	-34,868	-8.6 %	-5.1 %
<b>Operating income</b>	<b>77,681</b>	<b>339,326</b>	<b>-77.1 %</b>	<b>-87.0 %</b>
<b>Adjusted EBITDA</b>	<b>49,672</b>	<b>181,603</b>	<b>-72.6 %</b>	<b>-73.0 %</b>
<i>Margin of Adjusted EBITDA</i>	<i>46.2 %</i>	<i>78.5 %</i>	<i>-3228 bps</i>	<i>-3228 bps</i>

## Business information

	N° of stores		Total sales area (m²)		Occupancy rate	
	2020	2019	2020	2019	2020	2019
Cencosud Shopping	33	33	350,788	350,788	98.5 %	99.1 %
Towers <sup>49</sup>	n.a.	n.a.	65,000	65,000	56.4 %	49.7 %
Non-IPO Locations	2	2	5,620	5,620	95.3 %	96.2 %
<b>Chile</b>	<b>35</b>	<b>35</b>	<b>421,407</b>	<b>421,407</b>	<b>92.0 %</b>	<b>91.5 %</b>
Cencosud Shopping	4	4	11,367	11,367	93.9 %	95.0 %
Non-IPO Locations	n.a.	n.a.	46,176	46,176	n.a.	n.a.
<b>Colombia</b>	<b>4</b>	<b>4</b>	<b>57,543</b>	<b>57,543</b>	<b>93.9 %</b>	<b>95.0 %</b>
Cencosud Shopping	3	3	20,279	20,279	94.7 %	95.7 %
Non-IPO Locations	3	3	54,116	54,116	97.5 %	99.7 %
<b>Peru</b>	<b>6</b>	<b>6</b>	<b>74,395</b>	<b>74,395</b>	<b>96.7 %</b>	<b>98.6 %</b>
<b>Argentina</b>	<b>22</b>	<b>22</b>	<b>277,203</b>	<b>277,203</b>	<b>84.4 %</b>	<b>96.5 %</b>
<b>Shopping Centers Total</b>	<b>67</b>	<b>67</b>	<b>830,548</b>	<b>830,548</b>	<b>90.0 %</b>	<b>94.0 %</b>

<sup>49</sup> The Towers are part of the IPO and are included within the 33 locations such as the Costanera Center Complex.

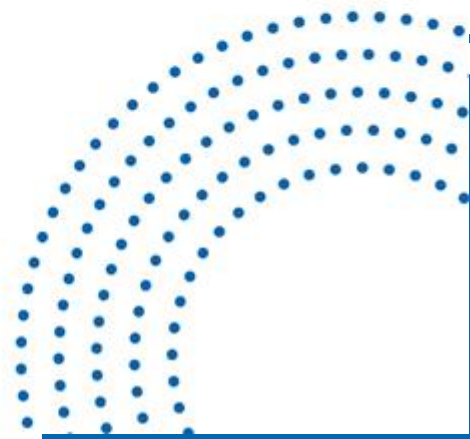
## Financial Services Results

CLP MM	2020	2019	Var. % 20/19	Var. % 2020 local currency
Argentina	98,313	141,120	-30.3 %	-8.4 %
Brazil	1,917	3,797	-49.5 %	-42.3 %
Peru	0	14,368	-100.0 %	-100.0 %
Colombia	8,719	10,478	-16.8 %	-18.4 %
<b>Total revenues</b>	<b>108,950</b>	<b>169,762</b>	<b>-35.8 %</b>	<b>-17.6 %</b>
Chile	-19,075	0	n.a	n.a
Argentina	64,131	86,557	-25.9 %	-2.4 %
Brazil	1,917	3,797	-49.5 %	-42.3 %
Peru	0	6,371	-100.00 %	-100.0 %
Colombia	8,719	10,478	-16.8 %	-18.4 %
<b>Gross result</b>	<b>74,749</b>	<b>107,202</b>	<b>-30.3 %</b>	<b>-11.2 %</b>
Administrative and selling expenses	-12,409	-25,227	-50.8 %	-37.4 %
<b>Operating income</b>	<b>62,340</b>	<b>81,975</b>	<b>-24.0 %</b>	<b>-3.1 %</b>
Participation in Associates	3,651	14,782	-75.3 %	n.a
Dep & Amortizations	114	297	-61.8 %	n.a
<b>Adjusted EBITDA</b>	<b>66,105</b>	<b>97,054</b>	<b>-31.9 %</b>	<b>-14.5 %</b>
<i>Margin of Adjusted EBITDA</i>	<i>60.7 %</i>	<i>57.2 %</i>	<i>350 bps</i>	<i>350 bps</i>



09.

MAIN ESG  
METRICS



## 09. Main ESG Metrics

### 9.1 People

#### 9.1.1 Employees

##### Executive Team

Diversity in the Executive Team	2020
Men	6
Women	0

Diversity in the Executive Team	2020
Chileans	3
Foreigners	3

Age	Younger than 30 years old	Between 30 and 40 years old	Between 41 and 50 years old	Between 51 and 60 years old	Between 61 and 70 years old	Older than 71 years old
Executive Team	0	0	4	0	2	0

Length of Service in the Company	Less than 3 years	Between 3 and 6 years	Between 6 and 9 years	Between 9 and 12 years	More than 12 years
Executive Team	1	0	1	0	4

##### Allocation

Allocation by Country		2020	2019	2018	2017	2016
Argentina	Stores	18,427	18,959	20,051	21,098	21,671
	Distribution Centers	1,129	1,135	1,218	1,143	1,173
	Head Quarters	1,699	1,835	2,028	2,091	2,074
	<b>Total Argentina</b>	<b>21,255</b>	<b>21,929</b>	<b>23,297</b>	<b>24,332</b>	<b>24,918</b>
Brazil	Stores	19,667	20,554	22,616	23,039	24,516
	Distribution Centers	1,353	1,425	1,373	1,463	1,682
	Head Quarters	1,971	2,061	2,058	2,142	2,142
	<b>Total Brazil</b>	<b>22,991</b>	<b>24,040</b>	<b>26,047</b>	<b>26,644</b>	<b>28,340</b>
Chile	Stores	45,366	47,545	50,900	51,230	50,615
	Distribution Centers	2,421	2,512	3,043	3,074	3,287
	Head Quarters	2,428	3,413	2,918	2,852	2,530
	<b>Total Chile</b>	<b>50,215</b>	<b>53,470</b>	<b>56,861</b>	<b>57,156</b>	<b>56,432</b>
Colombia	Stores	10,285	11,258	11,998	12,290	12,925
	Distribution Centers	193	205	217	230	232
	Head Quarters	1,005	820	857	844	823
	<b>Total Colombia</b>	<b>11,483</b>	<b>12,283</b>	<b>13,072</b>	<b>13,364</b>	<b>13,980</b>
Peru	Stores	9,990	11,672	12,325	12,072	12,016
	Distribution Centers	1,005	1,061	1,066	1,095	1,430
	Head Quarters	699	814	1,178	1,158	1,044
	<b>Total Peru</b>	<b>11,694</b>	<b>13,547</b>	<b>14,569</b>	<b>14,325</b>	<b>14,490</b>
<b>Total Consolidated</b>		<b>117,638</b>	<b>125,269</b>	<b>133,846</b>	<b>135,821</b>	<b>138,160</b>

Allocation by Country and Gender		Women		Men		Total
		Employees	% of representation in the country's total	Employees	% of representation in the country's total	
Argentina	Managers and main executives	11	0.1 %	71	0.3 %	82
	Professionals and Technicians	1,666	8 %	2,601	12 %	4,267
	Workers	6,390	30 %	10,516	49 %	16,906
	<b>Total Argentina</b>	<b>8,067</b>	<b>38 %</b>	<b>13,188</b>	<b>62 %</b>	<b>21,255</b>
Brazil	Managers and main executives	6	0.03 %	48	0.2 %	54
	Professionals and Technicians	576	2.5 %	903	3.9 %	1,479
	Workers	10,796	47.0 %	10,662	46.4 %	21,458
	<b>Total Brazil</b>	<b>11,378</b>	<b>49.5 %</b>	<b>11,613</b>	<b>50.5 %</b>	<b>22,991</b>
Chile	Managers and main executives	25	0.05 %	82	0.2 %	107
	Professionals and Technicians	3,043	6.1 %	3,611	7.2 %	6,654
	Workers	26,545	52.9 %	16,909	33.7 %	43,454
	<b>Total Chile</b>	<b>29,613</b>	<b>59.0 %</b>	<b>20,602</b>	<b>41.0 %</b>	<b>50,215</b>
Colombia	Managers and main executives	9	0.08 %	19	0.17 %	28
	Professionals and Technicians	653	5.69 %	914	7.96 %	1,567
	Workers	4,851	42.25 %	5,037	43.86 %	9,888
	<b>Total Colombia</b>	<b>5,513</b>	<b>48.01 %</b>	<b>5,970</b>	<b>51.99 %</b>	<b>11,483</b>
Peru	Managers and main executives	5	0.04 %	20	0.17 %	25
	Professionals and Technicians	473	4.04 %	518	4.43 %	991
	Workers	4,645	39.72 %	6,033	51.59 %	10,678
	<b>Total Peru</b>	<b>5,123</b>	<b>43.81 %</b>	<b>6,571</b>	<b>56.19 %</b>	<b>11,694</b>
Cencosud S.A.	Managers and main executives	56	0.05 %	240	0.2 %	296
	Professionals and Technicians	6,411	5.45 %	8,547	7.27 %	14,958
	Workers	53,227	45.25 %	49,157	41.79 %	102,384
<b>Total Consolidated</b>		<b>59,694</b>	<b>50.75 %</b>	<b>57,944</b>	<b>49.26 %</b>	<b>117,638</b>

Employees ages	Younger than 30 years old	Between 30 and 40 years old	Between 41 and 50 years old	Between 51 and 60 years old	Between 61 and 70 years old	Older than 71 years old
2020	35,462	40,133	25,867	12,753	2,981	442
2019	39,141	43,030	26,508	13,071	3,149	370
2018	45,848	42,498	28,033	13,755	3,326	386
2017	53,186	42,160	25,722	11,993	2,478	282
2016	55,637	43,243	25,294	11,442	2,296	248

Employees' years of service	Less than 3 years	Between 3 and 6 years	Between 6 and 9 years	Between 9 and 12 years	More than 12 years
2020	34,470	21,047	19,115	12,114	30,892
2019	43,499	22,665	19,408	12,065	27,632
2018	48,637	24,789	20,525	13,428	26,467
2017	46,618	29,766	16,914	15,293	24,230
2016	56,697	27,981	15,085	13,768	24,629

## Turnover

Number of people hired in 2020	Younger than 30 years old		Between 30 and 50 years old		Older than 50 years old		Total
	Women	Men	Women	Men	Women	Men	
Argentina	23	38	7	13	1	0	82
Brazil	677	902	300	356	14	25	2,274
Chile	2,757	3,197	1,191	1,069	197	149	8,560
Colombia	382	451	76	67	1	3	980
Peru	812	749	161	112	1	1	1,836
<b>Total</b>	<b>4,651</b>	<b>5,337</b>	<b>1,735</b>	<b>1,617</b>	<b>214</b>	<b>178</b>	<b>13,732</b>

Number of people hired in 2019	Younger than 30 years old		Between 30 and 50 years old		Older than 50 years old		Total
	Women	Men	Women	Men	Women	Men	
Argentina	124	236	43	74	3	4	484
Brazil	1,313	1,807	769	946	48	97	4,980
Chile	5,221	5,364	2,490	1,817	489	330	15,711
Colombia	1,400	2,426	412	388	5	13	4,644
Peru	833	1,022	211	211	4	3	2,284
<b>Total</b>	<b>8,891</b>	<b>10,855</b>	<b>3,925</b>	<b>3,436</b>	<b>549</b>	<b>447</b>	<b>28,103</b>

People who left their jobs voluntarily in 2020	Younger than 30 years old		Between 30 and 50 years old		Older than 50 years old		Total
	Women	Men	Women	Men	Women	Men	
Argentina	35	60	49	84	10	19	257
Brazil	489	620	289	346	31	22	1,797
Chile	1,313	1,667	724	630	144	91	4,569
Colombia	415	514	161	190	6	6	1,292
Peru	733	910	261	258	6	8	2,176
<b>Total</b>	<b>2,985</b>	<b>3,771</b>	<b>1,484</b>	<b>1,508</b>	<b>197</b>	<b>146</b>	<b>10,091</b>

People who left their jobs involuntarily in 2020	Younger than 30 years old		Between 30 and 50 years old		Older than 50 years old		Total
	Women	Men	Women	Men	Women	Men	
Argentina	58	61	140	147	20	43	469
Brazil	344	385	505	470	89	93	1,886
Chile	1,229	1,309	1,704	1,126	710	373	6,451
Colombia	80	123	112	166	10	24	515
Peru	400	612	292	300	5	23	1,632
<b>Total</b>	<b>2,111</b>	<b>2,490</b>	<b>2,753</b>	<b>2,209</b>	<b>834</b>	<b>556</b>	<b>10,953</b>

2020 Turnover	Number of Employees who left their jobs			% Turnover		
	Voluntarily	Involuntarily	Total	Men	Women	Total
Argentina	257	469	726	1 %	2 %	3 %
Brazil	1,797	1,886	3,683	8 %	8 %	16 %
Chile	4,569	6,451	11,020	9 %	13 %	22 %
Colombia	1,292	515	1,807	11 %	4 %	15 %
Peru	2,176	1,632	3,808	19 %	14 %	33 %
<b>Total</b>	<b>10,091</b>	<b>10,953</b>	<b>21,044</b>	<b>9 %</b>	<b>9 %</b>	<b>18 %</b>

## Diversity

Nationality of Employees	2020
Chileans	46,900
Argentineans	20,875
Brazilians	22,985
Peruvians	12,480
Colombians	11,845
Other	2,553
<b>Total</b>	<b>117,638</b>

Diversity in Employees	2020	2019	2018	2017
National	46,900	50,204	54,203	55,942
Foreigners	70,738	75,065	79,643	79,879
<b>total</b>	<b>117,638</b>	<b>125,269</b>	<b>133,846</b>	<b>135,821</b>

Employees distribution by gender	2020	2019	2018	2017	2016
Men	59,694	63,705	67,779	68,488	69,627
Women	57,944	61,564	66,067	67,333	68,533
<b>total</b>	<b>117,638</b>	<b>125,269</b>	<b>133,846</b>	<b>135,821</b>	<b>138,160</b>

Employees with disabilities	2020			2019		
	Women	Men	Total	Women	Men	Total
Argentina	0.29 %	0.44 %	0.38 %	0.29 %	0.43 %	0.38 %
Brazil	4.26 %	5.49 %	4.88 %	3.96 %	5.33 %	4.65 %
Chile	0.97 %	1.8	1.33 %	1.01 %	1.96 %	1.40 %
Colombia	0.80 %	0.95 %	0.88 %	0.79 %	0.90 %	0.85 %
Peru	1.64 %	2.45 %	2.10 %	1.62 %	2.32 %	2.01 %

Female representation by position level 2020		Women		Total
		Employees	% of female representation by position	
Cencosud S.A.	Managers and main executives	56	19 %	296
	Professionals and Technicians	6,411	43 %	14,958
	Workers	53,227	52 %	102,384
<b>Total Consolidated</b>		<b>59,694</b>	<b>50.75 %</b>	<b>117,638</b>

## Benefits

Benefits for Employees 2020		Argentina	Chile	Brazil	Colombia	Peru
Health and Life	Supplemental health insurance	Yes	Yes		Yes	Yes
	Preventive health programs	Yes	Yes		Yes	Yes
	Agreement with health entities	Yes	Yes	Yes	Yes	Yes
	Life insurance and funeral expenses	Yes	Yes	Yes	Yes	Yes
Work harmony	Summer workday	Yes	Yes			Yes
	Birthday benefit	Yes	Yes		Yes	Yes
	Shuttle buses	Yes	Yes	Yes		Yes
	Healthy benefit	Yes	Yes			Yes
Economical	School bonus	Yes	Yes		Yes	Yes
	Food	Yes	Yes	Yes	Yes	Yes
	Transport	Yes	Yes	Yes	Yes	Yes
	Birth bonus	Yes	Yes		Yes	Yes
	Death bonus	Yes	Yes		Yes	Yes
	Holiday bonus	Yes	Yes		Yes	Yes
	Cross discounts	Yes	Yes	Yes	Yes	Yes
	Academic excellence	Yes	Yes		Yes	
	Parking	Yes	Yes	Yes	Yes	Yes
	Discounts on Cencosud Card	Yes	Yes	Yes	Yes	Yes
Social	Entertainment tickets	Yes	Yes			Yes
	Recreational activities	Yes	Yes		Yes	Yes

## Health and Safety

Accident frequency rate <sup>50</sup>	2020		2019		2018		2017	
	Women	Men	Women	Men	Women	Men	Women	Men
Argentina	8.29	18.57	11.1	27.4	14.31	35.68	15.16	35.68
Brazil	3.08	4.81	17.85	17.84	5.19	6.88	4.36	5.03
Chile	8.28	9.95	9.98	12.39	12.03	12.32	13.67	14.82
Colombia	19.66	23.42	26.09	33.3	29.7	38.8	44.3	51.4
Peru	5.86	8.04	4.8	9.55	6.72	12.73	7.19	13.47

Incident rate of occupational diseases <sup>51</sup>	2020		2019		2018		2017	
	Women	Men	Women	Men	Women	Men	Women	Men
Argentina	0.54	0.63	0.25	1.38	0.33	0.55	0.96	1.19
Brazil	0.41	0.18	0.0007	0.0104	0.0034	0.0013	0.0063	0.0021
Chile	0.51	0.52	0.14	0.24	0.2	0.43	0.42	0.37
Colombia	0.0003	0	0.0009	0.0002	0.0008	0.0002	0.0011	0.0002
Peru	0	0	0	0	0	0	0	0

<sup>50</sup> Accident rate = Frequency of accidents in relation to the total time worked by workers during the reporting period.

<sup>51</sup> Occupational Injury and Illness Incidence Rates (OIIR) = Frequency of occupational diseases in relation to the total time worked by all workers during the reporting period. Note: The incidence rate of occupational diseases can be calculated for a category.

Lost workdays rate <sup>52</sup>	2020		2019		2018		2017	
	Women	Men	Women	Men	Women	Men	Women	Men
Argentina	14.12	16.51	219.4	542.9	284.3	725.3	309.14	710.21
Brazil	105.48	164.35	549.46	573.84	429.12	426.85	577.06	422.47
Chile	105.59	138.6	94.5	155.41	123.07	161.24	184.24	203.89
Colombia	150.2	108.5	188.5	213.14	244.6	310.4	293.7	342.3
Peru	23.78	35.58	25.37	52.64	32.50	63.32	33.4	59.98

Work absenteeism rate <sup>53</sup>	2020		2019		2018		2017	
	Women	Men	Women	Men	Women	Men	Women	Men
Argentina	0.02	0.04	0.16	0.4	0.46	0.18	0.45	0.19
Brazil	0.0023	0.0024	0.0028	0.0028	0	0	0	0
Chile	0.0012	0.0015	0.0009	0.0016	0.0013	0.0017	0.0019	0.0021
Colombia	0.11	0.9	0.15	0.17	0.2	0.25	0.23	0.27
Peru	0.03	0.03	0.02	0.04	0.03	0.05	0.03	0.05

Fatalities	2020		2019		2018		2017	
	Women	Men	Women	Men	Women	Men	Women	Men
Argentina	0	0	0	0	0	0	0	0
Brazil	0	1	0	0	0	0	0	1
Chile	0	0	0	0	0	1	0	1
Colombia	0	0	0	0	0	0	0	0
Peru	0	0	0	0	0	0	0	0

## Wage gap

Ratio of local minimum wage to average wage	Argentina	Chile	Brazil	Colombia	Peru
2020	37.16 %	65.49 %	53.06 %	65.14 %	60.60 %
2019	39.33 %	61.69 %	48.91 %	65.04 %	57.33 %
2018	31.49 %	52.50 %	34.74 %	42.56 %	41.36 %

Number of minimum wages equivalent to the average wage	Argentina	Chile	Brazil	Colombia	Peru
2020	2.7	1.5	1.9	1.5	1.7
2019	2.5	1.6	2.0	1.5	1.7
2018	3.2	1.9	2.9	2.3	2.4

Percentage difference in remuneration between men and women	Men versus women					Women versus men				
	2020	2019	2018	2017	2016	2020	2019	2018	2017	2016
Managers and Top Executives	-3.3 %	-2.45 %	-4.09 %	-2.94 %	-4.20 %	96.66 %	97.55 %	95.91 %	97.06 %	95.80 %
Professionals and Technicians	-0.7 %	-1.94 %	-1.24 %	-0.24 %	-0.24 %	99.35 %	98.06 %	98.76 %	99.76 %	99.76 %
Workers	-4.2 %	-4.83 %	-4.38 %	-4.17 %	-3.34 %	95.84 %	95.17 %	95.62 %	95.83 %	96.66 %

<sup>52</sup> Lost Workday Rate (LWR) = Impact of occupational diseases and accidents, reflected in days off of affected workers. The lost workday rate is expressed by comparing the total number of days lost to the total number of scheduled working hours for the reporting period.

