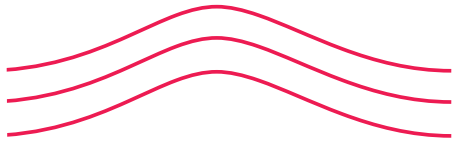




Annexes

Integrated
Report

2021



Annex 1:

Additional indicators

1. Corporate Governance Structure

(102-18; 102-22; 102-23)

Board of Directors

Name	Position	Age
Ricardo de Tezanos Pinto Domínguez	Chairman	61
Pablo Correa González	Vice Chairman	45
Juan Cooper Álvarez	Executive General Manager	60
Paola Assael Montaldo	Director	53
Edmundo Eluchans Urenda	Director	71
Roberto Palumbo Ossa	Director	71
Susana Jiménez Schuster	Director	52
Edith Signé Rodríguez	Labor Director	55
Jaime Soto Fuentes	Alternate Labor Director	51

Note: All members are Chilean nationals and attended 100% of the meetings of the Board of Directors.

Other governing bodies:

The duties of the Executive Committee are complemented by other bodies that are part of the Corporate Governance of our company.

General Attorney

Isabel Margarita Cabello Silva.
RUT: 10.488.187-4

Comptroller

Pedro Bolados Morales.
RUT: 7.901.773-6

Compliance Officer

Pablo Mayorga Vásquez
RUT: 8.856.947-4

Support Committees:

Audit Committee

It collaborates in the maintenance and application of internal controls of the Bank and its subsidiaries. It also monitors compliance with the rules and procedures governing its operation and analyzes eventual risks that may be faced in the business we conduct. Its function is complemented with that entrusted to the Comptroller by the Bank's Organic Law, serving as liaison and coordinator of the tasks between the internal audit and the external auditors.

Meetings: Monthly.

Members:

- President:
Roberto Palumbo Ossa
- Representative of the Executive Committee:
Pablo Correa González
- Representative of the Board of Directors:
Paola Assael Montaldo
- Representative of the Executive Committee:
Guillermo Ramírez Vilardell
- Representative of the Board of Directors:
María Soledad Aguad Facusse

Compliance and Conduct Committee

Its purpose is to ensure compliance, both at BancoEstado and its subsidiaries, with current legislation on money laundering and financing of terrorism, criminal liability of legal entities, free competition and conduct in accordance with the provisions of the Code of Conduct for the Securities Market, the Ethics Manual and the Internal Rules of Order, Hygiene and Safety.

Meetings: Bimonthly.

Members:

- President:
Pablo Correa González
- Edmundo Eluchans Urenda
- Juan Cooper Álvarez
- Isabel Margarita Cabello Silva
- Eduardo De Las Heras Val

Ethics Committee

It contributes to respect, promote and improve the practices and behaviors that express our institutional values, to improve the relationship between workers and also with our customers.

Meetings: Monthly.

Members:

- President:
Susana Jiménez Schuster
- Victoria Martínez Ocamica.
- Isabel Margarita Cabello Silva
- Pablo Mayorga Vásquez
- Rodrigo Ode Pérez

Crime Prevention Committee

It is responsible for ensuring the proper management of the relationship with customers and suppliers in BancoEstado and its subsidiaries, in order to prevent money laundering and terrorist financing crimes, matters related to Law No. 20,393 on Criminal Liability of Legal Entities and those related to the model of prevention in free competition. It contemplates the definition of criteria, generic typologies and information that allow the adequate detection, analysis

and resolution of unusual operations and the definition of reports to the Financial Analysis Unit.

Meetings: Monthly.

Members:

- Pablo Mayorga Vásquez
- Eduardo De las Heras Val
- Catalina del Campo Carmona

Operational and Technological Risk Committee

Its role is to ensure that the Bank's actions are consistent with reasonable risk levels for the execution of its business strategy, operational and technological risk management.

Meetings: Monthly.

Members:

- President:
Eduardo de las Heras Val
- Ricardo de Tezanos Pinto Domínguez
- Pablo Correa González
- Juan Cooper Álvarez
- Isabel Margarita Cabello Silva
- Marcelo García Nanning
- Óscar González Narbona
- Gonzalo Collarte Taboada
- Sara Herrera Parraguez

Assets and Liabilities Committee

It analyzes BancoEstado's entire financial management, considering its financial structure, financing strategy and financial risk and solvency levels.

Meetings: Bimonthly.

Members:

- President:
Ricardo de Tezanos Pinto Domínguez
- Eduardo De Las Heras Val
- Oscar González Narbona
- Andrés Heusser Risopatrón
- Andrea Silva Da-Bove
- Pablo Correa González
- Marcelo Henríquez Isla
- Gonzalo Kiessling Sandoval
- Víctor González Sersen
- Juan Cooper Álvarez Juan
- María Loreto Ramírez Bustamante
- Aníbal Ramírez Ubilla

Credit Risk Committee

Its objective is to ensure that the Bank's actions are consistent with the level of risk it considers reasonable to assume in order to execute its business strategy in the area of credit risk.

Meetings: Monthly.

Members:

- President:
Eduardo De Las Heras Val
- Ricardo de Tezanos Pinto Domínguez
- Pablo Correa González
- Juan Cooper Álvarez
- Óscar González Narbona

Quality and Transparency Committee

Defines the strategic guidelines for customer service, including eventual changes in the methodology to be applied, according to market needs.

Meetings: Every four months

Members:

- President:
Leopoldo Quintano Hartard
- Claudia Hernández Soto-Aguilar
- Jaime Blanco Barrio
- Marcelo Hiriart Vergara
- Gunther Wyss Ortega
- Carlos Olivares González

2. Related and affiliated entities

Divisional Managements

Name of executive	Position	RUT	Date of taking office
Eduardo De Las Heras Val	Corporate Risk Manager	8.540.885-2	August 24, 2006
Victoria Martínez Ocamica	General Manager of Administration	6.561.614-9	February 03, 2008
Óscar González Narbona	Planning and Management Control Manager	6.362.085-8	September 01, 2010
Leopoldo Quintano Hartard	Marketing and Clients Division Manager	12.403.588-0	June 01, 2018
Marcelo Hiriart Vergara	Retail Commercial Division Manager	10.161.236-8	June 01, 2018
Andrés Heusser Risopatrón	General Manager of Credit	6.942.963-7	September 03, 2018
Marcelo García Nanning	Operations and Technology Division Manager	13.026.315-1	March 25, 2019
Andrea Silva Da-Bove	General Manager of Finance	12.585.247-5	April 01, 2021
Vacant position	Public Affairs and Sustainability Manager		

Entity	Percentage of ownership	RUT	Description
Administrador Financiero Transantiago S.A.	21.00%	99.597.320-0	A closely-held corporation that supports the banking business and is in charge of the financial administration of the resources of the Santiago public passenger transportation system.
Sociedad Operadora de la Cámara de Compensación de Pagos de Alto Valor S.A.	14.96%	99.571.580-5	Closely-held corporation. It operates an electronic clearing system that allows the transfer of payments in real time between financial institutions, as well as the delivery-versus-payment process for the settlement of securities market transactions.
Operadora de Tarjetas de Créditos Nexus S.A.	14.81%	96.815.280-7	Credit card operator. Provides banking support services, such as credit card account processing, transaction authorization, and fraud management and prevention.
Transbank S.A.	8.71%	96.689.310-9	Financial support company, in charge of credit and debit card administration.
IMERC-OTC S.A	14.60%	76.307.486-2	Closely-held corporation that provides an infrastructure platform for the financial market. It provides, among other services, the registration, confirmation, storage and consolidation of derivative instrument transactions.

Further information on our related and affiliated entities, please visit the following link on BancoEstado's corporate website: <https://www.corporativo.bancoestado.cl/transparencia/filiales-y-entidades-relacionadas/entidades-relacionadas>

3. Legislative changes

1. **Law No. 21.398**, which establishes measures to encourage the protection of consumer rights.
2. **Law No. 21.389**, which creates the National Registry of Alimony Debtors and modifies several legal bodies to improve the system for alimony payments.
3. **Law No. 21.384** authorizes the capitalization of Banco del Estado de Chile in order to comply with Basel III requirements.
4. **Law No. 21.366**, which amends Law No. 20.659 to improve and modernize the Registry of Companies and Corporations.
5. **Law No. 21.365**, which regulates payment card interchange fees.
6. **Law No. 21.339**, which establishes a new tax bonus, under the conditions indicated.
7. **Law No. 21.330**, which amends the Constitution to establish and regulate an exceptional mechanism for the withdrawal of pension funds and advance payment of annuities, under the conditions indicated.
8. **Law No. 21.320**, which amends Law No. 19.496, on the protection of consumers' rights, in matters of extrajudicial collection and other consumer rights;
9. **Law No. 21.314**, which establishes new transparency requirements and reinforces the responsibilities of market agents, regulates pension counseling, and other matters indicated.
10. **Law No. 21.323**, which establishes a new middle class bonus and a solidarity loan for the protection of income for the middle class.
11. **Law No. 21.312**, which extends the validity of the benefits established in Laws Nos. 21.227 and 21.263.

4. Compliance

(206-1)

a. Current trials:

- Application for judicial review Khipu: Pending hearing of the case in the Court of Appeals.
- Lawsuit before the Competition Court of Scotiabank, Banco Security, Banco Internacional, BBVA and Banco Bice against BancoEstado for interbank transfer fees. Awaiting ruling.
- Lawsuit before the Competition Court for cryptocurrencies. Plaintiffs: Orionx, Buda and CriptoMarket. Awaiting ruling.

b. Completed trials:

- Class action lawsuit against the state-guaranteed loan (Crédito con Aval del Estado, CAE). A favorable judgment was obtained for the Bank.
- Collective Voluntary Proceeding between SERNAC and BancoEstado for AIRBNB fraud. An agreement was reached with the Service and was complied with.

