



**PLAZA S.A. and subsidiaries**

**SUSTAINABILITY POLICY**

## INTRODUCTION

At Mallplaza we seek to contribute to people's quality of life, creating meeting spaces and memorable experiences, true public squares where the desires and dreams of thousands of people are integrated. This challenges and commits us on a daily basis, both with people's lives and with the cities and territories in which we are present.

We strive at all times to maintain ethical, responsible, transparent and reliable behavior. We guide our conduct and decisions based on strict compliance with applicable regulations in each of the countries where Mallplaza operates, our Code of Integrity and the Company's internal rules.

Since our origins, sustainability has been a strategic pillar of the Company. For this reason, Mallplaza has adhered to: **i)** the ISO 26.000 standard on Social Responsibility; **ii)** the United Nations Guiding Principles on Business and Human Rights; **iii)** the Tripartite Declaration of Principles Concerning Multinational Enterprises and Social Policy of the International Labor Organization; and, **iv)** the OECD Guidelines for Multinational Enterprises. Likewise, Mallplaza has joined the United Nations 2030 Agenda for Sustainable Development, which commits it to work on the **Sustainable Development Goals** related to the **Reduction of Inequality; Sustainable Cities and Communities;** and, **Climate Action**.

Our commitment to the Sustainable Development Goals is materialized through our sustainability strategy, which aims **to promote responsible management in the social, environmental and economic spheres, providing sustainable value to all our stakeholders.**

This Sustainability Policy requires and inspires us to continue progressing, growing and contributing daily to a better quality of people's lives, since our focus, commitment and action is for them.

### I. OBJECTIVE

To establish Mallplaza's general principles of action and the commitments we assume to guarantee the sustainable management of our activities.

### II. SCOPE

This policy has a specific scope, being applicable to Plaza S.A. and all its subsidiaries, which are responsible for applying it to all its Employees.

#### **IV. RELATIONSHIP WITH RELEVANT STAKEHOLDERS**

In its relationship with the different Relevant Stakeholders, Mallplaza will be subject to the following principles and general guidelines.

##### **1. Community**

Mallplaza seeks to build a long-term relationship of trust, closeness and transparency with the communities in which it operates, respecting local identity and contributing to the development of the territories of which it is a part.

In our relationship with the community, we seek to:

- Contribute to the reduction of inequality by generating opportunities, actively promoting employment and entrepreneurship.
- Encourage access to quality culture in the communities in which we operate.
- Evaluate and manage the possible effects or consequences that our actions may have on the places where we carry out our activities, always seeking to improve relations with all the stakeholders involved.
- Mitigate the socio-environmental impacts of our projects, generating sustainable value in those environments and communities in which we operate.
- Know, listen and talk to the communities through formal relationship channels during the project and construction stages, as well as during the operation of our shopping centers.
- Contribute to the local community development in the areas where we are present, through our model of community relationships and social investment.

##### **2. Visitors**

Mallplaza aspires to be preferred and respected by its Visitors, who are at the center of the Company's work and with whom we seek to generate long-term relationships of trust, building together a friendly, sustainable and inclusive urban life.

We offer our Visitors experiences, services and products that contribute to improve their quality of life and give value to their time in each of our shopping centers. To this end, we are committed to:

- Provide a wide range of products and services, seeking to meet people's diverse needs.

- Implement measures to promote respect for visitors' rights and the protection of their health and safety, ensuring safe and sustainable shopping centers.
- To protect Visitors' information in accordance with current regulations.

Promote transparency in the relationship with Visitors, ensuring the delivery of clear, accurate and timely information about the products and services we offer to the public.

Maintain contact channels with visitors, with feedback mechanisms that allow us to receive inquiries, suggestions or comments regarding the products and services we offer.

### **3. Collaborators**

Our Collaborators bring the Company's purpose to life and make its sustainable growth possible. For this reason, we foster a committed work and development environment, where a culture of respect and collaboration ensures a memorable work experience.

In the relationship with our collaborators, we seek to:

- Promote a culture based on the values, principles and ethical guidelines expressed in our Code of Integrity. In this line, we promote diversity and inclusion as a source of enrichment among Collaborators. We do not tolerate any type of arbitrary discrimination or harassment.
- Conduct transparent and non-discriminatory selection processes, considering skills, experience, preparation, income expectations and closeness to the organizational vision and values when making hiring decisions.
- Promote the personal and professional development of Collaborators, providing them with tools to enhance their skills and personal and professional training, encouraging the Company to be a space for overall development.
- We will also promote growth opportunities for our Collaborators, valuing and recognizing their merits, achievements, competencies, performance and differentiated contributions within the Company.
- Provide a benefits proposal that meets the needs and expectations of Collaborators and their families, including work-life balance. At the same time, we strive to offer wages according to the market.
- Promote healthy and safe work environments.

