



**BancoEstado**<sup>®</sup>



**CORPORATE  
SUSTAINABILIT  
Y POLICY**

“ We exist so that Chile is a more inclusive, equitable country with opportunities that reach all.”

BancoEstado Mission.

Since its creation, BancoEstado has maintained an active and decisive participation in both social and economic Chilean development, responds to its legal mandate which is "favoring the development of national economic activities", established by its Organic Law in 1977 (Decree Law No. 2,079).

BancoEstado maintains a faithful commitment with the country's development and with the social and financial inclusion of all its inhabitants in their daily work. Commitment that today needs to be sustained and reinforced through the present "Corporate Sustainability Policy", which integrates the necessary dimensions to address those matters that account the new current world's challenges: human rights, honest and transparent behaviors, non-discrimination, inclusion, environmental commitment, among others. Likewise, the collaborative work with those groups of people and institutions that, directly and indirectly, relate to BancoEstado in the development of their activities.

Just as the institution seeks to have an efficient and profitable operation that makes it financially sustainable and enhances its contribution to the country, it also contemplates carrying out its activities in a socially and environmentally responsible manner. To maximize this contribution, BancoEstado strives to incorporate into its decisions those social and environmental dimensions that complement the economic analysis and to account for the actual and potential impacts that such decisions or actions may cause.

BancoEstado adheres to the principles of sustainability that account for the commitments we have assumed as an institution and that strengthen our actions in society.

As a public company committed to the issues that the State has defined as strategic to advance economic, social, environmental and governance issues that involve society as a whole, we adhere to the Sustainable Development Goals promoted by the United Nations, working on reaching the proposed goals in a series of objectives defined from the promotion of concrete actions.



# Sustainable Development and Corporate Sustainability



Through our Corporate Sustainability Policy we seek to enhance our historical contribution to the development of the country and social inclusion, through responsible action that integrates the economic, social and environmental contribution in our policies, processes and financial products.



## Policy Objective

The Corporate Sustainability Policy of BancoEstado includes the basic principles that determine a responsible, integral and transparent action, taking care of everyone's heritage and ensuring its sustainability and reputation..



## Area of Application

This Policy applies to all BancoEstado employees, as well as to Subsidiary companies, in accordance with the provisions of the document "Supervision of Subsidiary Companies of BancoEstado". In the same way, its knowledge and application will be promoted in all the interest groups of the entity.



# SUPPORTING AND COMPLEMENTARY INSTRUMENTS TO THE POLICY

BancoEstado develops its Corporate Sustainability Policy taking into consideration the Principles of the United Nations Global Compact, the United Nations Guiding Principles on Business and Human Rights, the Guidelines of the Organization for Economic Co-operation and Development (OECD), the NCh-ISO standards No. 26,000 and the Global Reporting Initiative (GRI), among other internationally recognized regulatory frameworks.

Likewise, this Policy is complemented through a series of rules and policies that make BancoEstado's commitments tangible with responsible action, including:



ETHICS MANUAL



CODE OF CONDUCT IN  
THE SECURITY MARKET

CRIME PREVENTION  
MANUAL - CRIMINAL  
LIABILITY OF LEGAL  
ENTITIES LAW



POLICY FOR  
POLITICALLY EXPOSED  
PERSONS  
RELATIONSHIPS (PEP)



POLICY FOR  
PREVENTION OF  
MONEY  
LAUNDERING AND  
TERRORIST  
FINANCING



MANUAL FOR GOOD  
PRACTICES AND  
PROMOTION OF FREE  
COMPETITION FOR  
BANCOESTADO AND ITS  
SUBSIDIARY AND SUPPORT  
COMPANIES



HUMAN  
RESOURCES  
POLICY



REGULATION  
OF ORDER,  
HYGIENE AND  
SAFETY



PURCHASE POLICY FOR  
GOODS AND SERVICES AND  
PROCEDURES MANUAL FOR  
GOODS AND SERVICES  
PROCUREMENT



COMPREHENSIVE  
POLICY FOR  
OPERATIONAL AND  
TECHNOLOGICAL  
RISK MANAGEMENT



# GENERAL PRINCIPLES OF THE POLICY

The strategy and action of BancoEstado in matters of Corporate Sustainability is based on principles that will be promoted and monitored by its Corporate Governance bodies, which correspond to:

## 1 RESPECT FOR HUMAN RIGHTS

Promote and respect Human Rights under the guidance of the Universal Declaration of Human Rights, the Guiding Principles of the United Nations on Business and Human Rights and other frameworks internationally recognized and adopted by the State of Chile.