<sup>53</sup> Absenteeism rate = actual days lost by an absent worker, expressed as a percentage of the total scheduled working days for workers during the same period.

## Employee development

Employees receiving performance evaluations	Argentina	Chile	Brazil	Colombia	Peru
2020	100 %	100 %	84 %	24 %	100 %
2019	96 %	41 %	86 %	18 %	95 %
2018	96 %	21 %	83 %	19 %	88 %
2017	98 %	20 %	84 %	18 %	36 %

Average hours of training 2020	Women			Total		
	Younger than 30 years old	Between 30 and 50 years old	Older than 50 years old	Younger than 30 years old	Between 30 and 50 years old	Older than 50 years old
2020	5.36	5.58	4.82	5.5	6.0	5.3
2019	12.1	13.2	13.4	12.1	13.5	13.5
2018	5.1	7.3	4.4	5.3	7.9	4.8
2017	7	14.8	16.7	7	15.5	18.1

Number of employees trained by subject during 2020	Argentina	Brazil	Chile	Colombia	Peru	Total
Energy	483	376	781	766	2	2,408
Energy care	0	372	613	28	0	1,013
Sustainability	223	375	660	553	3	1,814
Community relations	76	430	378	1,204	0	2,088
Human Rights	42	825	192	312	40	1,411
Health and Safety	5	0	10,690	9,478	10,594	30,767
Remote working	9	0	541	1,115	0	1,665

Number of employees trained by subject during 2019	Argentina	Brazil	Chile	Colombia	Peru	Total
Energy	1,862	3,011	12,842	6,107	13,467	37,289
Energy care	757	3,032	11,787	5,366	14,346	35,288
Sustainability	1,654	5,405	11,676	5,112	17,387	41,234
Community relations	377	1,688	4,157	1,126	13,074	20,422
Human Rights	335	3,621	2,015	340	3,551	9,862

## Unionization

Allocation by Country and Gender		2020	2019	2018	2017	2016
Argentina	Total allocation	21,255	21,929	23,297	24,332	24,918
	Unionized Staff	9,937	10,183	10,792	11,347	11,622
	% unionized staff	46.8 %	46.44 %	46.63 %	46.63 %	46.64 %
	Number of unions	2	2	2	2	2
Brazil	Total allocation	22,991	24,040	26,047	26,644	28,340
	Unionized Staff	1,412	1,509	1,548	1,515	1,207
	% unionized staff	6.1 %	6.28 %	5.94 %	5.69 %	4.26 %
	Number of unions	72	75	75	76	87
Chile	Total allocation	50,215	53,470	56,861	57,156	56,432
	Unionized Staff	37,797	40,214	40,371	39,961	40,221
	% unionized staff	75.3 %	71.67 %	71.00 %	69.92 %	71.27 %
	Number of unions	119	122	118	113	114
Colombia	Total allocation	11,483	12,283	13,072	13,364	13,980
	Unionized Staff	6,554	7,157	6,410	6,944	6,285
	% unionized staff	57.1 %	58.27 %	49.04 %	51.96 %	44.96 %
	Number of unions	3	3	2	2	2
Peru	Total allocation	11,694	13,547	14,569	14,325	14,490
	Unionized Staff	411	423	547	756	402
	% unionized staff	3.5 %	3.11 %	3.75 %	5.28 %	2.77 %
	Number of unions	1	1	1	1	1
Cencosud S.A.	Total allocation	117,638	125,269	133,846	135,821	138,160
	Unionized Staff	56,111	59,486	59,668	60,523	59,737
	% unionized staff	47.7 %	47.5 %	44.6 %	44.6 %	43.2 %
	Number of unions	197	203	198	194	206

## Maternity and Paternity

Total number of employees with parental rights	2020		2019		2018		2017	
	Women	Men	Women	Men	Women	Men	Women	Men
Argentina	382	296	538	458	320	378	369	365
Brazil	575	250	1,423	472	3,112	488	3,258	550
Chile	1,768	11	2,111	9	2,361	453	2,551	487
Colombia	252	64	329	101	398	141	384	165
Peru	473	234	428	387	423	420	410	481

Total number of employees who have made use of parental rights	2020		2019		2018		2017	
	Women	Men	Women	Men	Women	Men	Women	Men
Argentina	382	296	538	458	320	378	369	365
Brazil	575	250	1,423	472	3,112	488	3,258	550
Chile	1,768	11	2,111	9	2,361	453	2,551	487
Colombia	252	64	329	101	398	141	384	165
Peru	473	234	428	387	423	420	410	481

Total number of employees who have returned from parental leave	2020		2019		2018		2017	
	Women	Men	Women	Men	Women	Men	Women	Men
Argentina	252	250	505	433	320	378	369	365
Brazil	511	250	1,155	391	3,112	488	3,258	550
Chile	934	8	1,990	9	2,212	385	2,367	412
Colombia	252	64	298	93	386	140	320	147
Peru	431	232	328	329	423	420	410	481

### 9.1.2 Community

Community Contribution 2020	Argentina	Brazil	Chile	Colombia	Peru
Total contribution (CLP)	72,497,082	41,134,592	628,533,080	-	445,252,976
People reached	410,682	82,632	84,152	21,000	0
Number of volunteers	281	10	2,829	122	40
Hours of volunteering	602,300	1,040	376,963	250	320

## 9.2 Planet

### 9.2.1 Water

Water consumption	Argentina	Brazil	Chile	Colombia	Peru	Total
2020 (m <sup>3</sup> )	1,109,486	610,441	766	494,091	511,336	2,726,120

### 9.2.2 Waste

Waste generation by type of material	Argentina	Brazil	Chile	Colombia	Peru	Total
Cardboard (ton)	3,069	8,741	30,290	5,527	6,073	3,069
Paper (ton)				111		
Plastics (ton)	2,733	12,359	919	559	483	2,733
Glass (ton)			73	55		
Metals (ton)		20	144	323		
Wood (ton)			846			
Tetra pak (ton)			35	114		
Edible oils (kg.)	8,775		636	25	161	8,775
Organic waste (ton)				4,765		
Chamber sludge waste (ton)	1,032		4,669		3,276	1,032

Recycled waste generation	Argentina	Brazil	Chile	Colombia	Peru	Total
Total recycled waste (ton)	5,801		32,945	9,995	6,716	5,801
Total non-recycled waste (ton)	67,979	71,188	52,020		8,719	67,979
% Recycling	9 %	0 %	63 %	0 %	77 %	9 %

### 9.2.3 Energy

Electricity consumption 2020	Argentina	Brazil	Chile	Colombia	Peru	Total
Electricity (kWh)	282,650,469	256,502,956	334,459,257	124,829,808	113,485,970	1,111,928,460

Energy consumption mobile sources 2020	Argentina	Brazil	Chile	Colombia	Peru	Total
Diesel (liters)	20,287	621,515				641,802
Gasoline (liters)	241,472					241,472

Energy consumption fixed sources 2020	Argentina	Brazil	Chile	Colombia	Peru	Total
Diesel (liters)	214,663	2,975,385	92,002	125,157	23,792	3,430,999
LPG (liters)		734,603			2,458,232	3,192,835
Natural gas (m <sup>3</sup> )	4,669,389	2,006,544	1,215,025	524,678	43,090	8,458,726
Gasoline (liters)	7,064					7,064

### 9.2.4 Emissions

Greenhouse gas emissions (ton CO <sub>2</sub> eq)	Argentina	Brazil	Chile	Colombia	Peru	Total
Scope 1	380,160	179,788	127,813	1,071,043	38,424	1,797,227
Scope 2	69,274	40,271	128,232	25,166	43,726	306,668
Scope 3	32,421	33,091	26,453	5,366	5,132	102,463
<b>Total</b>	<b>481,856</b>	<b>253,149</b>	<b>282,497</b>	<b>1,101,574</b>	<b>87,281</b>	<b>2,206,358</b>

Cooling gas emissions (kg)	Argentina	Brazil	Chile	Colombia	Peru	Total
R-22	95,526	49,560	9,600	265,619	6,702	427,008
R-134A	1,319	1,154	294	1,170	247	4,184
R-141B		11,351	327			11,678
R-404A	49,601	13,787	9,574	39,173	875	113,011
R-406A					80	80
R-407C			392			392
R-410A		5,638	927		45	6,609
R-507			16,789	108,804	4,589	130,182
R-290			2			2
R-744 (CO <sub>2</sub> Gases)		150,000	1,235			1,385

## 9.3 Product

### 9.3.1 Quality and Safety

Audits in Supermarkets (Chile)	2020	2019
Groceries	13	2
Drinks	2	2
Butcher	4	8
Seasonings and Snacks	0	4
Candies and Cookies	3	3
Frozen foods	5	1
Cured Meats Plant	1	3
Pasta Plant + Pasta	1	2
Cold Cuts	0	4
Dairy Products	9	14
Bakery	2	7
Pastries	9	2
Fish Stand	4	9
Ready Meals	3	7
Fruits and Vegetables	50	113
<b>Total</b>	<b>106</b>	<b>181</b>



# 10.

OTHER CORPORATE  
INFORMATION



## 10. Other Corporate Information

### 10.1 Dividends

#### 10.1.1 Dividends Policy

The dividend distribution policy adopted by Cencosud S.A. establishes the payment of 30% as minimum of distributable net income. In addition, in relation with the Financial Market Commission Circular No. 1945, the Company's Board of Directors agreed, on October 29, 2010, that the distributable net income for the year 2010 and following years, will be what is reflected in the financial statements as profit for the year attributable to the owners of the controlling company, without hyperinflation adjustments, excluding the unrealized result from the revaluation to fair value of investment properties, net of deferred tax.

The Company makes a provision at the end of each year of 30% of its income for the year, minus dividends distributed provisionally in accordance with Law No. 18,046 as a minimum dividend. The aforementioned law requires the distribution of at least 30% of the financial results for the year, unless the Shareholders Meeting decides otherwise by unanimous vote of the issued shares with voting rights. The dividends to be paid are proposed by the Board of Directors and approved by the Shareholders Meeting. The following table shows a list of dividends paid by the Company as of 2012:

Dividend Type	Date of Payment	\$/share	Charged to income for the year
Definitive	05/11/2020	32	2019
Definitive	05/13/2019	10	2018
Additional	05/14/2018	45,00000 <sup>54</sup>	2017
Provisional	11/13/2017	20	2017
Additional	05/17/2017	30	2016
Provisional	12/07/2016	20	2016
Definitive	05/17/2016	10	2015
Eventual	05/17/2016	50	Previous years
Provisional	12/04/2015	16	2015
Definitive	05/13/2015	20,59906 <sup>55</sup>	2014
Provisional	12/03/2014	8	2014
Definitive	05/15/2014	20,59906 <sup>56</sup>	2013
Provisional	12/10/2013	8	2013
Definitive	05/04/2012	23.52339	2011



<sup>54</sup> Considers payment of interim dividend of \$20/share.

<sup>55</sup> Considers payment of interim dividend of \$8/share.

<sup>56</sup> Considers payment of interim dividend of \$8/share.

## 10.2 Stock information<sup>57</sup>

Cencosud shares are traded on the Chilean Stock Exchanges (Santiago Stock Exchange and Electronic Stock Exchange) under the mnemonic CENCOSUD. The table below provides a summary of transactions between January 1, 2019 and December 31, 2020:

Year	Period	No. shares traded	Total amount transacted <sup>1</sup> (CLP MM)	Average Price (\$)
2020	1T20	323,967,661	294,064	947
	2T20	350,824,833	353,999	1,010
	3T20	367,304,344	454,485	1,238
	4T20	454,769,842	562,696	1,221
2019	1T19	268,213,314	344,763	1,270
	2T19	303,447,154	396,006	1,297
	3T19	205,967,442	255,312	1,251
	4T19	212,152,963	221,685	1,054

## 10.3 Brands, patents, insurance

### Brands

The Cencosud Group keeps registered and is in the process of registering a number of trademarks in Chile, Argentina, Colombia, Brazil and Peru, which includes: Jumbo, Easy, Santa Isabel, Disco, Vea, Paris, Tarjeta Cencosud, Wong, Metro, GBarbosa, Prezunic, Bretas and Sky Costanera, among others.

In addition, the company continues to develop own brands such as Krea, URB, Alpes Outdoor, Roots, Veeden, Alaniz Home, Alaniz, Attimo, Green Field, Opposite, Tribu, Aussie, Mini Tribu, Nex, Foster, J.J.O., Umbrale, Pets Fun, Beef Maker, and Cuisine & Co.

Cencosud has signed licensing agreements with well-known international brands such as American Eagle, Carter's, Women'Secret, Topshop, Topman, Aerie and Miss Selfridge.

The Company has duly registered -or is in the process of registering- the trademarks necessary for its operations with the various competent bodies in each of the countries in which it operates.

### Own brands and regional synergies

The mission of Cencosud's Regional Commercial area is to develop commercial synergies in the Company, reaching today all the retail businesses in the region. The strategy to seek these synergies has been converging towards the sourcing of own products intertwined with the relationship with suppliers of national brands, which allows a broader view of the category.

### Own Brand Purchases

In 2020, the centralized purchasing process for Food was deepened, broadening the spectrum of products beyond commodities, which will allow us to reach practically all the categories where our own brands are found.

One of the strategies to increase synergies has been the construction of Regional Own Brands, instead of local brands. In 2010, the process began in Non-Food, reaching in 2014 the complete transition to regional brands (i.e., KREA). Meanwhile, in Food work has been carried out since 2016 on the creation and development of

<sup>57</sup> Calculated by multiplying the total number of shares traded by the average price for the period. Source: Bloomberg

Transversal Brands, such as Cuisine & Co in Food or Home Care in Cleaning, reaching in December 2020 a 40% share of sales of the total of Food Own Brands, generating strong bases to unify sourcing.

With respect to the purchase of products, the multisourcing strategy in Food has allowed us to maintain a continuous supply of products, especially commodities, delivering a growth in sales participation. On the other hand, the strong increase in Non-Food demand allowed a very strong growth in sales in all retail formats, particularly in Home Improvement stores, which helped to substantially increase profitability levels, while Non-Food brands' stocks were considerably reduced.

### Regional Purchase Efficiency Plans

In 2020 we implemented efficiency plans that would allow us to operate more nimbly and leverage even more of the strengths of the commercial teams. Thus, in September the Department Stores Clothing team absorbed the Supermarkets Clothing team, allowing us to convey all the experience of a larger team, improving the quality of the product programs where both teams were strong, improving the negotiation position by increasing purchasing volumes and, obviously, generating efficiencies in expenses by merging the teams.

In addition, the Food Own Brands team in Chile was incorporated into the Regional Commercial team, which allowed an accelerated growth and profitability due to a more agile purchasing process, more and better product innovation and greater cost efficiency.



### Insurances

In addition, the Company has insurance policies with broad coverage for its main assets and operational risks to cover possible damage to its own assets or to third parties. In 2021, insurance in force is summarized in liability, property damage, loss of profits, terrorism, political risks, construction risks, and domestic and international transportation losses, in addition to vehicle insurance, including vehicle liability and mobile equipment, among others.

## 10.4 Suppliers and Customers

### Suppliers

The ten main suppliers of Cencosud S.A. at the regional level are the following: Nestlé Chile S.A., Agrosuper Com. de Alimentos Ltda., Samsung Electronics Chile Ltda, Unilever Chile Ltda., Empresas Carozzi S.A., Comercial Santa Elena S.A., Cooperativa Agrícola y Lechera de la Unión Ltda., Diwatts S.A., CMPC Tissue S.A. and Embotelladoras Chilenas Unidas S.A.

No supplier individually represented at least 10 % of the total purchases made in the period for the supply of goods and services of the Company.

The top ten suppliers for each business unit are listed below.

### Supermarkets

The ten main suppliers of the Supermarkets segment in the region are the following: Nestlé Chile S.A., Agrosuper Com. de Alimentos Ltda., Unilever Chile Ltda., Empresas Carozzi S.A., Comercial Santa Elena S.A., Cooperativa Agrícola y Lechera de la Unión Ltda., Diwatts S.A., CMPC Tissue S.A., Embotelladoras Chilenas Unidas S.A. and Embotelladora Andina S.A.

No supplier individually represented for at least 10 % of the total purchases made in the period for the supply of goods and services of the segment.

### Home Improvement

The top ten suppliers in the Home Improvement segment in the region are as follows: Maderas Arauco S.A., Codelpa Chile S.A., Einhell Chile S.A., Industria Metalúrgica Limitada, Kaindl Flooring, Sherwin Williams Argentina I.C.S.A., Aislantes Nacionales S.A., Compañía Industrial El Volcán S.A., Cerámica Alberdi S.A. and Egger Argentina Sociedad Anónima.

No supplier individually represented for at least 10 % of the total purchases made in the period for the supply of goods and services of the segment.

### Department Stores

The ten main suppliers of the Department Stores segment in the region are the following: Samsung Electronics Chile Ltda., Apple Chile Comercial Limitada, Ingram Micro Chile S.A., LG Electronics Inc Chile Ltda., HP Inc Chile Comercial Limitada, Intcomex Chile S.A., L'Oreal Chile S.A., Colchones Rosen S.A.I.C., Electrolux de Chile S.A. and Net Now Tecnología y Computación S.

No supplier individually represented for at least 10 % of the total purchases made in the period for the supply of goods and services of the segment.

### Shopping Centers

The top ten suppliers in the Shopping Centers segment in the region are as follows: Liderman SpA, Ascensores Schindler Chile S.A., SISEG S.R.L. Sociedad de Policía PA, GGP Servicios Industriales SPA, Berclean S.A., Empresa de Servicios de Seguridad Privada FU-DU LT, Prosegur Chile S.A., J E Construcciones Generales S.A., Daikin Airconditioning Chile S.A. and Protección y Servicio SRL.

No supplier individually represented for at least 10 % of the total purchases made in the period for the supply of goods and services of the segment.

### Financial Services

The top ten suppliers in the Financial Services segment in the region are as follows: Mastercard Cono Sur S.R.L, Eaya Consulting S.R.L., Gedco S.A., Teleatento del Perú S.A.C., Paktar Servicios S.A., Organización Coordinadora SRL, Gestión Legal S.A., Recaudadora S.A., VN Global BPO S.A. and First Data Cono Sur S.R.L.

The first supplier represents individually more than 10 % of the total purchases made in the period for the supply of goods and services of the segment.

### Corporation - Other Segment

The top ten suppliers in the Corporation's segment (or Other Segment) in the region are as follows: Swiss Medical S.A., Productos y Servicios Panaderos S.A., NCR Chile Industrial y Comercial Limitada, IBM de Chile S.A.C., Entel Call Center S.A., Gestión Laboral S.A., Omnicom Media Group Chile S.A., KPMG Auditores Consultores SPA, GLD Comercial Chile Limitada, and Red Link S.A.