5. Contribution to Political Influence

As a public company, we have an unrestricted commitment to transparency, complying rigorously with current legislation. For this reason, we do not make contributions to political campaigns and lobbying organizations. Our contributions to

associations mainly correspond to annual memberships to commercial banking associations, commercial communication associations, trade associations and chambers of commerce.

Contribution to Political Influence Corporation

	2018 BancoEstado	2019 BancoEstado	2020 BancoEstado	2021 BancoEstado and Subsidiaries
Contribution to lobbying organizations	\$0	\$0	\$0	\$0
Contribution to Political Campaigns	\$0	\$0	\$0	\$0
Contribution to Business/Trade Associations or Tax-Exempt Groups	\$83,332,325	\$26,501,241	\$40,096,646*	\$62,710,944
Total Political Influence Contribution	\$83,332,325	\$26,501,241	\$40,096,646*	\$62,710,944

* The information for the year 2020 has been readjusted due to memberships that have not been adhered to.

6. Additional people management indicators BancoEstado Corporation

(401-1)

Employee turnover BancoEstado and Subsidiaries

Turnover Rate	2021	Voluntary Turnover Rate	2021
BancoEstado	4.6%	BancoEstado	2.90%
BancoEstado Microempresas	6.3%	BancoEstado Microempresas	3.5%
BancoEstado Express	10%	BancoEstado Express	3.2%
BancoEstado Cobranza	13%	BancoEstado Contacto 24 Horas S.A.	36.1%
BancoEstado Corredora de Seguros S.A.	12%	BancoEstado Cobranza	7.1%
BancoEstado Administradora General de Fondos	10%	BancoEstado Corredora de Seguros S.A.	7.4%
BancoEstado CajaVecina	28%	BancoEstado Administradora General de Fondos	4.2%
BancoEstado Corredores de Bolsa	14%	BancoEstado CajaVecina	24.5%
Red Global S.A.	18%	BancoEstado Corredores de Bolsa	9.8%
		Red Global S.A.	14.8%

* BancoEstado's subsidiary Contacto 24 horas provides telephone contact services, separate from the bank's financial operations, and therefore has a very different turnover rate from that of the Corporation.

Main Labor Benefits BancoEstado and Subsidiaries

(401-2; 403-6)

Family:

BancoEstado:

- Marriage leave and bonus for marriage or civil union agreement.
- Leave and bonus for celebration of birth or legal adoption.
- Special leave for new parents, providing five additional days in addition to those established by law.
- Nursery and kindergarten for the children of female employees in the Metropolitan Region. In the case of regions, the Bank pays tuition and monthly fees of the selected nursery and a contribution in money is given to the worker to partially cover kindergarten payments.
- Sick leave for hospitalization of the employee's child under 18 years of age for five working days, and in the case of children over 18 years of age, the situation is evaluated.
- Leave and bonus for death of direct family member, with financial assistance for funeral expenses.

- Full payment of pre- and post-natal leave.
- Bonus for the birth of each child.
- Early retirement for pregnant workers as of the 20th week.
- Financial assistance for minors who must remain at home due to medical instructions.

BancoEstado Microempresas

- Request for additional days of parental leave in addition to the legal leave.
- Working time benefit for fathers, with the possibility of early departure for one month after the post-natal period.
- Winter and summer benefit for children, consisting of reimbursement for recreational activities during children's vacation time.
- Travel care, which involves early departure for pregnant women from the 25th week.
- Reimbursement for payment of school attendance for children between the ages of two years one month and five years eleven months.

- Paid leave for serious illness of a direct family member.
- Gradual return for mothers, with early departure for one month after returning from parental postnatal leave.
- Legal nursery or economic contribution for care from home.

BancoEstado Express

- Leave to end the workday two hours earlier for those female employees who have small children.
- Nationwide nursery agreement.

BancoEstado Cobranzas

- Marriage bonus and leave.
- Special leave for new fathers, providing five additional days in addition to those established by law.
- Amor de Papá benefit, consisting of flexible working hours for fathers, allowing them to arrive one hour later or leave one hour earlier, with these hours being considered as worked from the ninth day after the birth or adoption of the child, for a period of 30 calendar days.

- Bienvenida Mamá benefit, which provides options to make the mother's working day more flexible, with full pay for the birth or adoption of a child. This translates into a reduction to a half working day for a period of 30 working days after the end of the postnatal period granted by law.
- Gift Card for the birth of a child or legal adoption.
- Child care bonus, for those cases in which a child under two years of age needs home care due to medical instructions.
- Alternative child care bonus, in cases where, by the employee's decision, she requires the care of her child under two years of age at home and does not have a medical prescription to justify it or wishes to freely choose the Junji nursery where she will attend. She will be eligible for an allowance, calculated in proportion to the number of days the child remains at home and/or attends the selected nursery.
- Leave and bonus in case of death of a direct family member.

BancoEstado Corredores de Seguros S.A.

- Telework for workers with children under 12 who have no one to leave them at home.

BancoEstado Administradora General de Fondos

- Telework for workers who had to care for children during the pandemic.

BancoEstado CajaVecina

- Welcome mother's gradual return to the postnatal period, reducing the working day by half, for a period of 30 calendar days, after the end of the postnatal leave or when the final adoption decision granted by law becomes effective.
- Half day off for the birthday of a child up to 14 years of age.
- Bonus for birth of child.
- Marriage bonus.
- Two days off for marriage.

Education:

BancoEstado:

- BSchool bonuses per child, pre-school, elementary and high school education.
- Shared financing of higher education.
- PTU scholarships for children of workers with higher scores.
- Leave of absence to take degree exams, promotions for studies and bonuses for graduation.
- Tuition insurance in the event of death or disability of the employee.
- Scholarships for all children of workers with special educational needs (SEN), with no age limit.
- Scholarships for Master's degree studies abroad.
- BancoEstado Excellence Postgraduate Scholarship.
- Biannual bonus for university student's children.

BancoEstado Microempresas:

- Schooling bonus.

BancoEstado Express:

- Bonuses associated with the employee's and children's level of studies and degree.
- Evening study permit.

BancoEstado Cobranzas:

- Schooling bonus.
- Shared Financing for Studies.

BancoEstado CajaVecina:

- School bonus per child, pre-school, elementary and high school education.
- Shared financing for higher education.
- Bonus for graduation.

BancoEstado Corredores de Bolsa:

- Scholarship for children.

Housing:**BancoEstado:**

- Financial assistance for the purchase of a first home for housing purposes.

BancoEstado Cobranzas

- Home deed bonus.

Health:**BancoEstado:**

- Catastrophic Illness Insurance.
- Payment of the first three days of medical leave due to illness, when the respective health system does not cover this payment (sick leaves of up to 10 days).
- Solidarity Fund for High Cost Diseases.
- Medical center.
- Psychological counseling BancoEstado Te Acompaña (BETA) Program.
- Health Foundation: Non-profit entity for active and retired workers. Through it, the Welfare Management has established agreements with health centers throughout the country, where workers can be treated in case they need it. We are the only financial company in the country with this service.

BancoEstado Express:

- Complementary Health, Life and Dental Insurance.
- Financial support through a soft credit with no interest up to 12 installments and an emergency credit, also with no interest.

BancoEstado Cobranzas:

- Complementary Health Insurance
- Payment of the first 3 days of medical leave due to illness, when the respective health system does not cover this payment (sick leave of up to 10 days).
- Preventive exams at no cost.
- Influenza vaccination at no cost.
- Sick leave for hospitalization of a child: For children under 18 years of age, five working days are granted and, in the case of children over 18 years of age, the situation is evaluated.

BancoEstado CajaVecina

- Complementary life and health insurance.
- Payment of the first 3 days of medical leave due to illness, when the respective health system does

not cover this payment (sick leave of up to 10 days).

- Juntos Nos Cuidamos Program, which provides information and support on issues related to the pandemic, such as mental health, how to prevent contagion, among others.
- Gym bonus or agreement with the BancoEstado Sports Corporation (CODEBECH).
- Preventive health care such as ophthalmologic checkups, hearing checkups and vaccines against influenza..
- 1 day per semester for leave without medical leave.
- 5 days for serious illness of direct family member.
- BancoEstado Corredores de Bolsa:
- Complementary Health Insurance.

Labor:**BancoEstado:**

- BancoEstado "Acércate a tu casa" which consists of relocation support for workers who live far from their place of work.

- Flexible working hours and deferred schedules.
- Preventive permits to work remotely: workers in COVID-19 risk groups.
- Remote work for non-customer service workers during pandemic period.
- Seniority bonuses.

BancoEstado Cobranzas

- 40-hour workday.
- Recognition for 10 years of service.
- Administrative leave of three days.

BancoEstado CajaVecina:

- Summer schedule, with early dismissal on Fridays, compensating 20 minutes per day upon arrival or departure.
- Corporate volunteering, with two hours of leave per month for activities.
- Two days off in the event of death in the direct family member.
- Two days off in the event of death of an indirect family member.

BancoEstado Corredores de Bolsa:

- Teleworking for those workers who had to care for their children during the pandemic.

Red Global S.A.

- Teleworking during the pandemic.

BancoEstado Express

- Seniority bonus.

Recreation:**BancoEstado:**

- Vacation bonus.
- Six facilities in resort areas and recreational facilities.
- Two company-owned sports venues in the Metropolitan Region for events and recreational activities.
- Access to three hostels, two in the Metropolitan Region and one in Concepción.
- Seniority bonuses.

BancoEstado Microempresas:

- Birthday leaves.
- Hour bank.
- Career days.

BancoEstado Express:

- Vacation bonus.
- Leave for birthdays, relocation, administrative days.

BancoEstado Cobranzas:

- Vacation bonus.
- Secretary's Day will be given as a day off.
- Day off for employee's birthday.