BancoEstado prohibits all harassment, abuse or inappropriate treatment, and any type of discrimination in all areas of action, respect to workers, customers, potential customers, suppliers, contractors, or any person who interacts with the Bank.

## 2 LEGISLATION COMPLIANCE

Comply with current legislation and favor free competition practices, as well as regularly review and strengthen its Corporate Governance practices.

## 3 TRANSPARENCY AND INFORMATION

Promote transparency through the establishment of sufficient communication channels to disseminate in a clear and concise manner the information that impacts society.

## 4 PREVENTION OF ILLICIT BEHAVIOR

Establish the necessary measures to prevent and avoid that BancoEstado's products and services being used for the practice of illicit behavior, such as the financing of terrorism, money laundering and fraud; additionally, and with this same objective, actively collaborate with regulators.

## 5 RISK MANAGEMENT

Prudently manage financial and non-financial risks through supervisory mechanisms included in the Corporate Risk Map.

## 6 COMPLAINTS DUE PROCESS

Maintain available to workers, suppliers, customers, community and any interested party, a channel that allows to report behaviors that do not comply with the provided standards by the current legislation or in the codes of conduct established by the Bank.

## 7 INTEGRATION OF SOCIAL AND ENVIRONMENTAL CRITERIA

Promote the social and environmental criteria integration in the Bank's decision-making process through all its processes and throughout the complete value chain.



# COMMITMENTS WITH OUR MAIN INTEREST GROUPS

According with national and international standards in Corporate Sustainability matters, a stakeholder group or interested parties are understood as any human group that may be affected or affect the decisions, policies and in general the performance of BancoEstado. In response to this, BancoEstado is related to these groups based on the principles stated above, as follows:



## CLIENTS

Our clients are the central axis of what we do, we work for their full integration into the financial system and through this, they can develop their economic activities. Today we want to continue innovating and that our products facilitate the economic empowerment of women and the active incorporation of different groups, such as ethnic groups, migrants, people with disabilities and older adults. Likewise, we seek that at all our points of contact; customers feel they are served by a bank with a marked social role.





In this regard, BancoEstado is committed to:

☑ **Promote the financial inclusion** of all people and organizations, through the access and availability of products, services and assistance modalities aimed at improving the life quality of all the country's inhabitants.

☑ **Incorporate the principle of accessibility and universal design** so that our products, services, channels and forms of attention can be used fully, autonomously and on equal terms for everybody; in particular by minority groups, such as people with disabilities, senior citizens, native peoples, among others.

☑ **Contribute with financial and non-financial products** to face the barriers that limit the incorporation of women to work and their economic empowerment.

☑ **Prioritize the development of simple**, close and easy to operate financial products and services.

☑ **Maintain adequate operational security standards** and promote practices that maximize their products and services security.

☑ **Ensure the continuity of our clients' services**, especially in case of any kind of a contingent event.

☑ **Promote the advisory and information delivery** about the attributes of the Bank's financial products and services, seeking a greater degree of knowledge about them, for informed and independent decision-making and responsible indebtedness.

☑ **Ensure that collections and financial normalization of clients** are carrying out in an ethical and transparent framework, applying appropriate and timely collections, and facilitating the means to access to solutions within the legal framework, for clients and other creditors.

☑ **Promote the consumer rights' protection**, through clarity in the contracts clauses and in the products and services pricing.

☑ **Guarantee responsible publicity practices** in order to avoid stereotypes of gender, race, sexual identity, or others that affects the people's dignity.

☑ **Protect the customer data privacy and confidentiality.**

☑ **Provide the available means to receive suggestions, complaints and denunciations** trying to resolve them in reasonable minimum times and incorporating this learning in the continuous processes improvement.

☑ **Maintain an active dialogue** with customers.



# WORKERS

We fulfill our mission with our workers' commitment, so we promote dignified and inclusive work environments, promoting professional, technical and human excellence, and seeking that our workers can relieve in their daily work the value of our role in society. In addition, as the bank of everybody and for everybody, we seek to be a reflection of Chile in each moment, promoting, among others, gender equity, diversity and inclusion.

In response to the objectives described above, BancoEstado is committed to:

☑ **Respect the labor rights** recognized in national legislation and international agreements.