No supplier individually represented for at least 10 % of the total purchases made in the period for the supply of goods and services of the segment.

### Customers

There are no customers that account for more than 10 % of total revenues by themselves.

## 10.5 Risk factors

### Argentina



#### International Scenario

The fast spread of COVID-19 across virtually the entire planet marked economic, social and health developments during 2020, regardless of whether these were developed or emerging economies.

The first response of the authorities was to implement severe containment measures to contain transmission. However, these had a strong impact on global economic activity and caused unemployment to rise in different countries, which in turn reduced the confidence of individuals and companies.

In exchange, the different governments implemented millionaire economic support plans, which were complemented with expansive monetary policies by the world's central banks.

However, as positive news regarding the discovery of COVID-19 vaccines became available, investors began to show signs of cautious optimism towards the end of the year. This led the International Monetary Fund - in its January 2021 update of its World Economic Outlook Report - to improve its contraction estimate for 2020 by 0.9 percentage points (pp) to -3.5%. One of the few countries that managed to close the year in positive numbers was China, as it was able to quickly reverse the effects of the economic paralysis it had to endure in order to cope with the pandemic.

But the markets not only moved in step with the virus, they also closely followed the development of the U.S. presidential campaign, which ultimately led to Democrat Joe Biden winning the election and gaining a majority in Congress. Although the United Kingdom's exit from the European Union took place on February 1, 2020, from that moment the Withdrawal Agreement was in force, which regulated an orderly exit and maintained the application of the *acquis Communautaire* in its relations with the European Union until December 31, 2020.

#### Risks Associated with Argentina

Despite the encouraging signs seen in the latter part of the year, the Argentine economy could not avoid having one of its worst performances ever in 2020, closing with a 10% contraction due to the drastic impacts of the COVID-19 pandemic. The long social isolation decreed by the authorities contributed significantly to deepening the recession that the country has been suffering since 2018.

At the beginning of 2020, the country showed a significant weakness, a battered productive sector, a drop in consumption, financial instability and high inflation. The government of President Alberto Fernandez, who began his administration in December 2019, was beginning to take measures to respond to the economic emergency when the pandemic broke out.

This led to the adoption of severe sanitary containment measures in March, which implied the shutdown of an important part of the country's economic activities. As a result, in April the year-on-year decline in the economy was 25.4%.

However, as highlighted by the Central Bank of Argentina in its February 2021 Monetary Policy Report, "health developments and unprecedented fiscal and monetary stimuli facilitated the economic recovery that began in May and continued throughout the rest of the year."

Thus, employment and wages accompanied the greater dynamism of the economy and, together with lower household precautionary savings, sustained higher levels of private spending. In the fourth quarter of 2020, investment again grew at a higher rate compared to consumption, linked to construction activities and, to a lesser extent, to the acquisition of durable production equipment. According to the Central Bank, inflation in 2020 was 17.7 pp lower than in the previous year, reaching 36.1 % in December. In the last months of 2020, some effects that temporarily increased monthly inflation levels were concentrated.

## Brazil

### Risks Associated with Brazil

Brazilian economic and political conditions have a direct effect on Cencosud's business and access to the capital markets.

In the fiscal years of 2019 and 2020, Cencosud's operations in Brazil accounted for 14.4% and 12.9% of consolidated revenues for those periods, respectively. The Brazilian economy has experienced instability in recent decades, characterized by periods of low or negative growth, variable inflation levels and currency devaluation, credit downgrades and high levels of unemployment. In 2019 and 2020, the value of the real devalued 4.5% and 22.4% against the U.S. dollar, respectively.

Brazil's Gross Domestic Product, in real terms, grew by 1.1% in 2019 and decreased by 4.4% in 2020. Some events in the Brazilian economy may affect the country's growth rates and, therefore, the consumption of Cencosud's products.

Historically, Brazil's political situation has influenced the performance of the economy and political crises have affected the confidence of investors and the general public. This has led to an economic slowdown and increased volatility of securities issued abroad by Brazilian companies.

Currently, Brazilian markets have experienced increased volatility due to the uncertainties arising from the politicization caused by the COVID-19 pandemic. To reduce the impact of business closures, in 2020 the Federal Government distributed resources to the lower income population and the unemployed through the Emergency Relief Program. This distribution generated an imbalance in the public accounts that may change the country's economy in the future.

In addition, some states in Brazil, specifically Rio de Janeiro, Minas Gerais and Goiás - where Cencosud has operations - have been experiencing financial problems and have declared a state of "financial disaster" to change budget priorities while maintaining compliance with Brazil's fiscal laws.

All of this turbulence has resulted in unemployment, lower GDP growth, and negatively affecting general economic conditions in Brazil.

### Impact of the change in Brazilian tax laws

The Brazilian government frequently implements modifications to tax regimes. These include changes in current tax rates and, occasionally, enactment of temporary taxes, the proceeds of which are used for designated governmental purposes. The Government announced some changes in the tax laws to resume economic growth and development, with an increase in GDP and a reduction in unemployment.

### **The Brazilian government exerts a significant influence on the economy**

The Brazilian government frequently intervenes in the country's economy. Its actions to control inflation and other policies and regulations have involved, among other measures, interest rate increases, changes in fiscal policies, price controls, currency devaluations, capital controls, and limits on exports and imports.

The uncertainty as to whether the Brazilian government will implement changes in policies or regulations affecting these or other factors in the future may contribute to economic uncertainty in Brazil.

### **Inflation may generate economic uncertainty in Brazil**

Brazil has historically experienced high inflation rates. In the recent past, government efforts to keep inflation on target have achieved the goal, but with impacts on the Brazilian economy, mainly volatility in the Brazilian stock market and monetary policy. The central bank sets an inflation target between 2.5% to 6.5%, reaching 3.8% in 2018, 4.3% in 2019 and 4.5% in 2020.

The Special System for Settlement and Custody in Brazil as of December 31 was 6.5% in 2018, 4.5% in 2019 and 2.0% in 2020, as determined by the Monetary Policy Committee of the Central Bank of Brazil. The government has proposed a macroeconomic adjustment package and is preparing the grounds for structural reforms. The proposal is based on an ambitious fiscal consolidation plan to reduce inflation expectations and allow for a fall in the real exchange rate, in order to boost competitiveness, productivity and investment. However, the implementation of the reform program, especially the tax reform, has proven difficult due to the challenges in achieving a consensus in Congress.

### **Exchange rate instability may negatively affect the Brazilian economy**

The Brazilian currency has historically suffered frequent fluctuations. In the past, the Brazilian government implemented several economic plans and adopted a series of exchange rate policies. There have often been significant fluctuations in the exchange rate between the Brazilian currency, the U.S. dollar, the euro and other currencies. This volatility may affect the consolidated financial statements.

### **Business in Brazil is subject to government regulation**

Operations in Brazil are subject to a variety of national, state and local laws and regulations, including environmental, agricultural, health and safety and labor laws.

Cencosud invests financial and administrative resources to comply with these laws and related permit requirements.

### **The normal operation of stores and distribution centers is dependent on public services**

The power generation sector in Brazil is based, among other elements, on hydroelectric power plants, whose generation levels are affected by the prevailing hydrological conditions, which depend on rainfall and heat levels. If hydrological conditions result in low electricity supply in Brazil, this could cause, among other things, the implementation of extensive electricity conservation programs, including mandatory reductions in electricity generation or consumption.

## **Colombia**

### **Risks Associated with Colombia**

Colombia has suffered periods of economic and political instability in the past. This country accounted for 8.7% and 8.3% of the Company's total consolidated revenues for 2019 and 2020, respectively.

Revenues from Cencosud's operations in Colombia are dependent on macroeconomic and political conditions. Decreases in the rate of growth, changes in legislation, increases in inflation, changes in regulation or policy, or future judicial decisions and interpretations of policies involving exchange controls and other matters may affect the general business environment and, in turn, could affect the Company's results.

Colombia's fiscal deficit could negatively affect the country's economy, although such indicator decreased in recent years from 2.7% in 2018 to 2.4% in 2019. In 2020, the deficit increased to 8.9% given the impact of the COVID-19 pandemic.

The Colombian government intervenes frequently in the country's economy and from time to time makes significant changes in monetary, fiscal and regulatory policy.

#### **The assets are subject to a variety of risks associated with emerging countries**

Asset ownership in Colombia, as in other emerging market countries, is subject to political, economic and other uncertainties, such as expropriation, nationalization, renegotiation or cancellation of existing contracts, foreign exchange restrictions and international currency fluctuations.

#### **The Colombian government's policies could affect the economy**

Historically, the Colombian government has had a significant influence on the country's economy. Cencosud's business in that market could be affected by changes in policy, involving exchange controls and other political or economic issues that may affect Colombia.

Although the country has shown stable economic expansion since 2003 and an inflation rate of less than 8 % over the last ten years, economic growth has been negatively affected by lower foreign direct investment and high inflation rates and the perception of political instability.

#### **Colombia's economy is still vulnerable to external impacts**

The Colombian government has indicated that the tougher credit conditions in financial markets could have a potential, albeit limited, negative impact on the Colombian economy, mainly through lower foreign direct investment flows.

A decline in the economic growth of Colombia's main trading partners could have an adverse impact on Colombia's trade balance and negatively affect economic growth. According to the Ministry of Commerce, the United States is Colombia's largest export market, accounting for 28.7% of total exports. A decline in U.S. demand could have a substantial adverse effect on Colombian exports and the country's economic growth.

#### **Colombia has experienced several periods of violence in the last four decades.**

Mainly due to the activities of guerrillas, paramilitary groups and drug cartels. Also, it has been affected by the various demonstrations, protests and large conglomerations of people seeking to take a stand against the government, during which the Company's assets could be affected by acts of vandalism and violence.

The diplomatic relations between Colombia, Venezuela and Ecuador may affect the Colombian economy, although in recent years the relationship with Ecuador has softened substantially.

Diplomatic relations with Venezuela and Ecuador, and today mainly with Venezuela -two of Colombia's trading partners-, have been strained and affected by events surrounding the armed conflict, particularly on Colombia's borders with Venezuela. To date, the relationship with the neighboring country has deteriorated and has led to temporary border closures, the imposition of trade barriers or the dismantling of diplomatic relations, any of which could have a negative effect on Colombia's trade balance, economy and national security. The country has been affected by the accelerated immigration of Venezuelan citizens as a result of the socio-political situation in the neighboring nation.

#### **Natural disasters in Colombia could harm Cencosud's business**

The Company is exposed to natural disasters in Colombia, such as earthquakes, volcanic eruptions, floods, tropical storms and hurricanes. In the event of a natural disaster, this could have a transitory adverse effect

on the ability to conduct Cencosud's business. While the company mitigates these risks through committed insurances.

### **Operations are subject to regulations**

The supermarket business and commercial activity in general in Colombia are regulated mainly by the Superintendency of Industry and Commerce, which acts as the supervisory agency for the enforcement of regulations issued by this same entity, as well as by the ministries of the different branches. The Colombian Ministry of Industry and Tourism also plays an important role in the industry, as it has within its scope the ability to take any necessary measures to ensure the protection of the local market for the domestic industry.

In addition, all commercial companies that are not regulated by a particular superintendency are supervised by the Colombian Superintendency of Companies. This government agency oversees and approves corporate events such as mergers, acquisitions and bankruptcies. All corporations under the scope of this body in Colombia must file annual financial statements with it.

The taxes resulting from changes in Colombian tax laws and regulations could adversely affect the Company's results.

The enactment of new tax laws and regulations and uncertainties regarding the application or interpretation of future tax policies pose risks to the Company. In recent years, the Colombian tax authorities have imposed additional taxes.

### **The Colombian government may confiscate or expropriate property under certain circumstances**

In accordance with the Article 58 of the Colombian Constitution, the Government may exercise its powers of eminent domain with respect to the property of any company in the event that such action is required to protect the public interest. According to Law No. 388 of 1997, the power of eminent domain may be exercised through (i) an ordinary expropriation, (ii) an administrative expropriation or (iii) an expropriation for reasons of war, if any. In all cases, it would be entitled to fair compensation for the expropriated property. In addition, as a general rule, the compensation must be paid before the asset is actually expropriated. After the expropriation, the parties may challenge the validity of the expropriation and the amount of compensation granted through a judicial process.

### **Exchange rate fluctuations could negatively affect Colombia's economy**

The Colombian peso is a volatile currency that has been subject to devaluations and appreciations in the past and may be subject to similar fluctuations in the future.

### **High inflation rates may have an adverse impact on the Company's business.**

Inflation rates in Colombia have been historically high and there is no guarantee that they will not return to elevated levels. Inflation rates were 3.8% for 2019 and 1.6% for 2020 and are expected to remain at the Central Bank's target of 3% for 2021.

We cannot end without mentioning the important effects that the global pandemic caused by COVID-19 has generated in Colombia, where the level of poverty and unemployment increased dramatically, reaching 15.2% in the case of unemployment by 2020. Some sectors have been more affected than others by this global phenomenon and it is estimated that the recovery will not be reflected in 2021, but rather years later. The vaccination plan may not be able to cover 100% of the population during 2021.

Despite the above, the Colombian government has implemented a Formal Employment Support Program, which has benefited all those formal companies that have proved their impairment and effects. The program consisted of a 40% subsidy for payroll.



### Our growth and profitability

Cencosud's operations in Peru represent approximately 11% of the Company's consolidated revenues in the region. Therefore, it is important to identify the events that could have adverse effects on the economy and, as a consequence, impact the company's operating incomes in the country.

According to the National Institute of Statistics and Informatics, the Peruvian economy closed 2020 with an annual decline of 11.1%, which represents the lowest rate recorded in three decades. This was a consequence of the impact of COVID-19 during the last year.

The sectors most affected by the pandemic were hotels and restaurants, transportation and warehousing, business services, and mining and hydrocarbons, while those that did not report a drop were agriculture, fishing, telecommunications, financial services, and public administration.

However, the latest report of the International Monetary Fund estimated the growth projection of the Peruvian economy for 2021 at 9%. In turn, the Ministry of Economy and Finance stated that the Peruvian economy would have a vigorous recovery in that year, being also the fastest recovering economy in Latin America.

In the specific case of key economic sectors, mining, which last year experienced a contraction of close to 30%, has positioned itself as one of the key sectors in the country's economic development for 2021. This is considering that the investment portfolio amounts to close to USD 60 billion, 70% of which are copper projects.

Another highlight is the international perspective in Peru. The credit rating agency Fitch Ratings changed its perspective on the outlook for Peru's economy from stable to negative, due to the problems encountered in managing the country's health emergency and persistent political instability. However, the sovereign debt profile remains at BBB+, thanks to the support of macroeconomic institutions and external financial agencies.

For now, the change in perception is not a serious problem for the country. However, if it translates into a decline in private investment, it could seriously affect long-term rates, both for mortgage and corporate rates.

The fiscal year 2021 will continue to expose the economic vulnerabilities of emerging countries such as Peru, where poor infrastructure puts at risk the optimal progression of vaccination in the country and where political stability depends largely on a Congress that has presented a series of "populist" proposals that have ended up in constitutional lawsuits.

But, in addition, in the context of the pandemic and in what has been called the second wave, unemployment remains high. Thus, in Lima alone, the unemployment rate has affected 13% of the economically active population (663,900 people)<sup>58</sup>, which means an increase of 7 percentage points compared to the period prior to the pandemic. The average monthly income also decreased to PEN 1,576, a reduction of 12.4% compared to the November 2019-January 2020<sup>59</sup> quarter.

However, the growth and strengthening of the economy is dependent on the evolution of the pandemic, which has a direct impact on the prohibition or opening of economic activities in the country, but also on the political scenario. This year the general elections will be held, in which the President, congressmen and Andean parliamentarians will be elected. This will take place in a scenario of constant conflict between the Executive and the Legislative; the outbreak of a crisis due to the participation of different officials and politicians in an

<sup>58</sup> INEI: <https://rpp.pe/economia/economia/empleo-mas-de-1-millon-de-peruanos-perdieron-sus-empleos-formales-en-lima-metropolitana-al-cierre-del-2020-inei-noticia-1315355>

<sup>59</sup> INEI: <https://gestion.pe/economia/inei-empleo-formal-en-lima-metropolitana-cayo-268-entre-noviembre-2020-y-enero-2021-nndc-noticia/>

irregular vaccination process; and the participation of 18 presidential candidates and the possibility, according to the latest polls, that the next President will not have a majority or representation in the Congress.



#### **Impact of COVID-19 on revenue generation.**

Like in other countries, the Chilean economy was significantly affected by the COVID-19 spread. The containment measures ordered by the sanitary authorities led to a sharp drop in sales in various sectors, which quickly and significantly increased the liquidity needs of the most affected companies, especially the small and medium-sized ones. The government launched several financial support measures for individuals and companies, which were complemented with new liquidity lines from the Central Bank. The Chilean economy faced this sanitary emergency from a weak starting point, given that the social crisis of October 2019 had already generated significant impacts, especially on smaller businesses. Despite more encouraging signs in the latter part of the year, 2020 GDP registered a 6.0% decline.

The aforementioned could affect the Company's revenues, financial indicators and economic situation, given that Cencosud's revenue concentration has been 47.7% and 50.2% for the fiscal years 2019 and 2020, respectively.

#### **Restrictions on stores and shopping centers for sanitary reasons**

Fast-spreading infectious diseases are taken by Cencosud as a priority given their severity. The authority for health reasons may order the restriction of opening hours of stores and shopping centers for a limited period of time, which could have an adverse effect on the Company's income. In the case of our shopping centers, approximately 49.4% of the GLA is rented to supermarkets, banks, health and home improvement stores, stores that continue to operate at critical times. In this type of event, the Company forms a crisis committee, with all the front-line management of the different businesses, to provide a rapid response and coordinate the mitigation measures ordered by the authorities and additional measures to protect the health of employees, customers and suppliers.

#### **Increase in Internet operations**

The restriction of mobility is generating an increase in online shopping, but along with this there has been an increase in cyber-attacks. It is therefore important for companies to be able to safeguard and protect information against data corruption, cyber-attacks or failures in the security of the Company's operations and information. There is increasing reliance on information technology networks and systems, including the Internet, to process, transmit and store electronic information. The systems breach may affect the value of Cencosud's assets and customer information. This is a risk for its reputation.

#### **Changes in tax laws**

The countries in which the Company operates may adopt new tax laws or amend existing ones so as to increase the taxes applicable to the business or reduce existing tax incentives.

On September 29, 2014, Law No. 20,780 was enacted, which was subsequently amended by Law No. 20,899 of February 8, 2016. This introduced a new corporate tax regime, the Semi-Integrated Regime established in Article 14(B) of the Income Law, increasing the tax burden, among other changes. In January 2020, a new Tax Reform was approved, which, among other aspects, increases the highest personal tax rate to 40 % and applies a surtax on real estate contributions with a taxable value of more than CLP 400 million.

#### **Retaining key people**

The management of its business could be affected by the failure to hire or retain key personnel. The impact of the departure of key employees cannot be determined and may depend, among other things, on their ability to recruit other individuals of similar experience and skill.

We believe that talent retention is key to ensuring the Company's long-term competitiveness. To mitigate the risk of talent loss, we have established: a talent attraction process; an annual succession exercise for critical positions; an annual evaluation of compensation and benefits; retention mechanisms associated with performance bonuses; and more robust knowledge management in key areas to reduce dependence on critical positions, among others. Additionally, the 2019 Extraordinary Shareholders Meeting approved the purchase of own-issue shares to establish a long-term retention plan for senior executives and critical positions.

### **Competition in the markets in which we operate**

We face intense competition in each of our markets, particularly from the e-commerce channel. Cencosud allocates a portion of its annual investment plan to systems, logistics and needs to develop competitively and at the same time be efficient in our Omnichannel capabilities, which we develop through alliances with third parties, but leaving the key knowledge with internal development.

### **Conditions that affect the cost of the products**

Our revenues are sensitive to conditions that affect the cost of the products we sell in our stores. In the case of our Supermarkets unit, the vast majority of the products sold are produced locally and with a diversified supplier base. In the case of Department Stores and Home Improvement we also have an extensive supplier base that we can change and refocus on other markets or higher value-added products.