BancoEstado CajaVecina:

- 3 administrative days.
- 1 day off for relocation.
- 1 day off for birthdays.
- Vacation bonus.

BancoEstado Corredores de Bolsa:

- Administrative days.

Main training programs BancoEstado and Subsidiaries

(404-2)

Main BancoEstado Training Programs	Description	No. of Workers Trained	% of Trained Workers vs. Total BancoEstado Employees
Certification Agents in Small Business Risk	Internal certification program of technical and business knowledge for agents in the Small Business segment.	210	2%
After-sales Certification	Certification program in alliance with Universidad Adolfo Ibáñez (UAI) in knowledge of processes and regulations for after-sales workers in branch offices.	2,658	26%
Investment Products Accreditation	Accreditation program with the Securities Market Accreditation Commission (CAMV), which allows branch office employees to advise clients on investment products.	3,399	34%
Business School	Training program for branch commercial workers, which helps to develop sales and commercial management skills and to verify individual and segment productivity increases.	1,254	13%
Cybersecurity Training Program	Training program for employees of the Cybersecurity and Operational Risk Management, which updates technical knowledge in the field of information security.	9,853	100%
Implementation of the NuBE Strategic Commercial Platform Project in Branches and Central Areas.	Training and change management actions in the implementation of the NuBE project for the different segments.	972	10%

Main BancoEstado Microempresas Training Programs	Description	No. of Workers Trained	% of Workers Trained vs. Total Workers of BancoEstado Microempresas
Mortgage Curriculum	Know the Mortgage Tracking System: status of the applications, person responsible for the progress, time involved.	668	55%
Digital Sales Cuenta Emprendedor	To know the main aspects of the Cuenta Emprendedor Digital Sale, its characteristics, process and support.	813	67%
New Biometrics	Homologate and use the new biometric authentication system in the different commercial and customer service platforms.	828	68%
Quality and Customer Experience	Know the concepts to improve the quality and experience of Customers. Know how to positively impact satisfaction and recommendation indicators. To know and apply good practices and protocols with customers.	855	70%
Office 365	Learn about Office 365 and its application to the workplace, shared online work methodologies, cloud usage and operational security.	858	70%
NuBE	Learn about the NuBE CRM system, features and benefits.	883	72%
Ethics	Strengthen knowledge of BEME's ethical standards.	971	80%

Main BancoEstado Express Training Programs	Description	No. of Workers Trained	% of Trained Workers vs. Total BancoEstado Express Workers
Regulatory Training Program	Compliance with regulatory training activities proposed by the CMF.	1621	92%
Leadership Program	Training activities of the BEX Leaders training program	178	11%
Quality of Service Program	Service Quality and Business Skills Training Activities	1221	70%

Main Training Programs BancoEstado Contacto 24 horas S.A.	Description	No. of Workers Trained	% of Trained Employees vs. Total Employees of BancoEstado Contacto 24 horas S.A.
Sales Techniques	Neurolinguistic Programming applied to sales.	66	5%
Effective Communication and Conflict Resolution Techniques	Customer service tools.	30	3%

Main Training Programs BancoEstado Cobranzas	Description	No. of Workers Trained	% of Employees Trained vs. Total Employees of BancoEstado Cobranzas
Self-Management and Planning Program	To focus on a personal level on their abilities and skills to face day-to-day situations, both personal and work-related, instead of focusing on how the environment may or may not impact them, favoring the predominance of self-criticism, responsibility and protagonism, aligning in turn the personal project and the organizational project.	190	27%
Sernac Law	To know the key aspects regulated by Law No. 19.496, which establishes rules regarding the protection of consumers' rights and the relationship between financial institutions and customers, so that they can understand the impact of this regulation.	626	88.80%
Information Security and Cybersecurity	Know and acquire practices to prevent existing threats in Information Security and Cybersecurity, their responsibilities in relation to this, the impact on people, our customers and our organization.	669	94.90%
New law 21.320 on the protection of consumer rights	To learn about the impact of the new law on collection management and the modifications to the current standardization process to comply with the new regulatory law.	315	44.70%

Main Training Programs BancoEstado Corredores de Seguros S.A.	Description	No. of Workers Trained	% of Beneficiaries vs. Total Employees of BancoEstado Corredores de Seguros S.A.
Office 365	Training via video capsules with tools to understand and use the functionalities of Office 365. The training was guided by a teacher who assisted the students individually.	37	31%
Loyalty and Customer Service	Workshop for Loyalty and Benefits Management, where the main problems and conflict resolution in relation to the customer service model were addressed.	24	20%
Management by Commitments	Training course on management by Commitments methodology in the cycle of promises, under the roles of the client and the producer.	40	33%
Resilio	Workshop for the Sales and Channels Deputy Management, where they were trained in resilience skills and adaptation to change.	25	21%

Main Training Programs BancoEstado Administradora General de Fondos	Description	No. of Workers Trained	% of Employees Trained vs. Total Employees of BancoEstado Administradora General de Fondos
Design and Development of Reports and Dashboards with Power BI	Course to operate reports and dashboards with Power BI, through a platform for business information management, using large volumes of data, for analysis and timely strategic decision making in the company or organization.	4	6%
Programming with macros in Visual Basic for Excel	Course to apply tools for programming macros with Visual Basic in Excel spreadsheet. Part of the learning is to describe the collections of Visual Basic objects, through the handling of procedures, to optimize the recovery or closing of workbooks or worksheets.	2	2.7%
Stock Market Training	Preparation course to obtain the Accreditation in the Securities Market at CAMV.	5	7%

Main BancoEstado Corredores de Bolsa Training Programs	Description	No. of Workers Trained	% of Employees Trained vs Total Employees of BancoEstado Corredores de Bolsa
Regulatory Training	Regulatory courses provided by BancoEstado	50	100%
Continuous Training	Compliance with current regulations that instruct that persons who maintain a current accreditation in any of its modalities and in accordance with the provisions of the CMF, must undergo a process of continuous training in order to maintain the knowledge of accredited persons up to date.	37	74%
Shared Financing	This is a benefit of this subsidiary for its employees, supporting up to 60% of the tuition costs for those who want to improve academically, these programs must be related to the line of business and impact the performance of employees in their respective jobs. As an example, during the year 2021, diploma courses on Investments, Compliance, Strategic Planning were developed.	5	10%

Main BancoEstado CajaVecina Training Programs	Description	No. of Workers Trained	% of Trained Workers vs. Total Employees of BancoEstado CajaVecina
General concepts of information security	Course oriented to raise awareness regarding preventive and reactive measures that allow the protection of CajaVecina's information, maintaining its confidentiality, availability and integrity.	59	100%
General concepts of operational and technological risk	Its objective is to raise awareness of the importance of the role of each CajaVecina employee in the management of operational and technological risk.	58	98%
Ethics Manual	Its objective is to understand the importance of behaviors and good practices, encouraging reflection on the behaviors and values that CajaVecina wants to preserve and strengthen.	3	5%
Office 365	Provides knowledge and skills to employees on the management of technological tools provided by Office365, among which stand out: Teams, Planner, Onedrive, among others.	53	90%
CajaVecina continuity plans	It is aimed at making those involved in CajaVecina's continuity plans aware of their roles, responsibilities and the actions to be taken in the event of a contingency.	12	20%
Prevention of Money Laundering and Terrorism Financing	Seeks to understand the importance of behaviors and actions that allow the prevention of illicit activities that third parties may eventually carry out within CajaVecina.	5	8%
Leadership School	It seeks to align CajaVecina's leaders with the BancoEstado Leadership Seal, train them to manage their teams towards the execution of the strategy and systematize a process that ensures the coherence of the behaviors defined in the Leadership Model.	5	8%
Criminal Liability of Legal Entities CajaVecina	Its objective was to learn about CajaVecina's crime prevention model, in order to apply the regulatory framework of Law No. 20.393 in an appropriate manner.	50	85%

Training indicators

(404-1)

Training	BancoEstado	BancoEstado Microempresas	BancoEstado Express	BancoEstado Contacto 24 Horas S.A.	BancoEstado Cobranzas	BancoEstado Corredores de Seguros S.A.	BancoEstado Administradora General de Fondos	BancoEstado CajaVecina	BancoEstado Corredores de Bolsa	Red Global S.A.
Average hours of training per employee	22.0	66	40.2	2.3	10.1	22.7	45	7.5	27	No information
Average training costs per employee.	\$120,585	\$32,148	\$80,378	\$270,938	\$211,925	\$190,053	\$180,000	\$0	\$285,008	No information
Total investment in pesos	\$2,098,676,000	\$39,220,413	\$141,546,000	\$26,010,000	\$131,817,562	\$17,606,861	\$1,797,600	\$0	\$14,250,398	No information
Trained workers	9,983	1,220	1,634	96	761	120	11	59	50	No information
Trained women	7,557	743	951	88	467	78	1	39	20	No information

Number of workers trained by position	BancoEstado		BancoEstado Microempresas		BancoEstado Express		BancoEstado Contacto 24 Horas S.A.		BancoEstado Cobranzas		BancoEstado Corredores de Seguros S.A.		BancoEstado Administradora General de Fondos		BancoEstado CajaVecina		BancoEstado Corredores de Bolsa		Red Global S.A.	
	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men
Executives (managers and assistant managers)	30	78	11	28	1	7	0	0	7	39	2	7	1	1	2	2	4	6	No information	No information
Heads	40	76	24	35	74	70	0	0	245	333	15	8	0	2	3	2	2	7	No information	No information
Workers without dependents	4,825	4,888	708	414	948	661	88	8	2,089	1,153	61	27	0	7	34	16	14	17	No information	No information
Total	4,895	5042	743	477	1,023	738	88	8	2,341	1,525	78	42	1	10	39	20	20	30	No information	No information