- Promote a relationship based on dialogue and transparency, recognizing freedom of association and labor rights.

#### **4. Operators**

Our Operators are strategic business partners for creating the value proposition and experience offered by Mallplaza to its Visitors. We are motivated to create transparent and mutually beneficial relationships with them, becoming a growth platform for their business and the creation of shared value.

For the above, in our relationship with the Operators, we look for:

- Strengthening commercial relations with Operators, ensuring that our shopping centers allow them to enhance their businesses and thus offer Visitors a better experience.
- Providing respectful and non-discriminatory attention, along with pertinent and truthful information, adequate and timely to their requirements.
- Promoting respect for current legal regulations, the defense of Free Competition, Mallplaza's ethical standards and the adoption of sustainable practices.

#### **5. Suppliers**

Mallplaza's Suppliers are key players in the development of the value proposition that the Company wants to deliver to its Visitors and to all the communities in which it is present.

The Company seeks to establish partnerships based on transparency, efficiency and respect for current legal regulations, in accordance with its Supplier Relationship Policy, as well as to generate joint opportunities for innovation and sustainable growth..

In this line, the Company seeks to:

- Develop a mutually beneficial relationship and generate value.
- Promote respect for current legal regulations and adherence to Mallplaza's ethical standards..
- Promote the adoption of sustainable practices in its operations.
- Strictly respect the payment terms indicated in the contracts or purchase orders.
- Encourage the development of small and medium-sized entrepreneurship.

## **6. Authorities**

In its relationship with the authorities, Mallplaza is committed to comply with the requirements made by them in the exercise of their functions, with transparency, truthfulness, integrity and in a timely manner.

## **7. Shareholders**

At Mallplaza we understand the maximization of the Company's value in the long term, under parameters of sustainable, ethical and coherent growth with its purpose. As a Company, we inform our shareholders and the market of our management in economic, ethical and social matters truthfully, sufficiently and in a timely manner.

## **V. RELATIONSHIP WITH THE ENVIRONMENT**

At Mallplaza we recognize the challenges posed by Climate Change and the importance of proper environmental management during the construction and operation stages of our shopping centers.

By virtue of the above, the Company is committed to protecting the environment and improving energy performance through sustainable development, continuous improvement and pollution prevention in all its activities, assuring Relevant Stakeholders the availability of information and resources necessary to achieve these objectives in accordance with the provisions of international standardized regulations.

Our management is based on: i) strict compliance with legal obligations and other requirements of the country's environmental and energy framework; ii) the will to incorporate best practices that are compatible with the activity of each shopping center; and, iii) other agreements that the company subscribes to, related to environmental and energy aspects.

In accordance with international standards ISO 14.001 and ISO 50.001 Mallplaza is committed to:

- Establish, implement and maintain an environmental and energy management system, in accordance with the above mentioned standards.
- Achieve continuous improvement of energy and environmental processes and performance through the establishment and development of objectives, goals and management indicators.
- Promote the rational and efficient use of resources and the reduction of emissions throughout the Company's operations, through campaigns that seek to project its concern for energy consumption, commitment to the environment and sustainable development.

- Promote and support the acquisition of energy-efficient products and services, as well as to adopt energy efficiency as a fundamental pillar of the design stages of its projects, in order to improve the Company's energy performance..
- Promote waste management through, among others, specific plans that seek to recycle or reuse waste generated in the operation of our shopping centers.

## VI. ROLES AND RESPONSIBILITIES

1. It is the responsibility of Corporate Affairs Management to:

- i) Oversee compliance with the Sustainability Policy.
- ii) Maintain sustainability due diligence processes.
- iii) Periodically update the definition of Relevant Stakeholders.
- iv) Identify sustainability risks and opportunities.
- v) Design and implement the sustainability strategy, with objectives, goals and indicators, to mitigate our potential impacts and maximize our contribution to sustainable development.
- vi) Follow up and update the objectives, goals and indicators of the sustainability strategy.
- vii) Supervise the process of preparing the sustainability report.
- viii) Communicate to Relevant Stakeholders the sustainability measures and activities carried out by the Company; and ensure that the Company has adequate relationship channels with them.
- ix) Present to the Sustainability Committee, at least every six months, its progress in sustainability management.
- x) Promote awareness of this policy through internal and external communication, so that all Collaborators and stakeholders are aware of it.