### **Credit and financial risks**

Our credit card and banking operations expose us to greater credit and financial risks. As a Company we decided that the Retail Financial business unit is not strategic and, therefore, we have established alliances with banks in order to have a more specialized risk management, competitive funding and, if necessary, a conservative management of customer approval and growth.

### **Government regulations and regulatory authorities**

The Company is subject to regulations both from the point of view of the Financial Market Commission, as well as those related to environmental issues, which could adversely affect its operations and profitability.

### **Market risk**

The Company is exposed to the market risk that involves changes in interest rates and foreign exchange rates, which could affect its financial position, operating income and cash flows. Cencosud's coverage policy mainly establishes the periodic review of its exposure to exchange rate and interest rate risk of the Company's main assets and obligations.

In fiscal year 2020, the dollar closed with a decrease of CLP 40.22 against the Chilean peso, in a scenario of rising copper prices. In turn, since March 2020, the Central Bank has maintained the Monetary Policy Rate at a minimum of 0.5%, which is the same level it used to face the subprime crisis.

### **Economic and political problems in other countries may affect the Chilean economy**

The prices of securities issued by Chilean companies are influenced to varying degrees by economic and commercial considerations in other countries. The Company is also exposed to risks related to events that may affect the economic and political situation in Asia, the United States, Europe, Brazil, Argentina and other countries. If the economic conditions of these countries deteriorate, the Chilean economy, either as a neighbor or as a trading partner of these nations, could also be affected and experience lower growth. The political crises and uncertainties in other Latin American countries could also negatively impact the Chilean economy and, therefore, the results and commercial value of our assets.

### **Economic and social unrest in the countries where we operate**

The economic and social unrest in the countries in which we operate may negatively affect the region's economy. Cencosud is a regionally diversified Company, and we maintain a local management team to better

understand how to address challenges. We have insurance in case of inventory loss, property damage and lost profit coverage as a form of compensation.

### Employment

Employment and workers' incomes were affected by the crisis scenario posed by COVID-19. The need to avoid human-to-human transmission led to the suspension of activities that were highly intensive in personal interaction, such as commerce, education, restaurants and hotels, among others. Although some of these operations have begun to be partially completed, in other cases this has not been possible and the uncertainty about the duration of the shutdown of activities puts the employment and income of a significant number of people at risk.

The government announced packages of measures aimed at enabling workers to support their income with unemployment insurance resources, even without losing their employment relationship. However, the duration of the crisis has been longer than expected, which has led the government to take additional measures.

According to the National Institute of Statistics, in 2020, the average annual unemployment rate in Chile increased 3.5 percentage points (pp.) compared to the previous year and stood at 10.7%. In women, this indicator from 2.9 pp. to 10.9%, while among men it increased by 3.8 percentage points and stood at 10.5%.

The extent to which the employment and income of workers, particularly those without formal contracts or who are self-employed, is reduced will determine the magnitude of the impact on consumption and the performance of the economy. Although the redemptions of part of the pension funds that part of the population was able to make helped to reduce the negative effect on consumption, the increase in unemployment may also have an impact on the income of the different business units, since people may restrict their consumption as their family income decreases.

### Inflation and adjustment measures to control it may affect the Chilean economy

The Consumer Price Index was 3.0% in 2019 and also 3% in 2020, according to Chile's National Institute of Statistics.

According to the Central Bank in its December 2021 Monetary Policy Report, the impulse to consume tradable goods due to the withdrawal of pension savings caused some prices to rise in the last months of 2020, driving inflation higher than expected. However, it indicates that these price increases are unlikely to have an impact on inflation in the medium term, given the wide activity gap opened up by the pandemic.

## 10.6 Main properties

The following is a list of the main locations used for the development of the business in each of the countries where the Company operates, separated by business unit.

### Supermarkets

Country	Name	Address	Property
Chile	J Bilbao	Av. Francisco Bilbao 4144, Las Condes	Own
Chile	J Kennedy	Av. Kennedy 9001, Las Condes	Own
Chile	J Costanera	Av. Andrés Bello 2465, Providencia	Own
Chile	J La Reina	Av. Francisco Bilbao 8750, Las Condes	Own
Chile	J Maipú	Av. Américo Vespucio 1001, Maipú	Own
Chile	J La Florida	Av. Vicuña Mackenna 6100, La Florida	Own
Chile	J Peñalolén	Av. Sánchez Fontecilla 12000, Peñalolén	Own
Chile	J Rancagua	Av. Pres. Frei Montalva 750 Rancagua	Own
Chile	J La Dehesa	Av. La Dehesa 1445, Lo Barnechea	Own
Chile	J El Llano	Av. El Llano Subercaseaux 3519, San Miguel	Own
Chile	J Viña Del Mar	Av. 1 Norte 2901, Viña del Mar	Own
Argentina	J Unicenter	Paraná 3617	Own
Argentina	J Palermo	Av. Bullrich 345	Own
Argentina	J Pilar	Las Magnolias 698	Own
Argentina	J Nordelta	Av. de los Lagos 6660	Leased
Argentina	J Neuquén	J. J. Lastra 2400	Own
Argentina	J Lomas	Av. Antártida Argentina 799	Own
Argentina	Vea 52 San Luis.	Julio Argentino Roca 300	Leased
Argentina	J Quilmes	Avenida Calchaquí 3950	Own
Argentina	J San Martín	San Lorenzo 3773	Own
Argentina	J Parque Brown	Av. Gral. Francisco Fernández de la Cruz 4602	Own
Argentina	J Plaza Oeste	Lobos 2585	Own
Argentina	J Escobar	Ruta Provincial 25 N°1710	Own
Brazil	M Calçada	Av. Jequitiaia 411-Agua de Meninos	Leased
Brazil	PREZ BOTAFOGO	Rua General Polidoro, 260 - Botafogo - RJ. CEP 22.280-003	Leased
Brazil	PREZ RECREIO	Av. das Américas, 16.100 - Recreio dos Bandeirantes - RJ. CEP 22.790-704	Leased
Brazil	G Costa Azul	Rua Arthur de Azevedo Machado 3443	Leased
Brazil	M Jabotiana	Av. Tancredo Neves - cep:49.080-470	Own
Brazil	G Hiper Jardins	Av. Silvio Teixeira 831	Leased
Brazil	PREZ CAMPO GRANDE	Estrada do Cabuçu, 1654 - Campo Grande - RJ. CEP 23.052-230	Leased
Brazil	PREZ MEIER	Rua Dias da Cruz, 579 – Rio de Janeiro – RJ. CEP 20720-011	Leased
Brazil	G Hiper Iguatemi	Avenida Antônio Carlos Magalhães 4479	Leased
Brazil	PREZ BARRA DA TIJUCA	Av. das Américas, 13.850 - Recreio dos Bandeirantes - RJ. CEP 22.790-702	Leased
Brazil	PREZ FREGUESIA	Estrada de Jacarepaguá, 7.153 - Freguesia -RJ. CEP 22-753-033	Leased
Peru	Wong Chacarilla	Calle Monte Bello 150, Lima	Own + Third Parties
Peru	Wong Ovalo Gutiérrez	Av. Santa Cruz 771, Lima	Own
Peru	Metro Híper San Juan de Lurigancho	Av. Próceres de la Independencia 1632, Lima	Own + Third Parties
Peru	Wong Benavides	Av. Alfredo Benavides 1475, Lima	Own + Third Parties
Peru	Wong Dos de Mayo	Av. Dos de Mayo 1099, Lima	Own + Third Parties
Peru	Metro Híper PLN	Km. 14.5 Panamericana Norte, Lima	Third Parties
Peru	Metro Híper San Miguel	Av. De la Marina 2500, San Miguel, Lima	Third Parties
Peru	Wong San Miguel	Esq. Av. La Marina y Av. Universitaria C.C. Plaza San Miguel	Third Parties
Colombia	J 19 Santa Ana	Calle 110 # 9 B - 04, Bogotá	Own
Colombia	J 15 Los Hayuelos	Av. Carrera 86 # 19 A - 50, Bogotá	Own
Colombia	J 13 Valle Del Lili	Carrera 98 No. 16-50, Cali	Own
Colombia	J 11 Calle 80	Av. Calle 80 # 69 Q-50, Bogotá	Own
Colombia	J 16 Carrera 30	Carrera 32 # 17 B -04, Bogotá	Own
Colombia	J 23 De La 65	Carrera 65 # 45-85 , Medellín	Own
Colombia	J 14 Calle 170	Calle 170 # 64-47, Bogotá	Own

## Home Improvement

Country	Name	Address	Property
Chile	Easy Rancagua	Carretera El Cobre 750 L-1100, Rancagua	Own
Chile	Easy Temuco	Av. Caupolicán 0650, Temuco	Own
Chile	Easy Maipú	Av. Américo Vespucio 1001, Maipú	Own
Chile	Easy La Reina	Av. Francisco Bilbao 8750, Las Condes	Leased
Chile	Easy Viña del Mar	Av.1 Norte 2901, Viña del Mar	Own
Chile	Easy Los Ángeles	Av. Vicuña Mackenna 780 Los Ángeles	Own
Argentina	Easy Neuquén	Av. J.J. Lastra 2400, Neuquén, Prov. de Neuquén	Own
Argentina	Easy Mendoza	General Balcarce 897, Godoy Cruz, Prov. de Mendoza	Own
Argentina	Easy San Isidro	Fondo de la Legua 2513, Villa Adelina, Prov. de Buenos Aires	Own
Argentina	Easy Palermo	Av. Bullrich 345, Cdad. Aut. de Buenos Aires	Own
Argentina	Easy Córdoba	Av. O'higgins 3859, Córdoba, Prov. de Córdoba	Own
Argentina	Easy Quilmes	Av. Calchaquí 3950, Quilmes, Prov. de Buenos Aires	Own
Argentina	Easy Pilar	Las Magnolias 698, Pilar, Prov. de Buenos Aires	Own
Argentina	Blaisten Palermo	Av. Juan B. Justo 1380	Leased
Argentina	Blaisten Floresta	Av. Juan Alberdi 3928	Own
Colombia	Easy Américas	AV. AMERICAS No. 68 – 94	Leased
Colombia	Easy Centro Mayor	Calle 34A SUR No. 34D - 50	Own

## Department Stores

Country	Name	Address	Property
Chile	Paris Parque Arauco	Av. Presidente Kennedy 5225, Las Condes	Leased
Chile	Paris Costanera Center	Av. Andrés Bello 2447, Local 1200, Providencia	Own
Chile	Paris Viña	Av. Libertad 1390, Viña del Mar	Leased
Chile	Paris ALC	Av. Presidente Kennedy 9001, Las Condes	Own
Chile	Paris Plaza Oeste	Av. Américo Vespucio 1501, Cerrillos	Leased
Peru	Paris Plaza Lima Norte	Av. Alfredo Mendiola 1400	Leased
Peru	Paris Mega Plaza	Av. Alfredo Mendiola 3698, Valle de la Piedra Liza	Leased

## Shopping Centers

Country	Name	Address	Property
Chile	Alto Las Condes <sup>60</sup>	Av. Kennedy 9001, Las Condes	Own
Chile	Florida Center <sup>60</sup>	Av. Vicuña Mackenna 6100, La Florida	Own
Chile	Costanera Center <sup>60</sup>	Avda. Andrés Bello N°2425, Providencia	Own
Argentina	Unicenter	Paraná 3745, Martínez, Buenos Aires	Own
Argentina	Plaza Oeste	Juan Manuel de Rosas 658/760, Morón, Buenos Aires	Own
Argentina	Palmas del Pilar	Las Magnolias 698, Pilar, Buenos Aires	Own
Peru	Plaza Lima Sur	Prol. Paseo de la República S/N, Chorrillos	Leased
Peru	San Juan de Lurigancho <sup>60</sup>	Av. Próceres - Independencia 1632, SJL	Own
Colombia	La 65 <sup>60</sup>	Carrera 65, #45-85	Own
Colombia	Santa Ana <sup>60</sup>	Ak.9#110-50, Bogotá	Co-owner
Colombia	Hayuelos	Carrera 86, #19A-50	Own
Colombia	Limonar <sup>60</sup>	Valle del Cauca, Cali	Co-owner

<sup>60</sup> Property of Cencosud Shopping S.A.

## Non-productive

Country	Name	Address	Property
Chile	Alto Norte <sup>61</sup>	Vitacura, Santiago	Own
Chile	Saint George	Vitacura, Santiago	Leased
Chile	Ex Fisa <sup>61</sup>	Maipú, Santiago	Own
Chile	Lotería	Hualpén, Concepción	Own
Chile	Chicureo	Colina, Región Metropolitana	Own
Chile	Las Verbenas	Las Condes, Santiago	Own
Chile	Retazos La Florida	La Florida, Santiago	Own
Argentina	Beccar	San Isidro, Buenos Aires	Own
Argentina	Carcano	Córdoba	Own
Argentina	CD Jumbo Tortuguitas	Buenos Aires	Own
Argentina	Edelp	La Plata, Buenos Aires	Own

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<sup>61</sup> Property of Cencosud Shopping S.A.

## 10.7 Subsidiaries and Affiliated Companies

### 10.7.1 Argentina

Company	Administration	Capital	Social Object
<b>Cencosud S.A. (Argentina)</b>  <b>Ciudad Autónoma de Buenos Aires</b>	<b>Board of Directors President:</b> Jorge Luis Pérez Alati  <b>Vice president:</b> Matías Germán Videla Solá  <b>Principal Director:</b> Stefan Krause Niclas  <b>Alternate Director:</b> Diego Leonardo Marcantonio	The subscribed and paid-in capital as of December 31, 2020 is ARS 1,669,618,547.	<p>To carry out on its own account, on behalf of third parties or in association with third parties, being able to establish branches, representations, agencies and subsidiaries, both in the country and abroad, the following activities:</p> <p>COMMERCIAL: a) Exploitation and operation of hypermarkets, supermarkets, wholesale and retail stores, rooms, self-service stores and exhibition areas, for the commercialization of edible and non-edible products, national and imported, acquired from third parties or manufactured by the Company, as well as the acquisition of all goods, things, machinery and facilities necessary for such purposes. b) Execution of legal acts whose purpose is the acquisition of ownership, usufruct, lease, use and enjoyment of real estate for the exploitation and operation of hypermarkets, supermarkets, warehouses, showrooms and exhibition and commercialization areas of food and non-food products, national and imported. c) Import and export of products that are usually commercialized in the indicated commercial establishments. d) The purchase, sale, import, export, distribution, representation and any other form of commercialization - inside or outside the country- of sanitary ware, faucets, ceramics, tiles, lime, cement, sand, pebbles, kitchens, water heaters, water heaters, household items in general and any other good or service related to the construction industry and real estate decoration.</p> <p>CONSTRUCTION: Through the construction of all types of real estate on its own land or that of third parties, including buildings subject to the horizontal property regime; the execution of public and private works, such as the construction of all types of engineering and architectural works of real estate, construction of offices and/or housing, road and hydraulic works.</p> <p>INDUSTRIAL: the extraction and/or manufacture of products that are directly and indirectly related to its corporate and commercial purpose, as well as the operation of metallurgical, chemical, electrical and all those related to the sanitary or construction industries.</p> <p>PARTNERSHIPS: the participation in other companies, through the acquisition of shares that allow them to exercise or not their governance, administration, management and control; the execution of purchase and sale agreements, pledge, usufruct of shares and other business with the shares owned by them or by third parties; and the execution of business collaboration agreements, for the purpose of undertaking specific projects.</p> <p>INVESTMENTS: the purchase, sale, lease and negotiation of securities, shares, debentures and all kinds of marketable securities and credit papers, of any of the systems or modalities created or to be created in the Argentine Republic and/or abroad within the limits established by the laws and regulations in force and subject to the same.</p> <p>REAL ESTATE: Through the purchase and sale, exploitation, administration, leasing, brokerage and leasing of all types of urban and/or rural real estate.</p> <p>REPRESENTATIONS: the exercise of all kinds of representations, mandates, agencies, commissions, consignments, business management and administration, to the fullest extent and under the conditions permitted by law.</p> <p>FINANCIAL: through the execution of legal acts whose purpose is the financing of payments, the granting of credits with or without real and/or personal guarantees, and the use of means of collection of summaries of all kinds of credits and/or debts. The exploitation of credit cards and/or means of payment for the purchase and sale of all kinds of goods, rights and things, issuance of gift cards or prepaid cards, for consumption, purchase orders, use of electronic means of payment with the usual commercial modalities in the industry and any financial and/or financing activity not included in the law of financial entities.</p> <p>INSURANCE: through intermediation in the contracting of insurance contracts, acting as insurance agents and commercialization of insurance production in accordance with the legal regulations in force. Granting and contracting of insurance policies. Granting of extended warranties.</p> <p>TRUSTS: Execution of trust agreements.</p> <p>ENTERTAINMENT PREMISES: Operation of entertainment premises, recreational games, with electric, electronic, digital and/or mechanical machinery for entertainment and amusement.</p> <p>SHOPPING CENTER: Construction, lease, usufruct of shopping centers, commercial galleries, malls, and the operation, administration and exploitation of such centers, intermediation in the execution of legal acts and contracts whose purpose is the use and enjoyment of commercial premises, stands, parking lots and garages.</p> <p>LOGISTICS: Operation on its own account or on behalf of third parties of the transportation and movement of general merchandise and its distribution, storage, deposit, packing, whether with company vehicles or those of third parties, both in national territory and abroad, by land, sea and/or air, and the purchase, sale, lease or sublease of trucks and other cargo and transportation vehicles. For such purposes, the corporation has full legal capacity to acquire rights, incur obligations and perform all acts not prohibited by law or these bylaws.</p>

Company	Administration	Capital	Social Object
<b>Agrojumbo S.A.</b> <b>San Juan</b>	<b>Board of Directors</b> <b>President:</b> Jorge Luis Pérez Alati  <b>Vice president:</b> Matias Germán Videla Solá  <b>Principal Director:</b> Stefan Krause Niclas  <b>Alternate Director:</b> Diego Leonardo Marcantonio	The subscribed and paid-in capital as of December 31, 2020 is ARS 27,854,767.	The object of the company is to engage in commercial, financial, real estate, mining, food industry, agriculture and livestock and agricultural services activities on its own account or on behalf of third parties or in association with third parties in any part of the country or abroad.
<b>Agropecuaria Anjullón S.A.</b> <b>La Rioja</b>	<b>Board of Directors</b> <b>President:</b> Jorge Luis Pérez Alati  <b>Vicepresident:</b> Matias Germán Videla Solá  <b>Principal Director:</b> Stefan Krause Niclas  <b>Alternate Director:</b> Diego Leonardo Marcantonio	The subscribed and paid-in capital as of December 31, 2020 is ARS 20,944,311.	The purpose of the company is to engage in agricultural, industrial and commercial activities on its own account, on behalf of third parties, in association with or on behalf of third parties, in the country or abroad.
<b>Carnes Huinca S.A.</b> <b>San Juan</b>	<b>Liquidator</b> Mirta Noemi Bertero, company in the process of dissolution and liquidation.	The subscribed and paid-in capital as of December 31, 2020 is ARS 5,772,000.	The purpose of the company is to carry out, for its own account and/or for the account of third parties and/or associated with third parties, commercial and industrial operations related to meat.
<b>Cavas y Viñas El Acequión S.A.</b> <b>San Juan</b>	<b>Board of Directors</b> <b>President:</b> Jorge Luis Pérez Alati  <b>Vicepresident:</b> Matias Germán Videla Solá  <b>Principal Director:</b> Stefan Krause Niclas  <b>Alternate Director:</b> Diego Leonardo Marcantonio	The subscribed and paid-in capital as of December 31, 2020 is ARS 393,086.	The object of the company is to carry out agricultural, industrial, commercial, import and export and construction activities on its own account and/or in association with third parties.