Number of trained workers by nationality and gender	BancoEstado		BancoEstado Microempresas		BancoEstado Express		BancoEstado Contacto 24 Horas S.A.		BancoEstado Cobranzas		BancoEstado Corredores de Seguros S.A.		BancoEstado Administradora General de Fondos		BancoEstado CajaVecina		BancoEstado Corredores de Bolsa		Red Global S.A.	
	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men
Chile	4,854	5,006	735	474	950	696	83	7	2,190	1,464	76	41	1	9	38	19	20	30	No information	No information
Perú	14	10	2	0	24	6	4	0	5	0	0	0	0	0	0	0	0	0	No information	No information
Venezuela	12	18	1	0	34	28	1	1	105	45	2	0	0	0	1	1	0	0	No information	No information
Others	19	20	5	3	15	8	0	0	41	16	0	1	0	1	0	0	0	0	No information	No information

Number of workers trained by age range and gender	BancoEstado		BancoEstado Microempresas		BancoEstado Express		BancoEstado Contacto 24 Horas S.A.		BancoEstado Cobranzas		BancoEstado Corredores de Seguros S.A.		BancoEstado Administradora General de Fondos		BancoEstado CajaVecina		BancoEstado Corredores de Bolsa		Red Global S.A.	
	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men
Under 30 years	902	1322	64	39	149	89	9	0	248	121	3	5	0	3	9	7	1	3	No information	No information
Between 30 and 40 years	1,487	1,381	271	182	527	342	36	7	1,021	436	29	13	0	4	16	7	9	17	No information	No information
Between 41 and 50 years	448	328	340	204	275	190	33	1	688	512	36	16	1	1	9	6	8	6	No information	No information
Between 51 and 60 years	171	514	63	49	67	96	9	0	318	369	9	8	0	1	5	0	2	3	No information	No information
Between 61 and 70 years	1,891	1,509	5	3	6	21	1	0	60	83	1	0	0	1	0	0	0	1	No information	No information
Over 70 years	0	0	0	0	0	0	0	0	6	4	0	0	0	0	0	0	0	0	No information	No information

Occupational Health and Safety Indicators

(403-9; 403-10)

Safety indicators	BancoEstado	BancoEstado Microempresas	BancoEstado Express	BancoEstado Contacto 24 Horas S.A.	BancoEstado Cobranzas	BancoEstado Corredores de Seguros S.A.	BancoEstado Administradora General de Fondos	BancoEstado CajaVecina	BancoEstado Corredores de Bolsa	Red Global S.A.
Death due to Occupational Accident	0	0	0	0	0	0	0	0	0	0
Industrial Accident with Lost Time	58	8	10	6	5	0	0	0	0	0
Workers Accident Frequency Rate with Lost Time Lost Time (per 1 million hours worked)	2.35	4.05	2.60	1.76	-	0	0	0	0	0
Total Lost Days due to Accidents	715	180	64	77	72	0	0	0	0	0
Number of Hours Worked	24,707,138	1,976,167	3,853,440	3,409,131	-	40 per week	-	-	-	0
Death due to occupational disease	0	0	0	0	0	0	0	0	0	0
Occupational Diseases	7	8	4	1	2	0	0	0	0	0
Days Lost Due to Occupational Illness	323	104	125	58	146	0	0	0	0	0
Absenteeism rate *	4.70%	No information	7.00%	10.00%	5.95%	No information	6.07%	7.00%	2.48%	No information

* Absenteeism rate: excludes maternity leave and administrative leave.

Psychological support programs for BancoEstado and subsidiaries workers

Both BancoEstado and its subsidiaries provide emotional and psychological support to their employees through the people areas. Additionally, we have specific programs.

BancoEstado has BancoEstado Te Acompaña (BETA), an individual psychological care service, distributed in one to five sessions, which we offer to all BancoEstado employees free of charge. In these sessions, the employee can present his or her situation to a clinical professional in the psychological area, who helps him or her to deal with difficult situations in the socio-family and socio-personal sphere. Among the main issues dealt with are relationship problems, the management of school children and adolescents, the loss of significant others, illnesses, conflicts and domestic violence, among others.

In addition, BancoEstado Administradora General de Fondos has a program called AGF TE ACOMPAÑA, which provides all workers with access to psychological consultations free of charge.

Additionally, during 2021 we developed the BEPositivo Program at BancoEstado, which is aimed at all our employees, with the purpose of providing them with tools to manage their mental and emotional health, through four fundamental pillars:

Emotional Well-being: Through a psycho-educational podcast and practical exercises in mindfulness and positive psychology, we help to recognize and manage difficult emotions such as anxiety, fear and distress, among others. Seven podcasts were published, which have had more than 16 thousand reproductions on the CampusBE platforms, the intranet and the MIBE app.

Strengthen your Immune System: Together with a team of nutritionists, we provide information regarding nutrition and what can be done to create a protective shield for the immune system.

Support for Leaders: This new way of working and leading teams in remote or mixed mode is also new. That is why to support them in their

management we provide them with tools that allow them to empathize with the reality of their work teams.

Professional help: Whether through a consultation with a psychologist or a psychiatrist, we make sure that our employees know and are aware of all the co-payment options, agreements and benefits available to them as BancoEstado employees. In addition, it provides two spaces designed for emotional support:

- **Mentalizados en ti:** This is a space for trust and conversation about emotions, where employees can reflect and share their experience and thus acquire tools that allow them to achieve greater wellbeing. To date we have held 11 workshops with 62 people. Registration is individual and voluntary.
- **Mentalizados en ustedes:** It is a listening space, focused on the team, where workers can advance in the identification of symptoms associated with stress and find a space for strengthening and group resilience. Thirty-four teams with a total of 229 people have

participated. They are in group and registration is voluntary.

Additionally, within this pillar, workers were offered to take two diagnostic tests that allowed them to evaluate their health:

- Goldberg general health test: measures aspect of your current mental health.
- Perceived stress test: Measures the psychological response we have to different stressors.

BancoEstado Microempresa develops the Psychosocial Support Program (PAS), which seeks to create protection and safety initiatives for all the company's workers in emergency situations, through awareness-raising, support and prevention activities. This program is complemented by the Social Support Benefit, which, depending on the needs of the worker or family group, it is possible to refer them to two virtual psychological sessions for diagnosis. In addition, through the complementary health insurance we have 4 psychological

sessions at no cost to the worker and their dependents.

BancoEstado Servicios de Cobranzas S.A. implemented a program to accompany people infected with Covid-19 and advice on health insurance issues for workers on extended leaves of absence.

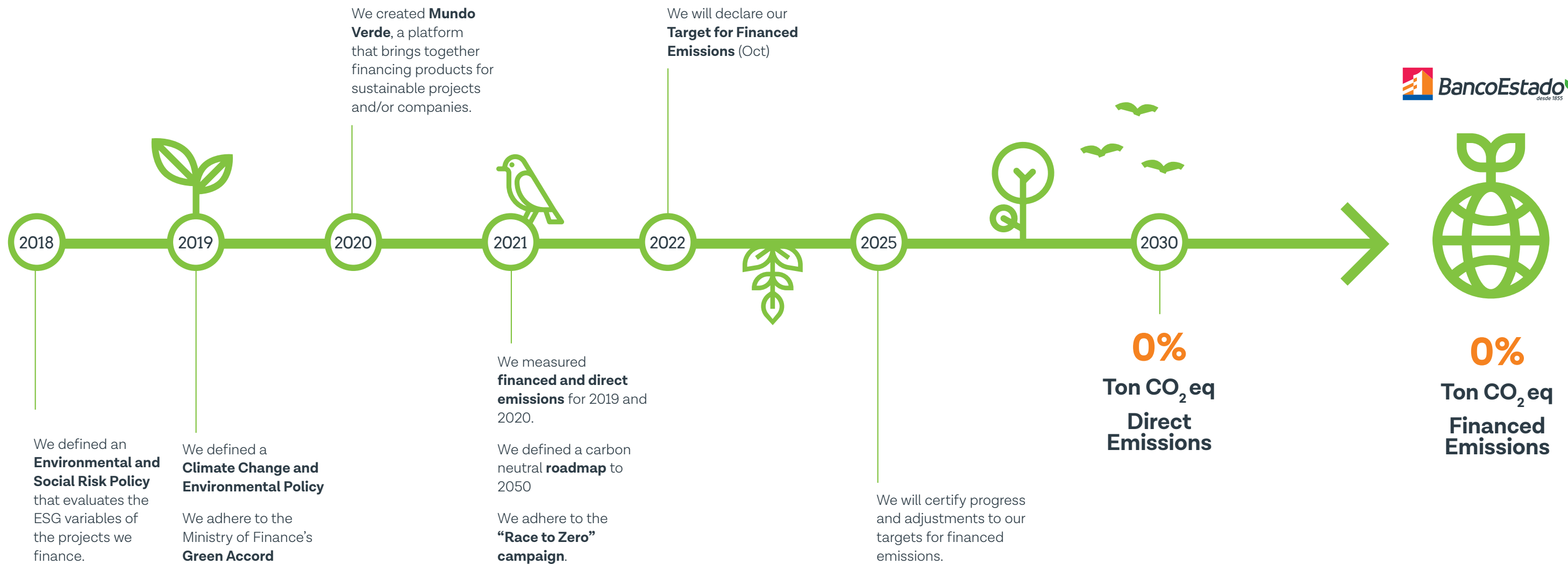
BancoEstado Corredores de Seguros S.A. carried out the Quality of Life Program, where several emotional support and meditation workshops focused on the wellbeing of the workers were held, where more than 60% of the workers participated. An example of this is the workshop "Building my Happiness and Quality of Life", an activity led by a clinical psychologist and oriented to the search for personal tools to face adverse situations. In addition, the "Meditation and Mindfulness Workshop" was held to provide tools and practices to help manage stress and maintain mental calm.