☑ **Generate decent, safe, and positive working conditions** that promote occupational health, personal well-being and the balance between work and family.

☑ **Promote development opportunities** for all workers, through training alternatives and territorial mobility that promote the people's development and their skills.

☑ **Avoid any situation that affects the people's dignity**, ensuring that there is no discriminatory activity because of race, sex, gender identity, ethnic origin, religion, creed, political affinity, unionization or participation in trade associations, nationality, citizenship, language, personal appearance, illness or disability, age, marital status or socioeconomic status.

☑ **Foment and promote diversity and inclusion in the Bank**, not only for our respect and human rights protection, but also because it adds value to the service we provide to our clients by constituting us as a Bank of everybody and for everybody.

☑ **Integrate the gender equality and empowerment perspective**, taking into account the Principles for the Women's Empowerment by United Nations.

☑ **Promote positive labor relationships based on listening** dialogue, participation and collaboration as a central path towards for our mission achievement.



# COMMUNITY

We want to participate actively in the communities where we are present, becoming a relevant player in each locality and working together with other State entities, to support the deployment of public policies that enhance their economic and social development, with an active role in the integration of cities, communes and localities.

Considering this objective, BancoEstado is committed to:

☑ **Promote territorial integration**, especially in the most remote or least developed areas, granting them coverage and availability, through different attention channels.

☑ **Actively participate in the community where we are present**, mainly in locations where we are the only Bank, with an integrating role, contributing to the social fabric construction, together with civil society organizations and State institutions and agencies.

☑ **Contribute to the decentralization objective** and through it to the local development and promotion.

☑ **Strengthen different interaction areas with the State administration** to improve its offer and facilitate the deployment of public policies.

☑ **React urgently to contingencies and natural disasters, avoiding breaking the payments chain.**

☑ **Encourage the community financial and digital education**, , generating more opportunities..



# SUPPLIERS

Our suppliers are also part of our value chain. We seek to interact with them proactively to boost their growth in both regions and local communities, as in large cities, and to share good sustainability practices.

Under this premise, BancoEstado is committed to:

☑ **Guarantee transparency in procurement** through robust purchasing processes and with special care to avoid interest conflicts and promote competition freedom.

☑ **Work with those suppliers that respect human rights**, reject child labor, unsafe, forced or compulsory adolescent work; that grant decent working conditions and apply fair and transparent practices in the exercise of their activity; incorporating as a Bank the mechanisms that allow to demonstrate this compliance.

☑ **Promote sustainable purchases** that keep an adequate balance between the social, economic and environmental aspects of contracts that Bank makes.

☑ **Use selection** criteria that, in equal conditions, favor socially responsible suppliers..

☑ **Establish constructive dialogue practices** that allow knowing the conditions and demands that the Bank is applying and share responsible practices.



# ENVIROMENT

We also seek to identify our main impacts on the environment and establish ways to mitigate them. Likewise, we promote environmental care behaviors in our workers and suppliers. In addition, to incorporate this vision into our business, we want to generate green financial products and integrate these factors into our risk analyzes.

With this objective, BancoEstado is committed to:

- ☑ **Mitigate its own environmental impacts** through the adaptation, generation and operation of its infrastructure, headquarters and branches.
- ☑ **Prioritize the deployment of programs with the greatest impact** in reducing our carbon footprint, especially regarding energy efficiency.
- ☑ **Promote responsible behavior** with the environment throughout our value chain.
- ☑ **Promote and evaluate the adoption of measures by our suppliers** to mitigate their environmental impact, establishing minimum responsibility requirements for those who develop activities within the Bank's facilities.
- ☑ **Strengthen the relationship with State institutions and agencies** for the environmental public policies deployment.
- ☑ **Generate massive and accessible "green" financial products**, especially to promote the use of renewable energies and energy efficiency in all customer segments, seeking to generate the greatest economic, environmental and social value to our society.
- ☑ **Gradually integrate the analysis of environmental and social risks** enin client projects financing..

# FOLLOW-UP AND SUPERVISION OF CORPORATE SUSTAINABILITY PRACTICES

The Executive Committee will supervise the Policy application and will promote the establishment of a Corporate Sustainability culture.

Likewise, BancoEstado will have a Corporate Sustainability Committee to implement the assumed commitments, establish management measures and facilitate decision-making.



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