Company	Administration	Capital	Social Object
<b>Corminas S.A.</b> <b>Ciudad Autónoma de Buenos Aires</b>	<b>Board of Directors</b> <b>President:</b> Jorge Luis Pérez Alati  <b>Vice president:</b> Matias Germán Videla Solá  <b>Principal Director:</b> Stefan Krause Niclas  <b>Alternate Director:</b> Diego Leonardo Marcantonio	The subscribed and paid-in capital as of December 31, 2020 is ARS 10,998,455.	The object of the company is to carry out commercial and industrial, construction and real estate, financial, mining, import and export activities for its own account, for the account of third parties and/or associated with third parties.
<b>Invor S.A.</b> <b>Ciudad Autónoma de Buenos Aires</b>	<b>Board of Directors</b> <b>President:</b> Jorge Luis Pérez Alati  <b>Vice president:</b> Matias Germán Videla Solá  <b>Principal Director:</b> Stefan Krause Niclas  <b>Alternate Director:</b> Diego Leonardo Marcantonio	The subscribed and paid-in capital as of December 31, 2020 is ARS 3,000,000.	The object of the company is to carry out, on its own behalf or on behalf of third parties or in association with third parties, in the country or abroad, commercial, industrial, financial, real estate, construction, agricultural and livestock activities.
<b>Pacuy S.A.</b> <b>Guymallén, Mendoza</b>	<b>Board of Directors</b> <b>President:</b> Jorge Luis Pérez Alati  <b>Vice president:</b> Matias Germán Videla Solá  <b>Principal Director:</b> Stefan Krause Niclas  <b>Alternate Director:</b> Diego Leonardo Marcantonio	The subscribed and paid-in capital as of December 31, 2020 is ARS 3,000,000.	The object of the company is to carry out commercial, industrial, financial, real estate, construction, agricultural and livestock activities for its own account or for the account of third parties or in association with third parties in its own or third parties' establishments.

Company	Administration	Capital	Social Object
<b>Unicenter S.A.</b> <b>Ciudad Autónoma de Buenos Aires</b>	<b>Board of Directors</b> <b>President:</b> Jorge Luis Pérez Alati  <b>Vice president:</b> Matias Germán Videla Solá  <b>Principal Director:</b> Stefan Krause Niclas  <b>Alternate Director:</b> Diego Leonardo Marcantonio	The subscribed and paid-in capital as of December 31, 2020 is ARS 1,000,000.	The object of the company is to engage in the following activities on its own behalf, on behalf of third parties and/or in association with third parties  Administration of shopping centers, purchase-sale, exchange, lease, rental and exploitation in all its forms of urban and/or rural real estate, subdivisions and the performance of all operations on real estate authorized by laws and regulations, including those included in horizontal property, and concession contracts for exploitation rights in shopping centers; purchase, sale and lease of furniture, especially fixtures, machinery and commercial facilities, purchase and sale of securities, shares, debentures and all kinds of domestic and foreign real estate securities, as well as the investment of capital in companies incorporated and/or to be incorporated; the participation in other stock companies; the granting of credits, loans, guarantees, sureties, bonds, mortgages, pledges, cash advances, with or without real or personal guarantee, and/or any other type of guarantees in favor of controlled, controlling, related or subject to the common control of the Company or its shareholders.  Operations included in the Financial Entities Law and any other operation requiring public contest are excluded.

## 10.7.2 Brazil

Company	Administration	Capital	Social Object
<b>Cencosud Brasil Comercial Ltda.</b> <b>São Paulo</b>	<b>President and Chief Financial Officer:</b> Sebastián Darío Los  <b>Commercial Director:</b> Alejandro Alberto Arruiz Calvete	BRL 6,801,464,243. -	<ul style="list-style-type: none"> <li>a) Operation of activities related to the retail or wholesale trade of food products in general, industrialized or not, in supermarkets and hypermarkets or through catalogs, via television, telephone, internet or other means of communication.</li> <li>b) Operation of activities related to the retail or wholesale trade of fabrics, clothing, footwear, bed and bath articles, leather goods, travel articles, beverages, tobacco, tools, chemical products, photo and video machines, personal hygiene articles, books, gardening articles, among others.</li> <li>c) Operation of activities related to the retail or wholesale trade of medicines, pharmaceutical products, in their original packaging, through pharmacies or through catalogs, via television, telephone, internet or other means of communication, all in accordance with the law.</li> <li>d) Correspondent banking exploration activities through receipt services, payments and other activities resulting from agreements and services maintained with banks, all in accordance with the law.</li> <li>e) Participation in other companies, domestic or foreign, as partners, shareholders or quota holders.</li> <li>f) To trade gasoline, lubricants, tires, accessories and parts of motor vehicles and to provide car wash services.</li> <li>g) Bakery, pastry and rotisserie activities, including the manufacture, processing, trade, retail and wholesale of food products in general and frozen bakery products.</li> <li>h) Transport and store goods.</li> <li>i) Import and export merchandise and materials necessary to develop its activity.</li> <li>j) Real estate activities in general, including the leasing of real estate and personal property, as well as the management and operation of shopping centers.</li> <li>k) Operation of short-term parking lots.</li> <li>l) Operation of restaurants and other food and beverage establishments, catering services for events.</li> <li>m) Wholesale trade of beverages and alcoholic beverages.</li> <li>n) Organization of services for fairs, exhibitions and conferences.</li> <li>o) Educational services related to food and food production.</li> </ul>

Company	Administration	Capital	Social Object
<b>Perini Comercial de Alimentos Ltda.</b> <b>Salvador, Bahía</b>	<b>President and Chief Financial Officer:</b> Sebastián Darío Los  <b>Commercial Director:</b> Alejandro Alberto Arruiz Calvete	BRL 11,837,255.	It involves a number of activities, including: <ul style="list-style-type: none"> <li>a) Operation of activities related to the retail or wholesale trade of food products in general, industrialized or not, in supermarkets and hypermarkets or through catalogs, via television, telephone, internet or other means of communication.</li> <li>b) Operation of activities related to the retail or wholesale trade of medicines, pharmaceutical products, in their original packaging, through pharmacies or through catalogs, via television, telephone, internet or other means of communication, all in accordance with the law.</li> <li>c) Correspondent banking exploration activities through receipt services, payments and other activities resulting from agreements and services maintained with banks, all in accordance with the law.</li> <li>d) Participation in other companies, domestic or foreign, as partners, shareholders or quota holders.</li> <li>e) Trade, on a retail or wholesale basis, in fabrics, clothing, footwear, bed and bath articles, leather goods, travel articles, beverages, tobacco, tools, chemical products, photo and video machines, personal hygiene articles, books, gardening articles, among others.</li> <li>f) To trade gasoline, lubricants, tires, accessories and parts of motor vehicles and to provide car wash services.</li> <li>g) Pastry activities, manufacture and processing of food products in general.</li> <li>h) Provision of event organization services, catering, administration, among others.</li> <li>i) Manufacture and/or procure packaging of goods and products.</li> <li>j) Transportation and storage of goods.</li> <li>k) Import and export merchandise and materials necessary to develop its activity.</li> <li>l) Purchase, sale, lease, sublease of real estate and personal property.</li> <li>m) Import and export of goods for the development of its activity.</li> <li>n) Operation of short-term parking lots.</li> </ul>
<b>Mercantil Rodríguez Comercial Ltda.</b> <b>Salvador, Bahía</b>	<b>President and Chief Financial Officer:</b> Sebastián Darío Los  <b>Commercial Director:</b> Alejandro Alberto Arruiz Calvete	BRL 185,156,232	It involves a number of activities, including: <ul style="list-style-type: none"> <li>a) Operation of activities related to the retail or wholesale trade of food products in general, industrialized or not, in supermarkets and hypermarkets or through catalogs, via television, telephone, internet or other means of communication.</li> <li>b) Operation of activities related to the retail or wholesale trade of medicines, pharmaceutical products, in their original packaging, through pharmacies or through catalogs, via television, telephone, internet or other means of communication, all in accordance with the law.</li> <li>c) Correspondent banking exploration activities through receipt services, payments and other activities resulting from agreements and services maintained with banks, all in accordance with the law.</li> <li>d) Participation in other companies, domestic or foreign, as partners, shareholders or quota holders.</li> <li>e) Trade, on a retail or wholesale basis, in fabrics, clothing, footwear, bed and bath articles, leather goods, travel articles, beverages, tobacco, tools, chemical products, photo and video machines, personal hygiene articles, books, gardening articles, among others.</li> <li>f) To trade gasoline, lubricants, tires, accessories and parts of motor vehicles and to provide car wash services.</li> <li>g) Pastry activities.</li> <li>h) Manufacture and/or purchase packaging of goods and products.</li> <li>i) Transport and store goods.</li> <li>j) Import and export merchandise and materials necessary to develop its activity.</li> <li>k) Purchase, sale, lease, sublease of real estate and personal property.</li> <li>l) Operation of short-term parking lots.</li> </ul>

## 10.7.3 Chile

Company	Administration	Capital	Social Object
<b>Cencosud S.A.</b> <b>Santiago</b> <b>Taxpayer Number:</b> <b>93.834.000-5</b>	<b>President:</b> Horst Paulmann Kemna  <b>Directors:</b> Peter Paulmann Koepfer Heike Paulmann Koepfer Julio Moura Alejandro Pérez Rodríguez Felipe Larraín Bascuñan Jorge Pérez Alati Mario Valcarce Durán Stefan Krause Niclas  <b>Directors</b> <b>Committee:</b> Alejandro Pérez Rodríguez Felipe Larraín Bascuñan Mario Valcarce Durán	The subscribed and paid-in capital as of December 31, 2020 is CLP M 2,422,050,488,	The object of the company is: a) The exercise of trade in general, including the purchase, sale, consignment, distribution, import, export, representation, commission, packaging, fractioning and commercialization, for its own account or for the account of others, of all kinds of movable tangible goods. b) To carry out, in the country or abroad, long-term or income investments on all types of tangible and intangible assets. For these purposes, the corporation may acquire, keep, sell, dispose of and negotiate in any form and under any title, all kinds of property, tangible or intangible. For these purposes, the corporation may acquire, keep, sell, dispose of and negotiate in any form and under any title, all kinds of assets either in the country or abroad and receive their profits and income. c) To execute and enter into all types of acts or contracts conducive to the compliance of its corporate purpose.
<b>Banco Paris (in liquidation) S.A.</b> <b>Santiago</b> <b>Taxpayer Number:</b> <b>99.565.970-0</b>		The subscribed and paid-in capital as of December 31, 2020 is CLP M 11,266,892. -	The purpose of the company shall be to carry out those acts, contracts, businesses and operations whose object is to facilitate the liquidation of the company, being able to carry out occasional or transitory operations in order to achieve the best realization of the company's assets.
<b>Easy Retail S.A.</b> <b>Santiago</b> <b>Taxpayer Number:</b> <b>76.568.660-1</b>	<b>President:</b> Horst Paulmann Kemna  <b>Directors:</b> Peter Paulmann Koepfer Matías Videla Solá	The subscribed and paid-in capital as of December 31, 2020 is CLP M 32,315,578.	The purpose of the Company will be the exploitation and administration in all its forms of commerce in general, and especially the purchase, sale, distribution, import, export, representation, commission, packaging, fractioning and commercialization, for its own account or for the account of others, of all kinds of movable tangible goods.
<b>Cencosud Shopping Internacional SpA.</b> <b>Santiago</b> <b>Taxpayer Number:</b> <b>76.697.651-4</b>	<b>Administration:</b> Corresponds to Cencosud Shopping S.A. through its ordinary attorneys-in-fact.	The subscribed and paid-in capital on December 31, 2020 is USD 325,074,992. -	<b>Object:</b> a) Exclusively to make abroad permanent or income investments in all kinds of movable or immovable, tangible or intangible property. For these purposes, the Company may acquire, hold, sell, dispose of, and negotiate in any form and under any title, all kinds of assets located abroad and receive their profits and income. b) Constitute and participate in all kinds of companies incorporated exclusively abroad, whether civil or mercantile. c) To enter into, on its own behalf or on behalf of third parties, all types of civil or commercial acts or contracts that are necessary for the fulfillment of the corporate purpose. d) To make investments in Chile in documents, financial instruments or other short-term investments. e) In general, to enter into all acts and businesses that are directly and indirectly related to the corporate purpose.

Company	Administration	Capital	Social Object
<b>Cencosud S.A.</b>  <b>Santiago</b>  <b>Taxpayer Number:</b> <b>81.201.000-K</b>	<b>President:</b> Horst Paulmann Kemna  <b>Directors:</b> Ricardo Bennett De La Vega Cristian Siegmund	The subscribed and paid-in capital as of December 31, 2020 is CLP M 414,501,698.	The object of the company is: <ul style="list-style-type: none"> <li>a) The operation of commercial establishments of self-service stores, supermarkets, distributors, department stores and other similar stores, as wholesalers or retailers;</li> <li>b) To carry out directly or through other companies, the purchase, sale, import, export, elaboration or production, commercialization and distribution, for its own account or for the account of others, of all kinds of goods, merchandise or services related to letter a) above;</li> <li>c) To create, form or participate in civil or commercial companies whose purpose is related to the activities indicated in letters a) and b) above;</li> <li>d) The purchase and sale of merchandise of all kinds, distribution, import and export of the same, manufacture of furniture, purchase, sale, distribution, import and export of the same; real estate and movable investments; the development and financing of companies that, directly or indirectly related to the Company, manage Department Stores or commercial premises; consulting and rendering of services related to the aforementioned objectives and the exercise of any activity conducive to the development of the aforementioned objectives;</li> <li>e) The exploitation, administration and operation, on its own account or on behalf of others, of pharmacies, drugstores, pharmaceutical warehouses, medicine stores, whether human, veterinary or dental, commercial stores or commercial establishments whose activities are similar or complementary to those indicated, for which it may execute all kinds of civil or commercial operations that allow the development and operation of the same, all within the legal and regulatory standards in force;</li> <li>f) The purchase, packaging, transformation, production, sale, import and export and wholesale or retail distribution of all kinds of pharmaceutical, homeopathic and cosmetic products and, in general, of any merchandise or medical and consumer products related to the operation of pharmacies, drugstores, pharmaceutical warehouses, medicine cabinets, warehouses of pharmaceutical products, whether human, veterinary or dental, commercial stores or commercial establishments whose activities are similar or complementary to those indicated in this clause; the representation of national or foreign companies and the granting or acceptance of commercial concessions in the indicated areas;</li> <li>g) The acquisition, sale, import, export, commercialization and lease, with or without promise of sale, of equipment, machinery and elements destined for the installation, operation and functioning of pharmacies, drugstores, pharmaceutical stores, medicine cabinets, pharmaceutical product warehouses, whether human, veterinary or dental, commercial stores or commercial establishments whose activities are similar or complementary to those indicated;</li> <li>h) The purchase, sale, construction, lease and/or sublease, subdivision, urbanization, commercialization and exploitation, for its own account or for the account of others, and in any of its forms, of urban or agricultural real estate, its own or that of others, administering and collecting its fruits and income, and in general any other activity related to the foregoing;</li> <li>i) Customer loyalty, whether natural or legal persons, national or international, through the provision, supply and development of multiple services, including advertising and promotional services, data processing and/or technological services, and others related to the above;</li> <li>j) The provision of services or administration on its own behalf or on behalf of third parties, of parking lots owned by it or by third parties, under any modality and/or condition; and</li> <li>k) The operation of its premises, computer systems and points of sale in the country and abroad for the sale and distribution of tickets for all kinds of events or shows carried out or organized by the Company or by third parties, processing payments of service company accounts, making money transfers and money orders and providing other similar services. The activities of the Company that make up its corporate purpose may be carried out in the country or abroad.</li> </ul>

Company	Administration	Capital	Social Object
<b>Cencosud Fidelidad S.A.</b>  <b>Santiago</b>  <b>Taxpayer Number: 76.476.830-2</b>	<b>President:</b> Heike Paulmann Koepfer  <b>Directors:</b> Matias Videla Solá Ricardo Bennet de la Vega	The subscribed and paid-in capital as of December 31, 2020 is CLP 100,526 thousand.	The purpose of the company is to earn the loyalty of customers of national and international companies through the provision, supply and development of multiple services and the participation in all kinds of businesses in Chile or abroad whose purpose is directly or indirectly related to the aforementioned activity, for which the company may participate in forming, modifying and taking part in all kinds of companies or associations for such purpose.
<b>Cencosud Shopping S.A.</b>  <b>Santiago</b>  <b>Taxpayer Number: 76.433.310-1</b>	<b>President:</b> Peter Paulmann Koepfer (as of 12/31/2020)  <b>Directors:</b> Rafael Fernández Morandé Victoria Vásquez García Matías Videla Solá José Raúl Fernández  <b>Directors Committee:</b> Rafael Fernández Morandé Victoria Vásquez García Matías Videla Solá	The subscribed and paid-in capital as of December 31, 2020 is CLP M 707,171,245.	The object of the company is: a) The purchase, sale, lease, subdivision, construction and in general the realization and administration on its own account or on behalf of others of all kinds of real estate investments. b) To make permanent or income investments in the country or abroad in all kinds of movable, tangible or intangible assets. For these purposes, the corporation may acquire, hold, sell, dispose of and trade in any form and under any title, all kinds of financial instruments denominated in foreign or domestic currency, shares, bonds, debentures, marketable securities and receive their profits and income; c) To make investments to form, integrate, participate in and represent all types of national or foreign companies or enterprises that operate in a similar line of business to those mentioned above and that are of interest to the company. d) Invest permanently or temporarily in the purchase, sale, manufacture, import, export, distribution, marketing and sale of all kinds of goods and products. e) To operate and administer, for its own account or for the account of others, parking lots on its own property or on the property of third parties. f) All other activities agreed by the shareholders.
<b>Inmobiliaria Santa Isabel S.A.</b>  <b>Santiago</b>  <b>Taxpayer Number: 96.732.790-5</b>	<b>President:</b> Horst Paulmann Kemna  <b>Directors:</b> Peter Paulmann Koepfer Matías Videla Solá	The subscribed and paid-in capital as of December 31, 2020 is CLP M 650,597.	The company's purpose is the purchase, sale, commercialization, exchange, leasing and financing of all kinds of real estate and personal property, construction of buildings and civil works; purchase and sale of land, its urbanization, subdivision, study, promotion and development of real estate businesses, its administration and exploitation, provision of services related to the administration and business of third parties and participation as partner and shareholder in any capacity in all kinds of companies, whatever their purpose, nature or nationality.
<b>Santa Isabel Administradora S.A.</b>  <b>Santiago</b>  <b>Taxpayer Number: 76.062.794-1</b>		The subscribed and paid-in capital as of December 31, 2020 is CLP M 2,666,836.	The object of the company is: a) The management and operation of commercial establishments such as convenience stores, supermarkets, distributors, department stores and other similar establishments; b) To carry out directly or through other companies, the purchase, sale, import, export, elaboration or production, commercialization and distribution, for its own account or for the account of others, of all kinds of goods, merchandise or services related to letter a) above; c) To create, form or participate in civil or commercial companies whose purpose is related to the activities indicated in letters a) and b) above. The activities of the company that make up its corporate purpose may be carried out in the country or abroad.
<b>Sociedad Comercial de Tiendas S.A.</b>  <b>Santiago</b>  <b>Taxpayer Number: 88.235.500-4</b>	<b>President:</b> Horst Paulmann Kemna  <b>Directors:</b> Peter Paulmann Koepfer Matías Videla Solá	The subscribed and paid-in capital as of December 31, 2020 is CLP M 32,952,756.	The object of the company is: a) The installation and commercial exploitation of stores, including the commercialization, export and import of all kinds of goods, as well as the industrialization of articles of its line of business; b) Investing in real estate, administering it and receiving the profits from it, being able to acquire properties, build on them for its own account or for the account of others and dispose of them; c) It may also perform all acts directly or indirectly related to the aforementioned; d) To enter into other companies and shall also have as its object the performance of all acts agreed upon by its members; e) To execute and enter into all types of acts or contracts conducive to the compliance of its corporate purpose. All the activities described above must be carried out in compliance with the legal and regulatory provisions in force in Chile.