CajaVecina is developing the program Juntos Nos Cuidamos (Together We

Take Care of Ourselves), which began in September 2020, with the aim of providing information and support to the entire CajaVecina team on issues related to mental health, news of the Paso a Paso Plan, recommendations to prevent contagions, tips for teleworking, through the sending of informative digital capsules via e-mail. In addition, "active breaks" were generated with the main objective of revitalizing the body's energy and refreshing the mind for 10 minutes during working hours.

7. Environmental Management

Our trajectory in Environmental Management and Climate Change



Operational Eco-efficiency

Energy

The growing use of Non-Conventional Renewable Energies (NCRE) such as photovoltaic, the incorporation of energy efficiency in BancoEstado's corporate buildings and branches, the implementation of measures such as **energy monitoring** of offices and changes to more efficient air conditioning and lighting equipment are green synergies that make sense with the mandate to reduce our impact on energy use.

Our Santa Ana Building maintains its Green Energy contract in force under the non-regulated client modality, in addition to the connection with our main Headquarter Building and 11 branches throughout the country, which are supplied, to some degree, by an **energy self-generation system** through photovoltaic panels, with which 92,687 kWh were produced in 2021. In addition, some locations, such as the one in Mejillones, are equipped with storage systems to compensate for times of low solar radiation.

In terms of **air conditioning**, we have implemented measures to replace the use of fossil fuels with electricity at our Headquarters and other branches, and we have also installed VRV (variable refrigerant volume) air conditioning equipment with high efficiency in electricity consumption. By the end of 2021, we will have 25 branches with this type of air conditioning.

In terms of **lighting**, we have incorporated LED technology for all the spaces that are being opened, rebuilt or undergo a complete maintenance. Thus, we have a total of 282 branches with this type of efficient lighting.

Thanks to all these initiatives, we reduced energy consumption in the main buildings by 12% compared to the same period in 2019 (the last comparable year due to the decrease in the use of buildings in 2020 because of the pandemic).

Waste management

The main waste generated by BancoEstado is that produced by the use of paper and computing items. In addition, to a lesser extent, waste generated by employees, such as wrappers and leftover food, can be assimilated to municipal waste.

In recent years, we have implemented several measures in this area. During 2020, considering the sanitary measures due to the Covid-19 pandemic, we started using **cardboard containers and wooden cutlery** for food distribution to or within our casino. This has allowed us to reduce the use of plastic items. Starting in 2021, we have been gradually enabling the maximum permitted capacity of the dining rooms for employees, eliminating the delivery of food in disposable and recyclable containers.

In addition, regarding **paper consumption**, we are promoting the digitalization of documents, we have reduced the number of printing

centers in main buildings and we are removing individual printers. Along with this, we have promoted double-sided printing, two-factor user confirmation for document printing, the migration of payment to providers from promissory notes to electronic transfers, the use of digital business cards and online forms, and also the incorporation of a greener welcome kit for customers, among others. Thanks to these and other initiatives, in 2021 we reached 509 tons of paper consumed, a 32% decrease compared to 2019.

We have also developed a space renovation program in our central buildings, which incorporates the creation of **recycling areas and the elimination of individual trash cans** at workstations. This program, developed at the Paseo Huérfanos Headquarters Building and at Bandera 60, can lead to a reduction of up to 40% of waste in this area. By 2021, 1,288 trash bins had been eliminated.

We also maintain the **reuse and recycling program for computers and other electronic devices** with Fundación Chilenter, so that they can be upgraded for use in vulnerable educational establishments or disposed of in an appropriate and certified manner at the end of its lifecycle. Additionally, we continued to implement our toner recovery and recycling initiative, which in 2021 reached 3,206 kilograms, equivalent to approximately 4,605 units.

Our headquarter building has an electronic waste collection center for both customers and employees to contribute to this joint objective. In this way, batteries, cell phones and other computer-related items are recycled with the appropriate certifications.

Water consumption

We have a **water-saving program** in our main buildings and branch offices, especially considering the construction and installation of new offices, as well as in the reconstruction and integrated maintenance of spaces. At the same time, we defined general rules to reduce the maintenance of the Corporation's green areas. Among them, we have established the use of plants and bushes with low water requirements that are representative of the areas in which our branches are located, with drip irrigation systems and automatic control.

Carbon footprint measurement

Since 2010, we have annually measured the carbon footprint of our operation in order to improve our processes and organizational culture to have a more environmentally responsible behavior.

During 2021, we developed a pilot program for a new **logistics distribution model**, which seeks to consolidate the Corporation's cargo transportation, optimizing the number of trips between branches and the Distribution Center, thus reducing emissions. This pilot concluded with a savings of 50% of the trips made, with 33,280 kilometers associated with it.

The method to calculate the Carbon Equivalent was carried out using the methodological guidelines of the GHG Corporate Accounting Protocol of the Natural Resources Institute (WRI) and the World Business Council for Sustainable Development (WBCSD), known as the GHG Protocol and supported by the Partnership for Carbon Accounting Financials (PCAF). The category names used in the document correspond to those of the GHG Protocol.

Energy consumption

(302-1)

Energy consumption	Indicator	2017	2018	2019	2020	2021 *
Total non-renewable energy consumption (MWh)	MWh	36,657	36,800	37,704	35,794	38,800
Total renewable energy (Solar panels installed at Santa Ana Building and branches throughout the country) generated for own consumption. (MWh)	MWh	S/I	70	91.5	92.7	92.7
Total energy consumption costs	CLP	S/I	3,427,900,000	4,533,885,131	4,635,650,000	4,256,580,018
Coverage	Facilities	100	100	100	100	100

* Actual information as of November and estimated consumption as of December.

Waste management

(306-3; 306-4; 306-5)

Waste	Indicator	2017	2018	2019	2020	2021	Variación 20-21
Total waste generated	Metric tons	1,234.4	1,237.2	2,152.7	1,564	2,302.0	47%
Total waste used / recycled / sold	Metric tons	0.3	5.5	921	536	101.5	-81%
TOTAL WASTE DISPOSED (A - B)	Metric tons	1,234.01	1,231.7	1,453	1,028	2,200.5	114%
Coverage	Workers	100%	100%	100%	100%	100%	0%

Carbon footprint

(305-1; 305-2; 305-3)

CO ₂ eq emissions	2017	2018	2019	2020	2021 *	Variación 20-21
Direct Emissions (Scope 1 in tCO eq)	1,705	2,025	2,686	2,259	2,306	2%
Indirect Emissions (Scope 2 in tCO eq)	13,255	15,556	15,761	14,731	16,361	11%
Coverage of the measurement	100%	100%	100%	100%	100%	0%

* Information as of November 2021.

Emissions CO ₂ eq Scope 3	2020		2021 *		
	Annual emissions (metric tons of CO ₂)	% of emissions calculated using data from suppliers	Annual emissions (metric tons of CO ₂)	% of emissions calculated using data from suppliers	
Transportation of personnel	BancoEstado Corporation has headquarters in the cities of Santiago and Lota and 522 branches distributed throughout the country. At the end of 2021, the number of workers considered for the calculation of GHG emissions for this concept is 55% of the Corporation's total labor force, equivalent to 8,306 employees, excluding workers who are working from home.	6,393	0%	6,870	0%
Waste treatment and disposal	BancoEstado Corporation, as a service company, has a greater incidence of paper and e-waste use.	1,643	63%	1,266	63%
Upstream cargo transportation	It is consistent with the corporation's business according to the transportation of securities between headquarters, branches and the rest of the financial institutions.	1,467	99%	1,758	100%

Business Travel

	2017	2018	2019	2020	2021 *
Tons of CO₂	3,375.1	2,299	1,607	156	163.7
Coverage	100%	100%	100%	100%	100%

*Total business travel by air, road, etc.

Water consumption

(305-3)

Water consumption*	2017	2018	2019	2020	2021 *
Total water use (MMm³)	0.3093434	0.3057010	0.2682340	0.3292190	0.3188209
Coverage	100%	100%	100%	100%	100%

* Water consumption is determined based on actual billing in the Metropolitan Region and estimates in the rest of the country. The consumption of subsidiaries has been projected.

Sustainable Finances

In addition to our offering for energy efficiency and renewable energy projects, in order to motivate micro-businesses that are part of our value chain to implement clean energy, we promoted the initiative "Ponle Energía a tu CajaVecina", a collaboration with the Energy Sustainability Agency to provide financing options to CajaVecina operators and encourage the use of clean energy in their businesses.

In 2021, three solar photovoltaic system projects were installed in businesses affiliated to CajaVecina. The operators received co-financing from the Energy Sustainability Agency of 80% of the net value of the project, and the difference was financed through a loan with preferential conditions offered by Mundo Verde.

We also participated in the financing of the "Casa Solar" program of the Ministry of Energy and the Energy Sustainability Agency for the installation of photovoltaic panels at homes. The deployment of these panels allows families to reduce their

monthly electricity expenses, improve their wellbeing and contribute to the quality of the environment.

In addition, we incorporate the financing of lithium batteries to store the solar energy captured from photovoltaic panels. This system allows the use of green energy when the energy supplied by the panels is not sufficient for household consumption, a situation that occurs mainly at night or in periods or areas with little sunlight.

We are also concerned about having an offer of sustainable investments, thus we implemented a Fondo Mutuo Verde, whose differentiating attribute lies in the fact that most of the instruments that comprise its investment portfolio are issued by companies or institutions that comply with verified environmental, social and corporate governance sustainability criteria. The selection of the assets that make up the investment portfolio is backed by the management of BNP Paribas Asset Management, one of the main managers of this type of

funds in Europe. With this product, BancoEstado Administradora General de Fondos is positioned as one of the four agents in the industry with this offer. At the end of 2021, 6,554 people invested in the Fondo Mutuo Verde, for a total of MM\$12,855.