2. It is responsibility of the Sustainability Committee to:

- i) To follow up on the correct implementation of the sustainability strategy.  
Approve decision-making involving the Company's sustainability strategy, including the relationship and communication with Relevant Stakeholders.  
Review the Sustainability Report prepared by the Corporate Affairs Management.
- iv) Analyze situations of non-compliance with this policy that may arise.
- v) Propose, in the event of non-compliance with the provisions of this policy, the measures that should be applied in accordance with the local regulations in force, the Company's internal regulations and the evaluation made by the Committee in each case.

It will be the responsibility of all areas of the Company to apply the actions that correspond to them, defined within the framework of Mallplaza's sustainability management, facilitating its dissemination and implementation.

## VII. COMMUNICATION OF CORPORATE SUSTAINABILITY PRACTICES

Transparency is a fundamental principle for Mallplaza. Therefore, we have channels and mechanisms to communicate in a clear, timely, honest and complete manner our main decisions and management practices that affect our Relevant Stakeholders, society in general and the environment.

Among Mallplaza's communication tools, it is worth mentioning the Company's sustainability report, published annually and prepared under the Global Reporting Initiative methodology. In this report we make our economic, social and environmental practices and performance transparent, based on relevant issues for both the Company and our Relevant Stakeholders.

The sustainability report will include:

- The strategy and policies adopted in terms of sustainable development.
- The Relevant Stakeholders identified by the Company, as well as the criteria for this definition.
- The Company's management axes in terms of sustainability, associated goals and indicators, as well as their evolution.

We are committed to disseminating our financial and sustainability reports, as well as policies and other information relevant to our operations, on the Company's website.

## VIII. INTEGRITY CHANNEL

Mallplaza makes its Integrity Channel available to Collaborators and third parties, through which they can make queries and complaints in accordance with the provisions of the Company's Code of Integrity.

The means of communication with the Integrity Channel are: **i)** by e-mail to [contactochile@gerenciadeetica.com](mailto:contactochile@gerenciadeetica.com); **ii)** by telephone at 800 726 100; **iii)** by clicking on the "Integrity Channel" link located on the Company's intranet and website; or, **iv)** through the Ethics Officer or one of the Integrity Advisors.



**IX. NON-COMPLIANCE**

In the event of non-compliance with this policy, sanctions or measures may be applied in accordance with local regulations in force, the Company's internal regulations and the evaluation of each case by the Sustainability Committee.

This policy has been approved on October 31, 2018 by the Board of Directors of Plaza S.A.

## X. DEFINITIONS

The words and terms defined below, when capitalized as defined in their respective definitions below, whether or not it is necessary according to the rules of capitalization, and regardless of where in the Ethics Program they are used, or whether they are used in a person, number, mood, tense or grammatical variable, as necessary for the proper understanding thereof, shall have the meanings ascribed to each such word or term below:

**“Stakeholders”** means all those groups that may affect and/or be impacted by the development of our activities, either directly or indirectly, which is why they should be considered in the Company's management.

**“Relevant Stakeholders”** means those stakeholders that have been prioritized by the company based on their strategic impact for the company.

**“Collaborator”** means: **i)** any and all persons linked to Mallplaza by an employment contract; and, **ii)** all members of the Board of Directors, Management Board or any other collegiate body of senior management that according to the applicable law corresponds to any of the companies that make up Mallplaza.

**“Sustainability Committee”** means that collegiate body permanently composed of the Executive Vice President; the Corporate Manager of Development and Shopping Centers; the Prosecutor; the Corporate Affairs Manager; the Marketing Manager; the Malls and Sales Manager; the Public Affairs Manager; the Strategic Planning Manager; and the Communications Director, all of Mallplaza. In addition, the Committee may occasionally be integrated by other managers or assistant managers depending on the type of matter to be discussed.

**“Relevant Stakeholder Group”** means any group identified as such by Mallplaza, which may affect and/or be impacted by the development of the latter's activities, either directly or indirectly, which is why they should be considered in the Company's management.

**“Mallplaza”** or the **“Company”** means Plaza S.A. and/or any of its subsidiaries, whether considered together or individually, regardless of the country of their location and operation..

**“Operator”** means the natural or legal person that rents a space within the shopping centers owned or operated by Mallplaza.

**“Supplier”** means the natural or legal person that supplies goods or provides services to Mallplaza.

**“Visitor”** means any natural person who visits shopping centers owned or operated by Mallplaza, whether or not he/she/they purchases goods or services in the commercial establishments operating in such shopping centers.