Company	Administration	Capital	Social Object
<b>Hotel Costanera S.A.</b>  <b>Santiago</b>  <b>Taxpayer Number: 99.586.230-1</b>	<b>President:</b> Peter Paulmann Koepfer  <b>Directors:</b> Heike Paulmann Koepfer Matías Videla Solá	The subscribed and paid-in capital as of December 31, 2020 is CLP M 1,830,732.	The object of the Company shall be: a) The development, construction, implementation and operation of hotels and their complementary services; b) The selection, acquisition and installation of hotel property, including furniture, fixtures and equipment. In order to carry out its operations, the corporation may make all investments, enter into all contracts, grant guarantees, give and take all kinds of national or foreign representations and perform all acts that may be necessary or conducive to the achievement of the aforementioned purposes.
<b>Megajohnson's Viña del Mar S.A.</b>  <b>Santiago</b>  <b>Taxpayer Number: 96.989.640-0</b>	<b>Directors:</b> Ricardo Bennet de la Vega Matías Videla Solá Eulogio Guzman	The subscribed and paid-in capital as of December 31, 2020 is CLP M 19,798,314.	The administration and operation of department stores, being able to manufacture, sell, import, export and/or re-export, wholesale or retail, all kinds of products and movable goods, in a broad manner. It may also develop investments in tangible or intangible, movable or immovable property, manage such investments and receive the profits from them.
<b>American Fashion SPA</b>  <b>Santiago</b>  <b>Taxpayer Number: 76.398.410-9</b>	The administration and use of the corporate name of American Fashion Spa corresponds to Cencosud Retail S.A., who exercises it through its representatives and attorneys-in-fact.	Subscribed and paid-in capital as of December 31, 2020 is CLP M 622,773.	The purpose of the Company is the marketing, distribution, purchase and/or sale, import and/or export, re-export and representation of all kinds of articles and garments of the brand "AMERICAN EAGLE OUTFITTERS"® and "AERIE"® and the operation of the stores in which said articles are marketed and distributed, by virtue of the "MultiStore Retail License Agreement" dated November 15, 2014 and any of its eventual modifications, both in the national territory and abroad.
<b>Administradora TMO S.A.</b>  <b>Santiago</b>  <b>Taxpayer Number: 76.166.801-3</b>	<b>President</b> Horst Paulmann Kemna  <b>Directors:</b> Peter Paulmann Koepfer Matias Videla	The subscribed and paid-in capital as of December 31, 2020 is CLP M 4,500,000.	The object of the company is: a) The issuance and operation of credit cards or any other instrument that allows its holder or user to have a credit granted by the Company to be used in the acquisition of goods or in the payment of services sold or provided by the Company's affiliated entities. b) Investments in all kinds of movable, tangible and intangible assets, such as shares, pledged shares, bonds and debentures, savings plans, quotas or rights in all kinds of companies, whether commercial or civil, communities or associations, and in all kinds of securities. c) The acquisition, disposal and exploitation of all kinds of movable, tangible or intangible assets; the construction thereof for its own account or for the account of others, and its exploitation, either directly or through third parties, in any form whatsoever. d) The administration of the investments mentioned above and the collection of their profits or income; e) The granting of real or personal guarantees to secure obligations to third parties in which the Company has an interest; f) The development of any other lawful activity complementary or accessory to those indicated above.
<b>Administradora de Centros Comerciales Cencosud SpA.</b>  <b>Santiago</b>  <b>Taxpayer Number: 78.408.990-8</b>	The administration and use of the Corporate Name will correspond to Cencosud Shopping S.A., who will exercise it through its attorneys-in-fact.	The subscribed and paid-in capital as of December 31, 2020 is CLP M 8,483,	The object of the company is: a) The administration of shopping centers; b) To provide and contract, on its own account and on behalf of third parties, services related to the purpose mentioned in the preceding paragraph, such as engineering, design, architecture, technical advice, administration, legal advice, security, advertising, accounting, cleaning, computing, and to collect remuneration or commissions for such services; c) In general, to carry out all acts and businesses that are directly and indirectly related to the corporate object.

Company	Administration	Capital	Social Object
<b>Jumbo Supermercados Administradora Ltda.</b>  <b>Santiago</b>  <b>Taxpayer Number: 96.988.680-4</b>	The administration and use of the corporate name of Administradora and Jumbo Supermercados Administradora Limitada corresponds to the company Cencosud Retail S.A., which exercises it through its representatives and attorneys-in-fact.	The subscribed and paid-in capital as of December 31, 2020 is CLP M 3,891,131.	The company's object is the management and operation of hypermarkets, supermarkets and/or warehouses for its own account or for the account of others. The corporation may enter into all acts and businesses that are directly and indirectly related to the corporate purpose and the fulfillment of the other objectives agreed upon by the partners.
<b>Administradora de Servicios Cencosud Ltda.</b>  <b>Santiago</b>  <b>Taxpayer Number: 77.312.480-9</b>	The administration and use of the corporate name of Administradora de Servicios Cencosud Limitada corresponds to the company Cencosud Retail S.A., which exercises it through its representatives and attorneys-in-fact.	The subscribed and paid-in capital as of December 31, 2020 is CLP M 140,879.	The object of the company is: a) The issuance, marketing and operation of gift cards or other equivalent documents that may be accepted as a payment instrument in Cencosud Group establishments; b) The development of other activities aimed at promoting the commercialization of goods and services; c) The development of activities that allow linking retail companies or service providers with their customers; and d) Participation in all kinds of businesses in Chile or abroad, the object of which is directly or indirectly related to the aforementioned activities, for which the company may participate in forming, modifying and/or taking part in all kinds of companies or associations for such purpose.
<b>Cencosud Internacional SpA</b>  <b>Santiago</b>  <b>Taxpayer Number: 96.978.180-8</b>	The administration and use of the corporate name of the company corresponds to Cencosud S.A., who will exercise it through its attorneys-in-fact.	The subscribed and paid-in capital as of December 31, 2020 is USD 66,757,948 thousand.	The object of the company is: a) To exclusively make abroad permanent or income investments in all kinds of movable or immovable, tangible or intangible assets. For these purposes, the Company may acquire, hold, sell, dispose of and negotiate in any form and under any title, all kinds of assets located abroad and receive their profits and income. b) To constitute and participate in all types of companies incorporated exclusively abroad, whether civil or mercantile. c) To execute, on its own behalf or on behalf of third parties, all types of civil or mercantile acts or contracts that may be necessary for the fulfillment of the corporate purpose. d) To make in Chile investments in documents, financial instruments or other short-term investments. e) In general, to carry out all acts and businesses that are directly and indirectly related to the corporate purpose.
<b>Comercial Food and Fantasy Ltda.</b>  <b>Santiago</b>  <b>Taxpayer Number: 78.410.310-2</b>	The administration and use of the corporate name of Sociedad Comercial Food and Fantasy Limitada corresponds to Cencosud S.A., which exercises it through its representatives and attorneys-in-fact.	The subscribed and paid-in capital as of December 31, 2020 is CLP M 42,934.	The object of the company is the commercial exploitation on its own account or on behalf of others of games and entertainment activities; the import, commercialization and distribution of all kinds of machinery, equipment and entertainment games; to provide food, beverage and restaurant services in general; the preparation and distribution of food and beverages of all kinds, and their sale directly to the public; the formation of other companies or participation in companies already incorporated; in general, any activity related to the above either directly or indirectly, and that is deemed convenient to the corporate interests; and the performance of all additional activities that the partners agree upon.
<b>Eurofashion Ltda.</b>  <b>Santiago</b>  <b>Taxpayer Number: 79.829.500-4</b>	The administration and use of the corporate name of Eurofashion Limitada corresponds to the company Cencosud Retail S.A., which exercises it through its representatives and attorneys-in-fact.	The subscribed and paid-in capital as of December 31, 2020 is CLP M 2,733,838.	The company's object is the manufacture on its own account or on behalf of others, marketing, distribution, purchase and/or sale, import and/or export, re-export, representation of all kinds of articles and clothing.

Company	Administration	Capital	Social Object
<b>Inmobiliaria Bilbao Ltda.</b> <b>Santiago</b> <b>Taxpayer Number: 84.658.300-9</b>	The administration and use of the corporate name of Sociedad Inmobiliaria Bilbao Limitada, corresponds to the company Cencosud Shopping S.A. who exercises it through its representatives and attorneys-in-fact.	The subscribed and paid-in capital as of December 31, 2020 is CLP M 5,750,264.	The company's object is construction in general, for its own account or for the account of others; the purchase of land and elements necessary for the fulfillment of said object; investment in assets of any kind; the exploitation of such assets; investment in shares, bonds, and all kinds of securities, and the rendering of consulting or advisory services in real estate, financial or technical matters. For the development of its object, the company may operate both in the country and abroad.
<b>Logística y Distribución Retail Ltda.</b> <b>Santiago</b> <b>Taxpayer Number: 77.301.910-K</b>	The administration and use of the corporate name of Sociedad Logística y Distribución Retail Limitada corresponds to Cencosud Retail S.A., which exercises it through its representatives and attorneys-in-fact.	The subscribed and paid-in capital as of December 31, 2020 is CLP M 10,081,815.	The object of the company is the purchase and sale of personal property, storage, warehousing, transportation and distribution of these goods and other acts, contracts and businesses agreed upon by the partners.
<b>Mercado Mayorista PyP Ltda.</b> <b>Santiago</b> <b>Taxpayer Number: 83.123.700-7</b>	The administration and use of the corporate name of Sociedad Mercado Mayorista P y P Limitada corresponds to Mr. Horst Paulmann and Cencosud S.A., which exercises it through its representatives and attorneys-in-fact.	The subscribed and paid-in capital as of December 31, 2020 is CLP M 9,000.	The object of the company is the purchase, sale, packaging and distribution in general, for its own account or for the account of others, of all kinds of movable property; investment in securities and any other business or activities agreed upon by the partners.
<b>Paris Administradora Ltda.</b> <b>Santiago</b> <b>Taxpayer Number: 96.973.670-5</b>	The administration and use of the corporate name of Paris Administradora Limitada corresponds to the company Cencosud Retail S.A., which exercises it through its representatives and attorneys-in-fact.	The subscribed and paid-in capital as of December 31, 2020 is CLP M 9,570,929.	The object of the company shall be the management and operation of commercial premises of all types, including hypermarkets, supermarkets, department stores, convenience stores, home improvement stores, department stores.
<b>Johnson Administradora Ltda.</b> <b>Santiago</b> <b>Taxpayer Number: 96.988.700-2</b>	The administration and use of the corporate name of Sociedad Johnson Administradora Limitada corresponds to the company Cencosud Retail S.A., which exercises it through its representatives and attorneys-in-fact.	The subscribed and paid-in capital as of December 31, 2020 is CLP M 684,284.	The object of the company is the management and operation of convenience stores and/or department stores for its own account or for the account of others. The company may enter into all acts and businesses that are directly and indirectly related to the corporate purpose and to the fulfillment of the other objectives agreed upon by the partners.

Company	Administration	Capital	Social Object
<b>Cencosud Internacional Argentina Spa</b>  <b>Santiago</b>  <b>Taxpayer Number: 76.258.309-7</b>	The administration of the company and the use of the corporate name will correspond to the partner Cencosud Internacional SpA, who will exercise it directly or through agents appointed by public deed.	The subscribed and paid-in capital as of December 31, 2020 is CLP M 1,524,874,750.	The object of the company is: a) To make investments of a passive nature, of any nature, both in Chile and abroad, in real or personal property, tangible or intangible, being able to buy, sell, liquidate or conserve such investments; b) To take interest or participate as a partner or shareholder in companies or corporations of any nature, Chilean or foreign; c) To perceive and invest the profits of investments; d) To participate in all types of investment projects, companies, communities or associations, whatever the object may be; and e) The execution of any act or contract and the development of any related income-generating activity.
<b>CAT Corredores de Seguros y Servicios S.A.</b>  <b>Santiago</b>  <b>Taxpayer Number: 77.218.570-7</b>	<b>Principal Directors:</b> Juan Matamoros Danilo González Sandra Espinoza Ricardo Bennett Matías Videla Diego Marcantonio	The subscribed and paid-in capital as of December 31, 2020 is CLP M 2,274,862.	The sole and exclusive object of the company, as a subsidiary of a bank, will be solely and exclusively to act as an intermediary in the contracting of all kinds of insurance, with any insurance company, in accordance with the legal regulations in force, and especially with the provisions of article 57 of the Statutory Degree 251 of 1931, and the subsequent provisions that replace or complement it. In the development of its business, the company may provide all types of consulting and services related to such object, in the broadest manner currently or in the future permitted by Chilean law.
<b>CAT Administradora de Tarjetas S.A.</b>  <b>Santiago</b>  <b>Taxpayer Number: 99.500.840-8</b>	<b>Principal Directors:</b> Juan Matamoros Danilo González Sandra Espinoza Ricardo Bennett de la Vega Matías Videla Solá Diego Marcantonio	The subscribed and paid-in capital as of December 31, 2020 CLP M 63,248,041.	The object of the company, as a business support company, as a subsidiary of a bank, will be: a) To issue and operate credit cards; and b) To grant loans with or without guarantee.
<b>Administradora y Procesos S.A</b>  <b>Santiago</b>  <b>Taxpayer Number: 76.388.146-6</b>	<b>Principal Directors:</b> Juan Matamoros Danilo González Sandra Espinoza Ricardo Bennett de la Vega Matías Videla Solá Diego Marcantonio	The subscribed and paid-in capital as of December 31, 2020 is CLP M 2,501,432.	The company's object is to carry out, on its own behalf or on behalf of third parties, the authorization and recording of transactions, computerized data processing and the administration of payment cards. The company may complement said line of business with the following: "/i/ provide electronic channels for the operation of the cards, assuming responsibility for operational security; /ii/ provide services related to internet transactions; /iii/ provide fraud prevention services; /iv/ carry out operations related to the generation of physical cards; and /v/ other activities complementary to the main line of business or necessary to carry them out".
<b>Servicios Integrales S.A.</b>  <b>Santiago</b>  <b>Taxpayer Number: 76.388.155-5</b>	<b>Board of Directors:</b> Juan Matamoros Danilo González Sandra Espinoza Ricardo Bennett de la Vega Matías Videla Solá Diego Marcantonio	The subscribed and paid-in capital as of December 31, 2020 CLP M 30,000.	The purpose of the Company will be the performance, on its own behalf or on behalf of third parties, of collection services, collections, financial advisory services and other activities complementary to the foregoing or necessary to carry them out.
<b>Meldar Capacitación Ltda.</b>  <b>Santiago</b>  <b>Taxpayer Number: 76.168.900-2</b>	The use of the corporate name, administration and the judicial and extrajudicial representation of the company corresponds to Retail S.A., today Cencosud Retail S.A., who will perform them through its attorneys-in-fact appointed by public instrument or by power of attorney granted abroad and legalized.	The subscribed and paid-in capital as of December 31, 2020 is CLP M 2,000.	The object of the company is to provide training services.

Company	Administration	Capital	Social Object
<b>Comercializadora Costanera Center SpA</b>  <b>Santiago</b>  <b>Taxpayer Number: 76.203.299-6</b>	The administration of the company and the use of the corporate name will correspond to the partner Cencosud Shopping S.A., who will exercise it directly or through representatives appointed by public deed.	The subscribed and paid-in capital as of December 31, 2020 is CLP M 10,000.	The object of the company is to make investments and exploit all types of property, movable or immovable, tangible and intangible, for its own account or for the account of others, both in Chile and abroad; the commercial exploitation by its own account or for the account of others of games and entertainment and/or leisure activities; the import, marketing and distribution of all types of entertainment equipment and games; the provision of food, beverage and restaurant services in general; the preparation and distribution of food and beverages of all types, and their sale directly to the public. It may also form, join and participate in all kinds of civil or commercial companies, corporations or limited liability companies, whatever their object may be, as well as in all kinds of communities, associations and joint ventures, whatever their nature may be, and the administration and exploitation of these investments and the receipt of their profits and any other benefit agreed upon by the shareholders.
<b>Cencosud Inmobiliaria S.A</b>  <b>Santiago</b>  <b>Taxpayer Number: 76.951.464-3</b>	<b>President</b> Horst Paulmann Kemna  <b>Board of Directors:</b> Peter Paulmann Koepfer Matías Videla Solá	The subscribed and paid-in capital as of December 31, 2020 is CLP M 57,977,671.	The object of the company is: a) The purchase, sale, lease, subdivision, construction and in general the realization and administration on its own account or on behalf of others of all kinds of real estate investments. b) To make permanent or income investments in the country or abroad in all kinds of movable, tangible or intangible assets. For these purposes, the corporation may acquire, hold, sell, dispose of and trade in any form and under any title, all kinds of financial instruments denominated in foreign or domestic currency, shares, bonds, debentures, marketable securities and receive their profits and income; c) To make investments to form, integrate, participate in and represent all types of national or foreign companies or enterprises that operate in a similar line of business to those mentioned above and that are of interest to the company. d) Invest permanently or temporarily in the purchase, sale, manufacture, import, export, distribution, marketing and sale of all kinds of goods and products. e) To operate and administer, for its own account or for the account of others, parking lots on its own property or on the property of third parties. f) All other activities agreed by the shareholders.
<b>Sociedad Comercial de Tiendas II S.A</b>  <b>Santiago</b>  <b>Taxpayer Number: 76.951.588-7</b>	<b>President:</b> Horst Paulmann Kemna  <b>Directors</b> Peter Paulmann Koepfer Matías Videla Solá	The subscribed and paid-in capital as of December 31, 2020 is CLP M 12,424,354.	The object of the company is: a) The installation and commercial exploitation of stores, including the commercialization, export and import of all kinds of goods, as well as the industrialization of articles of its line of business. b) Investing in real estate, administering it and receiving the fruits thereof, being able to acquire properties, build on them for its own account or for the account of others and dispose of them. c) Also, it may perform all acts directly or indirectly related to the aforementioned. d) To join other companies and shall also have as its object the performance of all acts agreed upon by its members. e) Execute or enter into any act or contract conducive to the fulfillment of the corporate purpose. All the activities described above must be carried out in compliance with the legal and regulatory provisions in force in Chile.

## 10.7.4 Colombia

Company	Administration	Capital	Social Object
<b>Cencosud Colombia S.A.</b> <b>Bogotá</b>	<b>Principal Directors:</b> Matías Videla Solá Horst Paulmann Kemna Marta Lucia Henao  <b>Alternates:</b> José Alejandro Torres Cristian Siegmund Ana María Mantilla  <b>Chief General Manager:</b> Cristian Siegmund <b>Alternate 1:</b> Marta Lucia Henao <b>Alternate 2:</b> Ana María Mantilla	The subscribed and paid-in capital as of December 31, 2020 is COP M 86,196,359,000.	a) Constitution and start-up of commercial establishments dedicated to providing services under the bricolage format. b) Develop activities related to the construction sector, such as design, adaptation, demolition, restoration or remodeling of buildings. The purchase, import, export, acquisition, preparation, manufacture, elaboration, sale, distribution, and in general the production and commercialization of mass consumption products, the purchase and sale of all kinds of medicines for human and/or animal consumption, all these goods and services may be its own and/or from third parties, activities that will be carried out in warehouses and retail and/or wholesale trade establishments; The issuance, sale and commercialization of vouchers and/or cards redeemable for goods and/or services, and the rendering of additional services, such as travel agencies, automobile service centers, gasoline stations, ticketing for recreational shows, restaurants and cafeterias, drugstores and pharmacies that dispense medicines for human and/or animal consumption, the collection of money for the rendering and payment of all kinds of goods and services, as well as the establishment, administration and operation of such stores and businesses prior the corresponding authorizations.
<b>Cencosud Shopping S.A.S.</b> <b>Bogotá</b>	<b>Principal Directors:</b> Matías Videla Solá Horst Paulmann Kemna Marta Lucia Henao  <b>Alternates:</b> José Alejandro Torres Cristian Siegmund Ana María Mantilla  <b>Chief General Manager:</b> Cristian Siegmund <b>Alternate 1:</b> Marta Lucia Henao <b>Alternate 2:</b> Ana María Mantilla	The subscribed and paid-in capital as of December 31, 2020 is COP M 394,528,123,000.	The Company's corporate purpose shall be: (1) the development of activities related to the construction sector, such as the elaboration of designs, and the adaptation, demolition, restoration, or remodeling of real estate; (2) the construction, planning, design and execution of all types of buildings or real estate developments on its own or other people's real estate; (3) to acquire, dispose of, administer, receive or give for lease or any other title all kinds of real estate; (4) to give or take on lease or any other title all kinds of real estate, including spaces or sales stalls within or to use its own or third parties' real estate for its own or third parties' commercial establishments and for the rendering of complementary services; (5) the planning, development and management of shopping centers, and all related, necessary and complementary activities. The corporate purpose shall include, in general, all acts and contracts that are preparatory, complementary or accessory to all of the above, those related to the existence and operation of the Company, all other acts and contracts that are conducive to the proper achievement of the corporate purposes, as well as any other lawful activity. The Company may not guarantee, either personally or with its assets, obligations other than its own.