Furthermore, after two years of technical collaboration with the Inter-American Development Bank (IDB) and the Danish Agency, in 2021 we announced the implementation of the Regional ESI "Energy Saving Insurance" Program. This policy covers the eventual differences between the actual energy savings and that estimated in the investment projects in energy efficiency and renewable energies. Therefore, it is an insurance policy that minimizes the uncertainties faced by small and medium-sized entrepreneurs when investing in this type of initiative and encourages the use of clean, efficient and renewable energies and the resulting improvement in productivity.

Social and Environmental Risk

Our operations assessment management is framed in the Social and Environmental Risk Admission Manual, which establishes and describes the procedures to identify, assess and manage the social and environmental risks of our clients for the financing of companies and projects.

Compliance with the Social and Environmental Risk Policy is achieved by integrating the Social and Environmental Assessment into the Lending process. The variables are evaluated in different credit committees, which have internal interdisciplinary working groups. All projects are categorized by the Social and Environmental Risk Unit, reviewing compliance with the relevant legislation and the criteria of the Policy.

This assessment includes the application of an ad hoc questionnaire for companies in the A and B categories, comprising high and medium risks, as part of the Know Your Customer process. In the case of project assessment, environmental due diligence is performed with an external

consultant and/or through an internal review.

The Social and Environmental Risk Questionnaire evaluates ESG (Environmental, Social and Corporate Governance) variables, based on the International Finance Corporation (IFC) Performance Standards. Topics include:

- Corporate governance.
- Social and Environmental Impact and Risk Assessment System.
- Labor conditions.
- Resource efficiency and pollution prevention measures.
- Community programs for protection against adverse effects.
- Involuntary resettlement.
- Biodiversity and natural resource conservation.
- Impacts on indigenous peoples.
- Cultural heritage.
- Climate change mitigation and adaptation systems.

Some cases incorporate conditions to comply with social and environmental

variables in their loan agreements. In the case of project financing, the degree of compliance with the Equator Principles in some projects is evaluated by hiring independent external experts, who carry out the Environmental Due Diligence of the project. In the event that gaps are detected, a complementary Compliance Plan is established in which the client commits to mitigate them. This plan is reviewed through periodic monitoring by external consultants and the Bank's Social and Environmental Risk Unit.

In addition, we consider the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) to guide the management of climate-related risks and opportunities.

Examples of application of the Social and Environmental Risk Policy

1.- Evaluation of a road connection infrastructure project

It was categorized as A, High Social and Environmental Risk. The evaluation included a review of compliance with national environmental regulations. In addition, an external due diligence process was conducted to analyze compliance with the Equator Principle and the International Finance Corporation's Performance Standards. The main impacts identified in the due diligence were related to biodiversity and the relocation of communities. As a result, we worked on an Action Plan that established measures to mitigate the gaps with respect to international standards. The plan includes follow-up actions during the construction period of the project to verify adequate compliance with the commitments. These will be carried out by external environmental consultants.

2.- Evaluation of a real estate project to be developed in an urban area

It was categorized as B, Medium Social and Environmental Risk. The assessment included a review of compliance with national environmental regulations and the requirements established in the project's Environmental Qualification Resolution (RCA). The main risks identified were atmospheric emissions and noise generated during the construction period, and the potential impact on cultural heritage, given the proximity of the project to a historic building. Through external consultants, the real estate developer adequately managed compliance with its commitments to mitigate and compensate for environmental and social impacts. Among other actions, it established a construction-free strip to protect the adjacent heritage property.

Risks and opportunities arising from climate change

Based on the analysis of social and environmental risks, we have made progress in the identification of some problems derived from climate change, in order to subsequently evaluate the different risks associated with different time horizons. From the initial identification we have found that the risk would be limited thanks to the diversification of the portfolio and the low exposure to clients that could present higher risks, such as the coal-based power generation industry, or other industries sensitive to transition risk (cement, glass).

For the analysis we have considered two categories of risks associated with climate change: Transition Risks, derived from regulatory actions, changes in technologies and/or changes in people's preferences in order to mitigate the effects of climate change and/or achieve the goals proposed in commitments such as the Paris Agreement; and Physical Risks, seen as potential impacts derived from extreme weather events or changes in weather patterns.

In the short term, Transition Risks are identified as regulatory changes or initiatives aimed at reducing emissions or mitigating Climate Change, which could affect the way companies carry out their different activities. Examples include measures such as the Decarbonization Plan, which affects the coal-based energy industry and its value chain, or the Urban Wetlands Law, which could impact investment projects to be developed in areas close to wetlands.

In a longer-term horizon, it is identified that, if initiatives such as the introduction of carbon taxes materialize, it could impact industries that generate higher emissions such as cement and glass production.

On the other hand, as Physical Risks, in the short term, we have identified water stress or drought that has affected, with varying degrees of intensity, the various agricultural and livestock activities that are developed from the Atacama Region to the Los Ríos Region, which impacts

agricultural businesses and other water-intensive activities, such as mining and sanitation services.

In the case of our customers in the agricultural sector, both in the MSE and Wholesale business segments, the risk is materialized in that non-payment events may occur. The actions that have been taken to contain and mitigate this risk include an evaluation of the status of irrigation water availability of the companies that are evaluated in credit committees, from which a strategy has been established to maintain case-by-case evaluations, according to the specific strengths/weaknesses of each client in relation to their irrigation water availability.

The opportunities are related to being able to contribute with various financial products, aimed at supporting these companies in the agricultural sector, in order to develop investments that look to improve and increase efficiency in the use of water, through the financing

of irrigation and drainage works, particularly, incorporating technified irrigation in all those plantations of new and/or old fruit orchards that are in the process of orchard renovation. It also includes the technification of irrigation in annual crops such as vegetables and farm crops. Through these improvements, a synergy is generated with the possibility of being eligible for the Blue Certificate (Certificate granted by the Agencia de Sustentabilidad y Cambio Climático, under CORFO and Fundación Chile), which will allow companies to show an adequate Water Footprint, and thus opt for a better commercial position against its competitors in national and international markets that reward the care of water used in food production processes.

Anexo 2:

Methodology, management approaches and GRI index

1. Methodology of this Report

(102-46; 102-50; 102-51; 102-52; 102-54)

This integrated report describes the performance of Corporación Banco del Estado de Chile, including BancoEstado and its subsidiaries, during the period from January 1 to December 31, 2021. Its objective is to inform our stakeholders about our management in an accurate and balanced manner, focusing on those issues where we have a greater impact or capacity to create value for them.

Through this document, we respond to our commitment to annual reporting, which has been led by the Sustainability Deputy Management, with the support of our Board of Directors, Executive Committee

and all areas of the Bank and its subsidiaries, who have contributed with information and validation of the content.

This report has been prepared in accordance with the Essential option of the latest version of the GRI Standards, in addition to containing the requirements demanded by the Financial Market Commission (CMF).

For the definition of the contents, the principles defined by GRI were applied, considering the participation of stakeholders, the sustainability context, the completeness of the information provided and the materiality.

2. Stakeholders

(102-40; 102-42; 102-43)

1. Clients

Who are they?

- Individuals
- Microenterprises
- Small companies
- Medium-sized companies
- Large companies and corporations
- Civil society organizations
- Institutions

How do we communicate with them?

- BancoEstado and BancoEstado Express Branches
- CajaVecina
- ATM
- BancoEstado website
- BancoEstado Mobile App
- WhatsApp
- Call Center
- Newsletter
- Social Networks
- Account Executives
- Empeñe y CreceMujer Program
- Satisfaction survey

What are the key subjects?

- Financial inclusion
- Accessibility and universal design
- Simple, user-friendly and easy-to-operate products
- Security standards
- Continuity of service
- Ethics and transparency
- Consumer rights
- Privacy and confidentiality
- Timely communication channels
- Advice and information delivery

We have defined our priority stakeholders, with whom we relate based on the principles of our Sustainability Policy.

2. Communities

Who are they?

- Women
- Entrepreneurs
- Unions

How do we communicate with them?

- Working groups with unions
- BancoEstado website
- Complaints channel
- Contact active transparency

What are the key subjects?

- Territorial integration
- Decentralization
- Deployment of public policies
- Financial and digital education
- Entrepreneurship
- Maintenance of the State's payment chain

4. Proveedores

Who are they?

- Critical providers
- Local providers
- Foreign providers

How do we communicate with them?

- Training on ethics, compliance and probity issues
- Meetings with women suppliers

What are the key subjects?

- Transparency in procurement

3. Workers

Who are they?

- Bank employees
- Subsidiary employees

How do we communicate with them?

- Intranet
- MIBE App
- Internal Newsletters
- Complaints channel
- Climate surveys
- CampusBE

What are the key subjects?

- Labor rights
- Working conditions
- Development opportunities
- Non-discrimination
- Diversity and inclusion
- Gender equality
- Positive labor relations

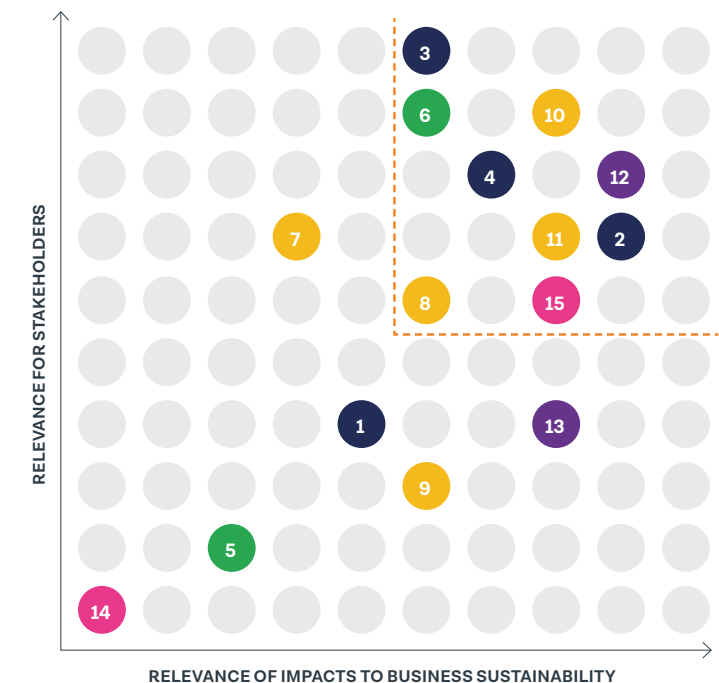
3. Materiality Study

(102-47)

In 2020, a thorough materiality process was carried out, which determined the main topics on which the Bank's sustainable management would focus, based on their importance for our business, as well as for our stakeholders.