## 10.7.5 Peru

Company	Administration	Capital	Social Object
<b>Cencosud Perú S.A.</b> <b>Lima</b>	<b>Board of Directors:</b> Horst Paulmann Kemna Matías Videla Solá  <b>General Manager:</b> Alfredo Mastrokalos Viñas	The subscribed and paid-in capital as of December 31, 2020 was PEN 1,811,935,015.015.	The object of the company is to engage in investments of all kinds in companies or enterprises incorporated in Peru or abroad, whose main line of business is real estate, financial and wholesale and retail sales. The investments made by the corporation in the exercise of its corporate purpose shall be made through contributions in cash or in kind, acquisition of securities, bonds, purchase of shares, co-purchase of assets or other forms of investment. In addition, the company may also provide accounting, administrative, business and commercial advisory services, human resources training, warehousing, purchase and sale, inventory center, traffic and handling of goods, logistics services, administration of the system of vouchers, coupons or similar documents for food benefits in favor of workers and any other related activity.

Company	Administration	Capital	Social Object
<b>Cinco Robles S.A.C.</b> <b>Lima</b>	<b>General Manager:</b> Cencosud Perú S.A. represented by its General Manager, Alfredo Mastrokalos Viñas.	The subscribed and paid-in capital as of December 31, 2020 was PEN 119,411,436.	The object of the company is: The purchase and sale and administration of real estate, real estate investments in general.
<b>Cencosud Perú S.A.</b> <b>Lima</b>	<b>Board of Directors:</b> Horst Paulmann Kemna Matías Videla Solá  <b>General Manager:</b> Cencosud Perú S.A. represented, in turn, by its General Manager, Alfredo Mastrokalos Viñas.	The subscribed and paid-in capital as of December 31, 2020 is PEN 94,348,879.	The object of the company is: The purchase and sale, import, export of all kinds of products wholesale and retail, susceptible of being marketed in establishments.
<b>ISMB Supermercados S.A.</b> <b>Lima</b>	<b>General Manager:</b> Cencosud Perú S.A. represented, in turn, by its General Manager, Alfredo Mastrokalos Viñas.	The subscribed and paid-in capital as of December 31, 2020 is PEN 23,534,659.	The object of the company is: To engage in the activities of buying and selling, leasing and administration of real estate; to manage and advise on real estate business.
<b>Las Inversionistas S.A.C.</b> <b>Lima</b>	<b>General Manager:</b> Cencosud Perú S.A. represented, in turn, by its General Manager, Alfredo Mastrokalos Viñas.	The subscribed and paid-in capital as of December 31, 2020 is PEN 1,000.	The company's main object is to exercise the rights of holder of shares representing the capital stock of other companies, whether local or foreign, and to carry out real estate and infrastructure investments and activities.
<b>Loyalty Perú S.A.C.</b> <b>Lima</b>	<b>Board of Directors:</b> Fernando Romero Belismelis Alfredo Mastrokalos Viñas Alejandro Desmaison Fernandini Carlos Gonzáles Camargo Alberto de Ferrari Morelo (Alternate)  <b>General Manager:</b> Juan Daniel Aspillaga Elías	The subscribed and paid-in capital as of December 31, 2020 of Cencosud Retail Perú S.A. as shareholder is PEN 1,819,000, equivalent to 42.50 % of the shareholding. The subscribed and paid-in capital stock of Loyalty Perú SAC is PEN 4,280,000.	The object of the company is to build loyalty among the customers of the associated companies through an identification and reward system that rewards their loyalty, satisfying and exceeding their expectations, contributing to the growth of the associates in a scheme of self-financed operations.
<b>Tres Palmeras S.A.</b> <b>Lima</b>	<b>Board of Directors:</b> Horst Paulmann Kemna Matías Videla Solá  <b>General Manager:</b> Cencosud Perú S.A. represented, in turn, by its Chief Executive Officer, Alfredo Mastrokalos Viñas	The subscribed and paid-in capital as of December 31, 2020 was PEN 363,313,091.	The object of the company is: The purchase and sale and administration of real estate, real estate investments in general.
<b>Travel International Perú S.A.C.</b> <b>Lima</b>	<b>General Manager:</b> Cencosud Perú S.A. represented, in turn, by its Chief Executive Officer, Alfredo Mastrokalos Viñas	The subscribed and paid-in capital as of December 31, 2020 was PEN 806,100.	The object of the company is to carry out tourism services operations, dedicated to the development, production, organization and sale of programs and other national and international tourism services, booking and sale of tickets and tickets for any means of transportation.

Company	Administration	Capital	Social Object
<b>Caja Rural de Ahorro y Crédito CAT Perú S.A.</b>  <b>Lima</b>	<b>Board of Directors:</b> Miguel Uccelli Labarthe Ignacio Paulo Quintanilla María Nelly Viola Eduardo Sánchez Carrión Troncón Diego Leonardo Marcantonio Alfredo Mastrokalos Viñas Gonzalo Gil Plano Francisco Rivadeneira Gastañeta Francisco Jose Vilca Miente Susan Karem Castillo Loo Matías Videla Solá  <b>General Manager:</b> Carlos Américo Morante Ormeño	The subscribed and paid-in capital as of December 31, 2020 of Cencosud Peru S.A. as shareholder is PEN 96,338,899, which is equivalent to 48.99 % of the shareholding. For its part, the subscribed and paid-in capital of Cencosud Retail Perú SA as shareholder, as of December 31, 2019, is PEN 1, which is equivalent to a 0.01 % shareholding. The subscribed and paid-in capital stock of Caja Rural de Ahorro y Crédito CAT Peru SA is PEN 196,610,000.	The object of the company is: Financial institution.
<b>Paris Marcas Perú S.A.</b>  <b>Lima</b>	<b>Board of Directors:</b> Horst Paulmann Kemna Matías Videla Solá	The subscribed and paid-in capital as of December 31, 2020 was PEN 1,176,178.	The object of the company is to provide services of supply, storage, purchases, inventory control, traffic, handling of merchandise, transportation, physical distribution and any other logistic function or service in general; it will also be engaged in the purchase, sale, marketing, representation, import, export of all kinds of wholesale and retail products that may be marketed in establishments, department stores, supermarkets, including telecommunication equipment and devices, minor motor vehicles, on its own behalf or on behalf of third parties, and may engage in the installation, qualification, management and/or direct or indirect administration of commercial establishments; Without being exclusive, it may also engage in the import, distribution, administration and exploitation of its own and/or third party, national and foreign brands; purchase and sale of real estate and personal property, its lease and exploitation; construction, development of real estate projects, shopping centers, galleries, entertainment centers and administration of shopping centers. The corporate object is understood to include the acts related to it that contribute to the realization of its purposes, even if not expressly indicated. The Company may carry out, without reservation or limitation, all acts and contracts of administration and disposition necessary to fulfill its corporate purpose on its own behalf and on behalf of third parties.
<b>Cencosud Perú Shopping S.A.C.</b>  <b>Lima</b>		The subscribed and paid-in capital as of December 31, 2020 is PEN 470,847,120.	The object of the company is: to engage in the purchase and sale, lease, subdivision, construction and administration of real estate, as well as the realization and administration of all kinds of real estate and movable investments. The corporate object is understood to include the acts related to it that contribute to the realization of its purposes, even if not expressly indicated.
<b>Cencosud Perú Holding S.A.C.</b>  <b>Lima</b>		The subscribed and paid-in capital as of December 31, 2020 was PEN 470,848,119.	The object of the company is to engage in investments of all kinds in businesses, companies or enterprises incorporated in Peru or abroad. Investments made by the corporation in the exercise of its corporate object shall be made through contributions in cash or in kind, acquisition and/or sale of securities, bonds, shares, assets or other forms of investment. The corporate object is understood to include the acts related to it that contribute to the realization of its purposes, even if not expressly indicated.

## 10.8 GRI Tables

GRI Code	Content	Page	Complementary Response
<b>GENERAL CONTENTS</b>			
<b>Organization Profile</b>			
GRI 102-1	Name of the Organization	P.5	Cencosud S.A.
GRI 102-2	Activities, brands, products and services	01. Presentation of Cencosud/ 1.6. Cencosud in a glance. P.5 and P.15 and P.16.	
GRI 102-3	Company Location	01. Presentation of Cencosud/ 1.2. Information about Cencosud/ 1.2.3 General Background. P.5 and P.6.	Offices Argentina: Suipacha Nº 1111, 18th floor, C.A.B.A. Buenos Aires Brazil: Av. das Nações Unidas, 12.995 - 17° floor - Brooklin – São Paulo, CEP 04578-000 Colombia: Av. 9 No. 125 - 30, Bogotá Chile: Av. Kennedy Nº 9001, Las Condes, Santiago Perú: Augusto Angulo Street Nº 130, Miraflores District, Lima
GRI 102-4	Location of Operations. Location of Operations	01. Presentation of Cencosud/ 1.6. Cencosud in a glance. P.5	Cencosud reaches more than 180 million inhabitants, with 1,082 stores and 67 shopping centers in the countries where it is present, is leader in food distribution and employs 117,638 people. Cencosud has operations in Chile, Argentina, Peru, Colombia and Brazil.
GRI 102-5	Ownership and Legal Form.	01. Presentation of Cencosud/ 1.2. Information about Cencosud/ 1.2.1 Incorporation Documents. P.5	Cencosud is an open stock corporation. Ownership: Inversiones Quinchamalí Limitada 20.04 %, Inversiones Latadía Limitada 19.24 %, Inversiones Tano Limitada 10.04 %, Banco Itaú for account of investors 5.15 %, Banco Santander - JP Morgan 4, 14 %, Banco de Chile for account of third parties 3.12 %, Horst Paulmann Kemna 2.46 %, Pension Fund Habitat C 2.15 %, Pension Fund Habitat A 2.01 %, Pension Fund Habitat B 1.88 %, Larraín Vial S. A. Corredora de Bolsa 1.76 %, Banco de Chile for the account of Citi N.A. New York 1.64 %, Others (1,640 shareholders) 26.11 %, Treasury stock 0.28 %.
GRI 102-6	Markets Served	01. Presentation of Cencosud/ 1.6. Cencosud in a glance. P.15 and P.16	Argentina, Brazil, Colombia, Chile and Peru.
GRI 102-7	Size of the Organization	09. Main ESG Metrics/ 9.1. People. P.15 and P.16.	Cencosud has five major business units: Supermarkets, Home Improvement, Department Stores, Shopping Centers and Financial Services. At the end of the fiscal year, it had 1,082 retail stores. These include 918 Supermarkets (247 in Chile, 283 in Argentina, 202 in Brazil, 93 in Peru and 94 in Colombia); 98 Home Improvement Stores (37 in Chile, 51 in Argentina and 10 in Colombia); 66 Department Stores in Chile; 67 Shopping Malls (35 in Chile, 22 in Argentina, 6 in Peru and 4 in Colombia). It has 3.39 million m2 of showrooms, 67 shopping centers and 831 million GLA in shopping centers; with 6.2 million m2 for future projects.
GRI 102-8	Information about Employees and other Workers	05. People/ 5.2. Employees 09. Main ESG Metrics/ 9.1. People. P.143.	
GRI 102-9	Supply Chain	06. Product/ 6.4. Supply Chain Management. P.112 and P.117.	
GRI 102-10	Significant changes in the organization and its supply chain.		The organization did not undergo significant changes in its supply chain.
GRI 102-11	Precautionary Principle or Approach	04. Risk Management. P.66	
GRI 102-12	External Initiatives	05. People/ 5.3 Community/ 5.3.2 Commitment with the Community	Global Compact, Camchal, Acción Empresas, Amcham, Fao, Ministry of Environment, Ministry of Social Development, Ministry of Agriculture, Ministry of Economy, SIG (Integrated Management System,

GRI Code	Content	Page	Complementary Response
			by its acronym in Spanish), National Chamber of Commerce of Santiago, National Chamber of Commerce of Colombia, National Chamber of Commerce of Brazil, National Chamber of Commerce of Argentina, SOFOFA, REIN (Inclusive Business Network, by its acronym in Spanish), UNICEF, ILO, Acción Empresas, ASACHAS, AB Chile, Sofofa, CEMPRE, CENEM, CNC (National Chamber of Commerce for Tourism Services), Chilean-Brazilian Chamber of Commerce, Chilean-Argentinean Chamber of Commerce, CCS (Santiago Chamber of Commerce, by its acronym in Spanish), ICARE, SIG (Packaging Management System), Idearia, Consumer Good Forum, International Council of Shopping Centers (ICSC), Chilean Chamber of Shopping Centers, Accep, Fundación Imagen Chile, Federation of Tourism Companies of Chile - Fedetur, Sernatur, Asociación Comercio Justo Chile, Ciudad Saludable, Blood Donation Program - MINSA, Acción Climática, WWF, Comunidad par Aequales, Community Pride Connection, Colombian-Chilean Chamber, Fenalco, Perú Limpio, Comex Perú, Peruvian-German Chamber of Commerce, ACCEP, Peruvian-Chilean Chamber of Commerce.
GRI 102-13	Membership in Associations	05. People/ 5.3 Community/ 5.3.2 Commitment with the Community	Cencosud S.A. contributes a total of USD 280,680 in memberships to associations, broken down as follows: Argentina: USD 52,593; Brazil USD 43,919; Colombia USD 30,755 and Peru USD 58. Of these, the three largest in Chile are: ASACH CLP 44,594 thousand; SOFOFA CLP 38,064 thousand and ACCIÓN RSE CLP 10,223 thousand.
Strategy			
GRI 102-14	Statement from senior executives responsible for decision making	Letter from the President/ Interview with the General Manager	
GRI 102-15	Main impacts, risks and opportunities	04. Risk Management. P.66	
Ethic and Integrity			
GRI 102-16	Values, principles, standards and norms of conduct	03. Governance/ 3.1. Corporate Governance Structure. P.32 and P.33.	Mission: Our mission is to work, day by day, to become the most prestigious retailer in Latin America, based on excellence in our quality of service, respect for the communities in which we live and the commitment of our team of employees. At Cencosud, our main objective is to become the largest retailer in Latin America and to provide our hundreds of thousands of customers with the highest quality of service, excellence and commitment, 365 days a year.
GRI 102-17	Counseling mechanisms and ethical concerns	03. Governance/ 3.2 Good Corporate Governance Practices/ 3.2.6 Expenses of consultants hired by the Board of Directors. P.36.	
Governance			
GRI 102-18	Governance Structure	03. Governance/ 3.1. Corporate Governance Structure. P.36.	
GRI 102-19	Delegation of Authority	03. Governance/ 3.5 Executive Team. P. 36	
GRI 102-20	Executive-level responsibility for economic, environmental and social issues	03. Governance/ 3.8 Compliance.P.63 and P.64.	
GRI 102-21	Stakeholder consultation on economic, environmental and social issues	02. Materiality. P.22 to P.27.	

GRI Code	Content	Page	Complementary Response
GRI 102-22	Composition of the highest governance body and its committees	03. Governance/ 3.4 Board of Directors, 3.4 Directors Committee. P.36 to P.27.	
GRI 102-23	President of the highest governing body	03. Governance/ 3.4 Board of Directors. P.36 to P.72.	Mr. Horst Paulmann Kemna
GRI 102-24	Nomination and selection of the highest governance body	03. Governance/ 3.2 Good corporate governance practices/ 3.2.8 Process for electing directors. P.36 to P.72.	
GRI 102-25	Conflicts of Interest	03. Governance/ 3.1. Corporate Governance Structure/ 3.1.2 Corporate Governance Policies. P.36 to P.72.	
GRI 102-26	Role of the highest governance body in the selection of objectives, values and strategy	03. Governance/ 3.1. Corporate Governance Structure/ 3.1.1 Principles and governance. P.36 to P.72.	
GRI 102-27	Collective knowledge of the highest governance body	03. Governance/ 3.4 Board of Directors. P.36 to P.72.	
GRI 102-28	Performance evaluation of the highest governance body	03. Governance/ 3.2 Good corporate governance practices.	Cencosud's Board of Directors has approved a policy that establishes that the amount of time that each Director must devote to his or her function depends on his or her particular situation, experience, training, knowledge of the business, among others. However, it states that each Director is expected to devote exclusively to the performance of his duties as such all the time required for the proper and diligent execution of his duties as a Director, including especially the preparation for and attendance at Board meetings. This same policy acknowledges the importance of continuous and regular attendance at the respective Board or committee meetings in which they participate, which is recognized by the active participation of the directors in the respective Board meetings, committees and permanent meetings with the management teams. Likewise, it is established that in the event of a Director being absent from a meeting, he or she must be informed of the progress of the Company by the Corporate General Manager. This policy is available to shareholders and general public via Cencosud's website.
GRI 102-29	Identification and management of economic, environmental and social impacts	04. Risk Management. P.66.	
GRI 102-30	Effectiveness of risk management processes	04. Risk Management/ 4.1. Risk management / Risk management and internal control. P.66.	The Cencosud Group has developed practices for an integral management of its risks, in order to ensure both the integrity of the Financial Statements and their adequate treatment of the strategic level risks faced by the business. In order to adopt best practices in these matters, the Cencosud Group has decided to voluntarily maintain compliance with the Sarbanes Oxley (SOX) standard, in addition to internationally accepted standards for Risk Management, such as ISO 31000. This has allowed, in addition to strengthening the Company's governance and planning, to be in line with global and local best practices, such as those suggested by the Dow Jones Sustainability Index (DJSI) or the General Standard (NCG) N°385 of the Chilean Financial Market Commission (FMC), in relation to risk management practices.

GRI Code	Content	Page	Complementary Response
GRI 102-31	Evaluation of economic, environmental and social issues	02. Materiality/ 2.3 Cencosud strategy/ 2.3.2 ESG strategy (environmental, social, governance). P.70.	
GRI 102-32	Role of the highest governance body in the development of sustainability reports		The Board of Directors is the body responsible for presenting the consolidated financial statements and annual report to the Annual General Shareholders Meeting. Therefore, the Board of Directors reviews and approves these documents prior to their presentation to the Meeting.
GRI 102-33	Communication of critical concerns	03. Governance/ 3.3 Ownership and control/ 3.3.4 Communication with Shareholders	Cencosud has an Investor Relations Department, which responds in a timely manner to the concerns raised by shareholders and local or foreign investors, regarding the situation, progress and publicly known business of the entity, guiding them to obtain the information that by law can be provided to shareholders and the general public. The Company has a procedure that establishes that the Board of Directors must analyze and evaluate every six months, in meetings held in January and June of each year, the adequacy and timeliness of the information that has been delivered to the market by Cencosud during the previous six months. For such purposes, the information disclosed to the market during the last six months is systematically presented at the respective Board of Directors meeting. It should be noted that Cencosud also has a Manual for Handling Information of Interest to the Market, which regulates, among other matters, the manner in which it must disclose Essential Information and Information of Interest to the market in general, which is published on its website.
GRI 102-34	Nature and total number of critical concerns	04. Risk Management/ 4.2. Crossing of material issues and risk issues. P.70.	
GRI 102-35	Remuneration Policies	03. Governance/ 3.2 Good Corporate Governance Practices/ 3.2.5 Board of Directors' Remuneration. P.40.	In accordance with the provisions of Article No. 33 of Law No. 18,046 of the Corporations Law, the General Shareholders Meeting held on April 30, 2020 resolved that the remuneration of the Company's directors, as from the first Board of Directors following this meeting and until the next General Shareholders Meeting, shall be 330 <i>Unidades de Fomento</i> (UF) per month for those who hold the position of Director and double this amount for the President of the Board of Directors. As from the first meeting of the Directors Committee following this meeting and until the next General Shareholders Meeting, the directors who are members of the Company's Directors Committee shall receive remuneration amounting to the amount of monthly for each Director and that the budget for operating expenses of the Committee and its eventual advisors amounts, for the same period, to the sum of UF 2,500 per year. Total compensation expenses during 2020 amounted to CLP 966,241 thousand and for 2019 amounted to CLP 1,067,721 thousand
GRI 102-36	Process for Determining Compensation	03. Governance/ 3.2 Good Corporate Governance Practices/ 3.2.4 Board of Directors' Remuneration. P.40.	In accordance with the provisions of Article No. 33 of the Corporations Law No. 18,046, the General Shareholders Meeting defines the remuneration of directors for the period following such meeting.
GRI 102-37	Stakeholder engagement in remuneration	03. Governance/ 3.2 Good Corporate Governance Practices/ 3.5 Executive Team/ Senior Executive Compensation. P.56.	
GRI 102-38	Total annual compensation ratio	---	Confidential Information.
GRI 102-39	Ratio of the percentage increase in total	---	Confidential Information.

GRI Code	Content	Page	Complementary Response
	annual compensation		
Stakeholders' Participation			
GRI 102-40	Stakeholders List	02. Materiality/ 2.2. Materiality/ 2.2.1 Stakeholders. P.23 to P.24	
GRI 102-41	Collective bargaining agreements	05. People/ 5.2 Employees/ 5.2.1 Human rights/ Human rights due diligence. P.86 to P.101.	
GRI 102-42	Identification and selection of stakeholders	02. Materiality/ 2.2. Materiality/ 2.2.1 Stakeholders. P.23 and P.24.	
GRI 102-43	Approach to stakeholder engagement	02. Materiality/ 2.2. Materiality/ 2.2.1 Stakeholders. P.23 and P.24.	
GRI 102-44	Issues and concerns that have been identified through stakeholder engagement	02. Materiality/ 2.1. Market environment and trends/ 2.1.2 Environment: challenges and opportunities. P.23 and P.24.	
Report Elaboration Practices			
GRI 102-45	Entities included in the consolidated financial statements	01. Presentation of Cencosud/ 1.1. About the 2020 Integrated Annual Report. Note about Financial Statements in the Annexes.	
GRI 102-46	Definition of the contents of the reports and the Coverage of the themes	01. Presentation of Cencosud/ 1.1. About the 2020 Integrated Annual Report. P.3 and P.4.	
GRI 102-47	List of Material Issues	02. Materiality/ 2.2. Materiality/ 2.2.2 Material issues. P.30.	
GRI 102-48	Re-expression of Information		They do not exist for 2020.
GRI 102-49	Changes in the Elaboration of Reports		They do not exist for 2020.
GRI 102-50	Reporting Period		Between January 1, 2020 and December 31, 2020.
GRI 102-51	Last Report Date		2019.
GRI 102-52	Report Elaboration Cycle		Annual.
GRI 102-53	Contact point for questions about the report		María Soledad Fernández, Investor and Sustainability Relations Manager maria-soledad.fernandez@cencosud.cl
GRI 102-54	Statement of preparation of the report in accordance with the GRI Standards		This report has been prepared in accordance with the Exhaustive option of the GRI Standards.
GRI 102-55	GRI Content Index		GRI Table.
GRI 102-56	External Verification		This report was not externally verified.
Management approach			
GRI 103-1	Explanation of the material issue and its coverages	02. Materiality/ 2.2. Materiality/ 2.2.4. Management Approach. P.27 to P.32.	
GRI 103-2	The management approach and its components	02. Materiality/ 2.2. Materiality/ 2.2.4. Management Approach. P.27 to P.32.	
GRI 103-3	Evaluation of the Management Approach	02. Materiality/ 2.2. Materiality/ 2.2.4. Management Approach. P.27 to P.32.	
ECONOMIC CONTENTS			
Economic Performance			

GRI Code	Content	Page	Complementary Response
GRI 201-1	Direct economic value generated and distributed	02. Materiality/ 2.2. Materiality/ 2.2.5. Generated and Distributed Economic Value. P.30.	2020 values (in millions of Chilean pesos): <ul style="list-style-type: none"> <li>- Benefits and salaries \$1,182,066</li> <li>- Payments to suppliers \$8,763,414</li> <li>- Other operational costs \$568,959</li> <li>- Payments to the government in taxes \$54,436</li> <li>- Dividends paid \$91,360</li> <li>- Community investments \$4,784</li> </ul> Values 2019 (in millions of Chilean pesos): <ul style="list-style-type: none"> <li>- Benefits and salaries \$1,254,711</li> <li>- Payments to suppliers \$8,713,733</li> <li>- Other operational costs \$470,806</li> <li>- Payments to the government in taxes \$24,251</li> <li>- Dividends paid \$28,631</li> <li>- Community investments \$14,245</li> </ul>
GRI 201-2	Financial implications and other risks and opportunities arising from climate change	04. Risk Management/ 4.1. Risk management / Risk associated with climate change. P.70.	
GRI 201-3	Defined benefit plan obligations and other retirement plans	05. People / 5.2 Employees / 5.2.9 Happy employees, happy customers	
GRI 201-4	Financial assistance received from the government		No government assistance is received.
<b>Market Presence</b>			
GRI 202-1	Ratio of standard entry level salary by gender vs. local minimum wage	09. Main ESG Metrics/ 9.1. People. P.148.	
GRI 202-2	Proportion of senior executives recruited from the local community	09. Main ESG Metrics/ 9.1. People P.148.	
<b>Indirect Economic Impacts</b>			
GRI 203-1	Infrastructure investments and services supported	01. Presentation of Cencosud/ 1.4. 2020 Corporate Milestones	Investment Plan of USD 1.8 billion for the period 2021 - 2023.
GRI 203-2	Significant indirect economic impacts	05. People/ 5.4 Community. P.30.	
<b>Acquisition Practices</b>			
GRI 204-1	Proportion of spending on local suppliers	06. Product/ 6.1 Supply chain management. P.30.	
<b>Anti-corruption</b>			
GRI 205-1	Operations assessed for corruption-related risks	03. Governance/ 3.1 Corporate Governance Structure/ 3.1.2 Corporate Governance Policies. P.70.	
GRI 205-2	Communication and training on anti-corruption policies and procedures	03. Governance/ 3.1 Corporate Governance Structure/ 3.1.2 Corporate Governance Policies. P.64.	
GRI 205-3	Confirmed cases of corruption and actions taken	03. Governance/ 3.8 Compliance/ 3.8.6 Complaints Received. P.64.	Cencosud S.A. received 1,696 complaints, which include all business units and all countries where the Company is present. A complaint was received at Cencosud Shopping. The Code of Ethics is applicable to all business units and to all countries where Cencosud is present, each country has its own channel for anonymous

GRI Code	Content	Page	Complementary Response
			complaints and the complaints by web and mail are the same for all business units and for all countries
<b>Unfair Competition</b>			
GRI 206-1	Legal actions related to unfair competition and monopolistic practices and against free competition.	03. Governance/ 3.5 Directors Committee/ Management Report of the Directors Committee of Cencosud S.A.P.53	
<b>Taxation</b>			
GRI 207-1	Tax Approach		Cencosud has a Tax Committee that seeks to report on situations that could involve tax or reputational (tax) risks at Group level, to report on the status of and make decisions regarding tax litigation (actual or potential) that may have an impact on the Financial Statements, to ensure compliance with tax regulations in our operations, to make decisions on business and restructuring that may impact the Group or the corporation and to define the hiring of advisors in matters involving the Group or the corporation.
GRI 207-2	Fiscal governance, control and risk management	04. Risk Management/ 4.4 Risk factors. P.70.	
GRI 207-4	Country by country reporting	01. Presentation of Cencosud/ 1.6. Cencosud in a glance. P.129 to P.141.	
<b>ENVIRONMENTAL CONTENTS</b>			
<b>Materials</b>			
GRI 301-1	Materials used by weight or volume	07. Planet/ 7.3. Responsible Packaging. P.119 to P.127 and P.151.	
GRI 301-2	Recycled Resources	07. Planet/ 7.2. Waste management/ Recycling rate. P.119 to P.127 and P.151.	
GRI 301-3	Reused products and packaging materials	07. Planet/ 7.3. Responsible Packaging. P.119 to P.127 and P.151.	
<b>Energy</b>			
GRI 302-1	Energy consumption within the organization	07. Planet/ 7.1. Energy management and emissions/ Our commitment to energy use 09. Main ESG Metrics/ 9.2. Planet. P.151.	
GRI 302-2	Energy consumption outside the organization	07. Planet/ 7.1. Energy management and emissions/ Our commitment to energy use 09. Main ESG Metrics/ 9.2. Planet. P.151.	
GRI 302-4	Reduction of Energy Consumption	07. Planet/ 7.1. Energy management and emissions/ Our commitment to energy use. P.151.	
GRI 302-5	Reduction of product energy requirements and services	07. Planet/ 7.1. Energy management and emissions/ Our commitment to energy use. P.151.	
<b>Water and Effluents</b>			
GRI 303-1	Interaction with water as a shared resource	07. Planet/ 7.4. Water Management. P.151.	
GRI 303-2	Management of impacts related to water discharges	07. Planet/ 7.4. Water Management. P.151.	
GRI 303-3	Water Extraction	-	Water consumption comes from the public sanitary network.
GRI 303-4	Water Discharge	-	Cencosud, due to the nature of its operation, does not generate water discharges; all water is sent to the sanitary network.

GRI Code	Content	Page	Complementary Response
GRI 303-5	Water Consumption	09. Main ESG Metrics/ 9.2. Planet. P.151.	
<b>Biodiversity</b>			
GRI 304-1	Operations centers owned, rented or managed located within or adjacent to protected areas or areas of high biodiversity value outside of protected areas		Cencosud has no operations, facilities or properties in protected areas.
<b>Emissions</b>			
GRI 305-1	Direct GHG emissions (Scope 1)	07. Planet/ 7.1. Energy management and emissions / Climate change 09. Main ESG Metrics/ 9.2. Planet. P.151.	
GRI 305-2	Indirect GHG emissions from energy generation (Scope 2)	07. Planet/ 7.1. Energy management and emissions / Climate change 09. Main ESG Metrics/ 9.2. Planet. P.151.	
GRI 305-3	Other indirect GHG emissions (Scope 3)	07. Planet/ 7.1. Energy management and emissions / Climate change 09. Main ESG Metrics/ 9.2. Planet. P.151.	
GRI 305-5	Reduction of GHG Emissions	07. Planet/ 7.1. Energy management and emissions / Climate change 09. Main ESG Metrics/ 9.2. Planet. P.151.	
GRI 305-6	Emissions of Ozone Depleting Substances (ODS)	09. Main ESG Metrics/ 9.2. Planet. P.151.	Cencosud has cooling gas emissions detailed in the metrics chapter.
<b>Waste</b>			
GRI 306-1	Generation of waste and significant waste-related impacts	07. Planet/ 7.2. Waste Management 09. Main ESG Metrics/ 9.2. Planet. P.151.	
GRI 306-2	Management of significant waste-related impacts	07. Planet/ 7.2. Waste Management 09. Main ESG Metrics/ 9.2. Planet. P.151.	
GRI 306-3	Waste Generated	07. Planet/ 7.2. Waste Management 09. Main ESG Metrics/ 9.2. Planet. P.151.	
GRI 306-4	Waste not destined for disposal	07. Planet/ 7.2. Waste Management 09. Main ESG Metrics/ 9.2. Planet	
GRI 306-5	Waste destined for disposal	07. Planet/ 7.2. Waste Management 09. Main ESG Metrics/ 9.2. Planet	
<b>Environmental Compliance</b>			
GRI 307-1	Non-compliance with environmental laws and regulations		They do not exist in the period that are material.
<b>Supplier Management</b>			
GRI 308-1	New suppliers that have passed evaluation and selection filters in accordance with environmental criteria	06. Product/ 6.1 Supply chain management. P.152.	
GRI 308-2	Negative environmental impacts in the supply chain and actions taken	06. Product/ 6.1 Supply chain management. P.152.	

GRI Code	Content	Page	Complementary Response
<b>SOCIAL CONTENTS</b>			
<b>Employment</b>			
GRI 401-1	New employee hires and staff turnover	09. Main ESG Metrics/ 9.1. People. P.145.	
GRI 401-2	Benefits for full-time employees not provided to part-time or temporary employees	05. People/ 5.2 Employees 09. Main ESG Metrics/ 9.1. People. P. 146.	
GRI 401-3	Parental Leave	09. Main ESG Metrics/ 9.1. People. P.146.	
<b>Health and Safety in the Workplace</b>			
GRI 403-1	Occupational health and safety management system	05. People/ 5.2 Employees/ 5.2.6 Taking care of ourselves means considering all of us. P.147 to P.150.	
GRI 403-2	Hazard identification, risk assessment and incident investigation	05. People/ 5.2 Employees/ 5.2.6 Taking care of ourselves means considering all of us. P.147 to P.150	
GRI 403-3	Occupational Health Services	05. People/ 5.2 Employees/ 5.2.6 Taking care of ourselves means considering all of us. P.147 to P.150.	
GRI 403-4	Worker involvement, consultation and communication on occupational health and safety	05. People/ 5.2 Employees/ 5.2.6 Taking care of ourselves means considering all of us. P.147 to P.150.	
GRI 403-5	Occupational health and safety training for workers	05. People/ 5.2 Employees/ 5.2.6 Taking care of ourselves means considering all of us. P.147 to P.150.	
GRI 403-6	Promotion of Workers' Health	05. People/ 5.2 Employees/ 5.2.6 Taking care of ourselves means considering all of us.	
GRI 403-7	Prevention and mitigation of impacts on the health and safety of workers directly linked to commercial relations.	05. People/ 5.2 Employees/ 5.2.6 Taking care of ourselves means considering all of us.	
GRI 403-8	Occupational health and safety management system coverage	05. People/ 5.2 Employees/ 5.2.6 Taking care of ourselves means considering all of us.	
GRI 403-9	Work Related Injuries	09. Main ESG Metrics/ 9.1. People	
GRI 403-10	Occupational Diseases and Illnesses	09. Main ESG Metrics/ 9.1. People	
<b>Training and Education</b>			
GRI 404-1	Average hours of training per year per employee	05. People/ 5.2 Employees/ 5.2.8 Training and Learning 09. Main ESG Metrics/ 9.1. People	Average Training Hours per Employee: • Under 30 years of age: 5.5 hours • Between 31 and 50 years old: 6 hours • Over 50 years: 5.3 hours
GRI 404-2	Programs to improve employee skills and transition	05. People/ 5.2 Employees/ 5.2.8 Training and Learning 09. Main ESG Metrics/ 9.1. People	

GRI Code	Content	Page	Complementary Response
	assistance programs		
GRI 404-3	Percentage of employees receiving regular performance and professional development evaluations.	05. People/ 5.2 Employees/ 5.2.9 Performance management 09. Main ESG Metrics/ 9.1. People	
<b>Diversity and Equal Opportunities</b>			
GRI 405-1	Diversity in Governing Bodies and Employees	09. Main ESG Metrics/ 9.1. People	
GRI 405-2	Ratio of basic salary and remuneration of women versus men	05. People/ 5.2. Employees/ 5.2.5 Cencosud DNA/ Percentage difference in remuneration for men versus women 2020 09. Main ESG Metrics/ 9.1. People	
<b>No Discrimination</b>			
GRI 406-1	Cases of discrimination and corrective action taken	There are no records related to the Code of Ethics.	
<b>Freedom of association and collective bargaining</b>			
GRI 407-1	Operations and suppliers whose right to freedom of association and collective bargaining could be at risk.	05. People/ 5.2 Employees/ 5.2.1 Human Rights	All suppliers must comply with the standards and legal requirements of each country. The Company respects the right of its employees to form a union, and to join or not to join a union, without fear of retaliation or intimidation or harassment. Where employees are represented by a legally recognized union, we are committed to constructive dialogue with their freely elected representatives. The Company undertakes to negotiate in good faith with such representatives.
<b>Child Labor</b>			
GRI 408-1	Operations and suppliers with significant risk of child labor cases		As a matter of policy, Cencosud has no cases of child labor.
<b>Forced or Mandatory Labor</b>			
GRI 409-1	Operations and suppliers with significant risk of cases of forced or mandatory labor		As a matter of policy, Cencosud has no cases of forced labor.
<b>Security Practices</b>			
GRI 410-1	Security personnel trained in human rights policies or procedures	05. People/ 5.3. Employees/ 5.3.7 Training and Learning 09. Main ESG Metrics/ 9.1. People	
<b>Human Rights Assessment</b>			
GRI 412-1	Operations subject to human rights impact assessments or reviews	05. People/ 5.2. Employees/ 5.2.1 Human Rights	
GRI 412-2	Training of employees on human rights policies or procedures	05. People/ 5.2. Employees/ 5.2.1 Human Rights 09. Main ESG Metrics/ 9.1. People	
GRI 412-3	Significant investment agreements and contracts with	05. People/ 5.2. Employees/ 5.2.1 Human Rights	

GRI Code	Content	Page	Complementary Response
	human rights clauses or subject to human rights assessment		
Local Communities			
GRI 413-1	Operations with local community participation, impact assessments and development programs	05. People/ 5.3. Community	
GRI 413-2	Operations with significant negative impacts - actual or potential - on local communities	05. People/ 5.3. Community	
Social Evaluation of Suppliers			
GRI 414-1	New suppliers that have passed selection filters according to social criteria	06. Product/ 6.1 Supply Chain Management	
GRI 414-2	Negative social impacts on the supply chain and actions taken	06. Product/ 6.1 Supply Chain Management	
Public Policy			
GRI 415-1	Contribution to political parties and/or representatives		In the Company's Community Relations Policy excludes, for example, any type of contributions to political parties.
Customer Health and Safety			
GRI 416-1	Health and safety impact assessment of product or service categories	06. Product. P.101 to P.117.	
GRI 416-2	Non-compliance cases related to health and safety impacts of product and service categories.	03. Governance/ 3.9 Code of Ethics and Compliance/ 3.9.8 Complaints Received	There have been no material records for the period.
Responsible Marketing			
GRI 417-1	Requirements for information and labeling of products and services	06. Product. P.101 to P.117.	
GRI 417-2	Cases of non-compliance related to information and labeling of products and services	03. Governance/ 3.9 Code of Ethics and Compliance/ 3.9.8 Complaints Received 06. Product/ 6.1. Product safety and innocuousness. P.101 to P.117.	
GRI 417-3	Cases of non-compliance related to marketing communications	03. Governance/ 3.9 Code of Ethics and Compliance/ 3.9.8 Complaints Received 05. People/ 5.1 Customers/ 5.1.11 Marketing Practices. P.101 to P.117	
Customer Privacy			
GRI 418-1	Substantiated complaints regarding breaches of customer	05. People/ 5.0. Customers/ 5.2 Innovation and digitization/ 5.2.5 Data privacy and cybersecurity. Chapter 4 of Risk.	

GRI Code	Content	Page	Complementary Response
	privacy and loss of customer data		
Socioeconomical Compliance			
GRI 419-1	Non-compliance with laws and regulations in the social and economic fields	03. Governance/ 3.9 Code of Ethics and Compliance/ 3.9.8 Complaints Received	They do not exist in the period that are material.