For the preparation of this report, a process of updating these material subjects was carried out, reviewing internal and external information of the Bank and subsidiaries, industry standards, and interviews were conducted with key executives representing all areas of the corporation. In addition, a Benchmark was carried out that considered both the national and international industry.

Based on the update of the material subjects, a prioritization process was carried out, based on the importance of these subjects for the industry and the corporation, also considering the perception of our stakeholders through an online survey that was applied to our employees, customers, suppliers and community. The result of this prioritization was the following materiality matrix:



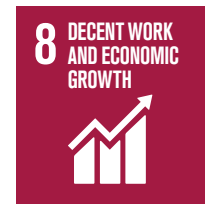
- 1 Corporate governance
- 2 Ethical conduct of employees
- 3 Cybersecurity and information security
- 4 Risk management
- 5 Contribution to public policies
- 6 Financial inclusion
- 7 Open innovation and technology
- 8 Customer satisfaction and relationships
- 9 Responsible and transparent sales
- 10 Customer privacy
- 11 Sustainable finance
- 12 Employee management and development
- 13 Inclusion and diversity in the workplace
- 14 Operational eco-efficiency
- 15 Climate change strategy

4. Management Approaches

(103-1; 103-2; 103-3)

At BancoEstado we adhere to the 2030 Agenda defined by the UN and ratified by the State of Chile, contributing to the fulfillment of those objectives that are most directly linked to our mission and social work. As an institution, we seek to reduce the gaps that impede the social and economic integration of people.

Because of our public role, we have maintained an active and decisive participation in the social, economic and sustainable development of the country. Therefore, our concrete commitment is materialized in seven Sustainable Development Goals (SDGs) established by the UN, for which we implement initiatives aligned with their respective purposes:



Material Subject: Ethical Conduct of Workers

Subject Description

Definition of an ethical framework for the Bank's actions, in order to avoid the risk of ethical misconduct.

Why it is relevant

Through the management of ethics and probity we guarantee the proper functioning of our institution, protecting and increasing the value of the company, based on the trust of our stakeholders. For this reason it is relevant to have an ethical framework that is known, understood and respected by our employees, who will have clarity on expected behaviors and how to resolve conflicts of interest that may arise when performing their roles.

How it is addressed

This material subject is addressed from the Compliance Department, together with the Ethics Committee and the Compliance and Conduct Committee. They rely on various instruments and regulations to ensure adequate treatment, mainly in:

- **Ethics Manual** that provides guidelines regarding conduct and good practices in line with the core values of the organization.
- **Criminal Liability Prevention Model for Legal Entities** certified in the context of Law 20.393.
- **Channels for resolving queries and complaints.**

In addition, ethics and integration of institutional values are promoted through multiple trainings on Antitrust, Money Laundering, Ethics and Compliance and Crime Prevention Model (Law 20.393) were conducted in e-learning format.

Coverage

Employees of BancoEstado and subsidiaries.

Contribution to the SDGs:



Evaluation

- 22,688 hours of ethics training (including ethics and compliance courses, crime prevention model, free competition, money laundering and consumer law).
- Complaints received through channels:
 - Sexual harassment 18
 - Labor harassment 26
 - Asset laundering 159
- E-learning or videoconference training:
 - 3,629 staff trained in ethics and compliance.
 - 408 people trained in Crime Prevention Model (Law 20.393).
 - 9,865 workers trained in free competition.
 - 3,199 people trained on money laundering.
 - 3,447 workers trained in Consumer Law.

Material Subject: Cybersecurity and Information Security

Subject Description

Risks that threaten the Bank's operational continuity and plans to ensure it.

Why it is relevant

The speed of technological change and the growth of digitalization increase IT security risks and, consequently, the Bank's operational continuity. The large number of daily transactions, together with the volume of customer data, is an attraction for cybercriminals, who not only have the resources to carry out attacks, but also constantly innovate in their techniques and threat mechanisms.

How it is addressed

We have a Corporate Operational and Technological Risk Management Policy, together with Information Security and Cybersecurity regulations, which constitute the regulatory framework to identify, measure, evaluate, control and mitigate operational and technological risks.

Among our preventive plans and action plans in the face of possible attacks and procedures to ensure information security, we can mention:

- E-Learning capsules for training officers.
- Ethical Phishing exercise.
- Cybersecurity Month.
- Talks to the branch network through the Teams platform.
- Publications on the intranet and internal communications App for employees (MiBE).
- Reporting box for employees to report threats: ciberinteligencia@bancoestado.cl

Coverage

All internal and external operations of the Bank and its subsidiaries.

Contribution to the SDGs:



Evaluation

- 66% average employee participation in cybersecurity training.

Material Subject: Risk Management

Subject description

Refers to the management to secure the payment chain, especially in the face of disasters or unforeseen events.

Why it is relevant

BancoEstado and its subsidiaries play an important role in the deployment of public policies, as well as being the financial arm of the state and the financial institution with the largest number of clients. Therefore, their operational continuity in the face of potential disasters and/or unforeseen events is essential, since it is at those times when the services provided by the Corporation are most needed.

How it is addressed

We have a Corporate Operational Risk Management Policy in charge of identifying, measuring, evaluating, controlling and mitigating risks that could affect operational continuity, based on which operational continuity plans are designed.

Coverage

All internal and external operations of the Bank and its subsidiaries.

Contribution to the SDGs:



Evaluation

- 0.5% credit risk.
- 99.5% operability of digital and on-site channels.
- 99.9% operability in ATMs.

Material Subject: Financial Inclusion

Subject description

The Bank's role in the delivery of services and products aimed at promoting the development of the lowest-income people and of entrepreneurs and small businesses, given their key role in the country's economy and employment.

Why it is relevant

Low-income people, entrepreneurs and small businesses do not find space in the private financial system, which limits their opportunities for development. For this reason, BancoEstado, as a public bank, has a social role of being there for all the inhabitants of Chile.

How it is addressed

We have developed an ecosystem, in which both BancoEstado and its subsidiaries participate, aimed at generating financial inclusion for low-income people, entrepreneurs and small businesses. It includes CuentaRUT, as an icon instrument

of inclusion due to its low requirements to obtain it, as well as the development of CajaVecina and Proyecto Conecta, which bring the financial system closer to people and are articulated with services such as Compraquí.

In addition, we developed important financial education programs to bring knowledge closer to everyone, as well as programs such as Emprende, Programa Crece Mujer and Programa Mil Mentorías.

Coverage

Clients are low-income individuals, entrepreneurs and small businesses.

Contribution to the SDGs:



Evaluation

- 81% of Chilean BancoEstado customers.
- 1.1 million migrant customers.
- 830,097 microenterprise customers.
- 82,104 small business customers.
- 151,500 entrepreneurs registered in the Emprende Program.

Material Subject: Customer Satisfaction and Relationship

Subject description

Monitor the satisfaction of the millions of BancoEstado customers in order to provide them with quality service.

Why it is relevant

The importance of the customer experience lies in the fact that our customers feel as if they were part of the organization, increasing loyalty and preference for our services and products. We believe that an important part of this experience lies in the transparency of information regarding the banking products and services we offer, as this is the main element of trust we build with our customers.

How it is addressed

Within the framework of the strategic guideline "Customer at the center", the Customer Management Department manages customer satisfaction, with the aim of

improving their experience in their interaction with us at all points of encounters and products, as well as in the response to possible claims.

Coverage

For all our customers throughout Chile.

Contribution to the SDGs:



Evaluation

- 48 points net recommendation.
- 93% in sales transparency indicator.

Material Subject: Data Privacy

Subject description

Risks related to the use of customer's personal information such as data leakage, misuse or unauthorized access.

Why it is relevant

Our customers trust us with information of great importance to them, so we take responsibility for the care of such data, protecting them in terms of privacy and safeguarding its proper use.

How it is addressed

Our Compliance Department is responsible for training on bank secrecy and banking confidentiality and personal data protection. In addition, our Information Management Manual establishes the rules and mechanisms for data

management. Likewise, the Rules of Order, Hygiene and Safety define the obligations and sanctions to which employees are subject in this area.

Coverage

For all our customers throughout Chile.

Contribution to the SDGs:



Evaluation

- 19 bank secrecy claims.

Material Subject: Sustainable Finance

Subject description

Introduction of environmental and social criteria in the management of loans and other financial products.

Why it is relevant

As a financial institution, we are aware of the opportunity we have to contribute to sustainable development through our ability to direct resources toward financing actions that contribute to reducing environmental impact.

How it is addressed

The opportunity we have to contribute to sustainable development, we assumed with responsibility, creating Mundo Verde, a platform that allows us to offer products designed to support our customers in the care and protection of the environment.

Coverage

For individual clients, micro, small and large companies throughout Chile.

Contribution to the SDGs:



Evaluation

- 6,554 people have invested in Fondo Mutuo Verde, for a total of MM\$12,855.
- 1,083 Ecoviviendas loans, for a total of MM\$57,473.
- 125 loans for renewable energies, for a total of MM\$24,237.
- 23 loans for electromobility, for a total of MM\$867 million.
- 16 loans for irrigation works, in the amount of MM\$856 million.
- 13 loans for B Corporations, for a total of MM\$1,199.
- 1 circular economy loan, for a total amount of MM\$3,400.

**Material Subject:
Worker Management and
Development**

Subject description

Seek to attract and retain the best talent and develop them according to the needs of the industry.

Why it is relevant

Our Bank has a strong commitment with our employees, since they are the cornerstone to achieve our mission as a public institution at the service of all Chileans. The attraction, development and retention of talent is part of our strategic objectives, and to achieve them we have a wide range of training programs that allow us to strengthen the competencies, skills and strategic knowledge of our teams, in addition to promoting their growth and professional projection. Likewise, we are highly committed to respecting fundamental rights, ensuring decent working conditions and dialogue as a basis for relations with our unions.

How it is addressed

The Human Resources Department implements actions aimed at ensuring fairness in the selection processes, generating decent working conditions, providing benefits and implementing initiatives that promote commitment and a good working environment. We also have tools for training, thus allowing our employees to grow and improve their performance, which is evaluated on an annual basis. In addition, we have a labor agenda, which allows us to ensure a close and fluid dialogue with our unions.

Coverage

All employees of the Corporation.

Contribution to the SDGs:



Evaluation

- 3,129 new hires.
- 90% of workers trained.
- 85% of women trained.
- \$2,470 million in total investment in training.
- 98.7% of workers evaluated.

**Material Subject:
Climate change
strategy**

Subject description

Adaptation and mitigation actions to be taken by BancoEstado in its operational and commercial processes in the face of climate change.

Why it is relevant

At BancoEstado we assume with responsibility our role, as a financial institution, in the mitigation of climate change. Over the years we have been designing and implementing policies, financial products, alliances and initiatives that seek to make a contribution from the financial sphere and our operations to fulfill this task. and our operations to fulfill this task. In 2021 we took a great leap forward in this area, joining the important Race to Zero initiative, with which we are committed not only to reducing emissions from our operations, but also from our client portfolio.

How it is addressed

Through our Climate Change and Environmental Management Policy we materialize the commitment of BancoEstado and its subsidiaries to implement concrete actions for the reduction and mitigation of climate change, challenging ourselves to develop actions around operational eco-efficiency, to become carbon neutral in our operations by 2030, to generate products that encourage our customers to be carbon neutral and thus our portfolio meets this goal by 2050, and to evaluate the social and environmental risks of our operations, in order to mitigate them and generate action plans around them.

Coverage

BancoEstado Corporation's internal and external operations.

Contribution to the SDGs:



Evaluation

- 38,800 MWh of non-renewable energy consumption.
- 92.7 MWh of renewable energy consumption.
- 2,302 tons of waste generated.
- 101.5 tons of waste recovered.
- 2,200.5 tons of waste disposed of.
- 0.3188209 MMm3 of water consumption.
- 2,306 tons of CO2 eq. of direct emissions.
- 16,361 tons of CO2 eq. of indirect emissions.

5. GRI Index

(102-55)

General Contents

Gri Standard	Content	Page/Comment
102 Organization Profile	102-1 Name of the organization	Back cover Integrated Report
	102-2 Activities, brands, products and services	18 Integrated Report 110-134 Integrated Report
	102-3 Location of headquarters	Back cover Integrated Report
	102-4 Location of operations	14 Integrated Report 110-124 Integrated Report
	102-5 Ownership and legal form	34
	102-6 Markets served	110-124 Integrated Report
	102-7 Size of the organization	12 Integrated Report 110-124 Integrated Report
	102-8 Information about employees and other workers	190 Integrated Report
	102-9 Supply chain	74 Integrated Report
	102-10 Significant changes in the organization and its supply chain.	12-14 Integrated Report
	102-11 Precautionary principle or approach	170 Integrated Report
	102-12 External initiatives	30 Integrated Report
	102-13 Membership in associations	30 Integrated Report
102 Strategy	102-14 Statement from senior executives responsible for decision making	06 Integrated Report
	102-15 Main impacts, risks and opportunities	58-68 Integrated Report
102 Ethics And Integrity	102-16 Values, principles, standards and rules of conduct	24; 48 - 50 Integrated Report
	102-17 Advisory Mechanisms and Ethical Concerns	52 Integrated Report
102 Governance	102-18 Corporate Governance Structure	34-42 Integrated Report 4 - 6 Annexes
	102- 22 Composition of the highest governance body and its committees	34-42 Integrated Report 4 - 6 Annexes
	102-23 Chairman of the highest governing body	36 Integrated Report 4 Annexes

Gri Standard	Content	Page/Comment
102 Stakeholder Engagement	102-40 List of stakeholders	48 Annexes
	102-41 Collective bargaining agreements	210 Integrated Report
	102-42 Identification and selection of stakeholders	48 Annexes
	102-43 Approach to Stakeholder Engagement	48 Annexes
	102-44 Key subjects and concerns mentioned	48 Annexes
	102-45 Entities included in the consolidated financial statements	48 Annexes
	102-46 Definition of the contents of the reports and the coverage of the subject matter	46; 48 Annexes
	102.47 List of material subjects	46 Annexes
	102-48 Restatement of information	It is reported throughout the Integrated Report o Annexes when necessary.
	102-49 Changes in reporting	No methodological changes.
102 Reporting Practices	102-50 Reporting period	46 Annexes
	102-51 Date of last report	2020
	102-52 Reporting cycle	Annual
	102-53 Contact point for questions about reporting against the GRI Standards	Back cover Integrated Report
	102-54 Statement on the preparation of the report in accordance with the GRI Standards	46 Annexes
	102.55 GRI Table of Contents	60 Annexes
	102-56 External verification	It was not verified externally.

Material Subjects

Gri Standard	Content	Page/Comment
103 Management Approach	103-1 Explanation of the material subject and its coverage	50-58 Annexes
	103-2 Management approach and its components	50-58 Annexes
	103-2 Evaluation of the management approach	50-58 Annexes
201 Economic Performance 2016	201-1 Direct economic value generated and distributed	94 Integrated Report
	201-2 Financial implications and other risks and opportunities arising from climate change	68 Integrated Report 44 Annexes
202 Market Presence 2016	202-1 Ratio of standard entry level wage by gender to local minimum wage	202 Integrated Report
205 Anti-Corruption 2016	205-2 Communication and training on anti-corruption policies and procedures	54 Integrated Report
	205-3 Confirmed cases of corruption and measures taken	52 Integrated Report
206 Fair Competition 2016	206-1 Legal actions related to unfair competition, monopolistic practices and anti-competitive practices.	10 Annexes
302 Energy 2016	302-1 Energy consumption within the organization	38 Annexes
303 Water and Effluents 2018	303-5 Water consumption	40 Annexes
306 Effluents and Waste 2020	306-3 Waste generated	38 Annexes
	306-4 Waste diverted from disposal	38 Annexes
	306-5 Waste for disposal	38 Annexes
305 Emissions 2016	305-1 Direct GHG emissions (Scope 1)	38 Annexes
	305-2 Indirect GHG emissions from energy generation (Scope 2)	38 Annexes
	305-3 Other indirect GHG emissions (scope 3)	38 Annexes

Gri Standard	Content	Page/Comment
401 Employment 2016	401-1 New employee hires and staff turnover	12 Annexes
	401-2 Benefits for full-time employees not provided to part-time or temporary employees	14-18 Annexes
403 Occupational Health and Safety 2018	403-1 Occupational health and safety management system	204 Integrated Report
	403-2 Hazard identification, risk assessment and incident investigation	204 Integrated Report
	403-3 Occupational health services	204 Integrated Report
	403-4 Worker involvement, consultation and communication on occupational health and safety	204 Integrated Report
	403-5 Occupational health and safety training for workers	204 Integrated Report
	403-6 Promotion of workers' health	204 - 206 Integrated Report 16 Annexes
	403-8 Workers covered by an occupational health and safety management system	204 Integrated Report
	403-9 Work-related injuries	30 Annexes
	403-10 Occupational diseases and illnesses	30 Annexes
	404 Training and Education 2016	404-1 Average hours of training per year per employee
404-2 Employee upskilling programs and transition assistance programs		196 Integrated Report Annexes
404-3 Percentage of employees receiving regular performance and professional development evaluations.		200 Integrated Report
405 Diversity and Equal Opportunity	405-1 Diversity in governing bodies and employees	194 Integrated Report
414 Social Evaluation of Providers 2016	414-1 New suppliers that have passed selection filters according to social criteria.	74 Integrated Report
	414-2 Negative social impacts on the supply chain and actions taken	74 Integrated Report
418 Customer Privacy 2016	418-1 Substantiated complaints regarding breaches of customer privacy and loss of customer data	56 Integrated Report

Gri Standard	Content	Page/Comment
Recognition Own Indicator	BE1-1 Recognitions	28 Integrated Report
Cybersecurity Own Indicator	BE2-1 Incidents related to Cybersecurity	62-64 Integrated Report
	BE2-2 Cybersecurity actions and developments	62-64 Integrated Report
Ethical Management Own Indicator	BE3-1 No. of complaints of sexual and workplace harassment	50 Annexes
	BE3-2 No. of ethical complaints	52 Integrated Report
	BE3-3 Training on ethics issues	54 Integrated Report
Public Policy Own Indicator	BE5-1 No. and amount of bonuses and subsidies provided to support public policies	170 Integrated Report
Climate Change Own Indicator	BE6-1 Climate change strategy	174-180 Integrated Report 40 Annexes
	BE6-2 Green financial products	174-180 Integrated Report 40 Annexes
Customer Satisfaction Own Indicator	BE7-1 Customer satisfaction	146 Integrated Report
Labor Relations Own Indicator	BE8-1 No. of unions	211 Integrated Report
	BE8-2 % of unions	211 Integrated Report
Political Influence Own Indicator	BE10-1 Political influence	12 Annexes
Social Investment Own Indicator	BE10-1 Inversión social	186 Integrated Report

