

**Banco de Chile:**  
**ESG Supporting Document DJSI 2023**  
**(FY 2022)**

**1.2.1 Board Independence:**

Banco de Chile complies with requirements for independent directors in accordance with Chilean law (Article 50 Bis of Law N° 18.046). In addition, since a certain percentage of Banco de Chile's shares are traded on the New York Stock Exchange through American Depositary Shares (ADS), the independent directors of Banco de Chile who are members of the Audit Committee also meet independence standards required by the regulation of said stock exchange. Banco de Chile has made available publicly on its website the independence statements of its independent directors.

Target share of independent directors:

Law 18,046 on corporations establishes, in its article 50 bis, the obligation to designate at least one independent director on the board of public stock companies (*sociedades anónimas abiertas*) whose assets meet certain parameters indicated in the same regulation. Banco de Chile goes beyond the one independent director required by Chilean Law since its board of directors include two Independent Directors (Mrs. Ana Holuigue and Mr. Jaime Estévez) and one Alternate Independent Director (Mr. Paul Fürst).

**1.2.6 Board Effectiveness:**

Board Attendance:

Directors must attend all Board meetings unless they are unable to do so for justified reasons. The Board of Directors evaluates the reasons invoked by any of its members, granting the corresponding leaves of absence in accordance with banking regulations.

Average board meeting attendance: 81%

Other board mandates:

Directors are expected to commit the amount of time necessary to fulfill their obligations on the Board but are not restricted to a maximum number of mandates.

Board member (2022)	Type of Director	Other Mandates
Sr. Pablo Granifo		4
Sr. Andrónico Luksic		6
Sr. Julio Figueroa		0
Sr. Raúl Anaya		0
Sr. Hernán Büchi		4
Sr. Andrés Ergas		0
Sr. Alfredo Ergas	Independent Director	0
Sr. Jaime Estévez	Independent Director	1

Sr. Samuel Libnic		1
Sr. Jean-Paul. Luksic		3
Sr. Francisco Pérez		6
Sr. Paul Fürst	Alternate Independent Director	1
Sra. Sandra Guazzotti	Alternate Director	0

#### Board evaluation:

The directors of Banco de Chile carry out an annual self-assessment.

#### Board Diversity:

In Chile, due to Law N° 18.046, shareholders of public limited companies are **fully responsible for proposing and appointing board members**. By law companies have no say in this selection process and therefore are unable to determine diversity criteria on their shareholders regarding Directors.

1.2.7 Average Tenure: 8

### 1.3 Materiality Analysis

During 2022, Banco de Chile undertook their first Double materiality assessment. The Materiality assessment results were signed off by the Sustainability committee and later verified by a third-party (Deloitte). After the exercise was completed the most material issues were then integrated in company's ERM process (i.e., Climate risks)

#### 1.5.4 Corruption & Bribery:

Banco de Chile does not make any kind of political contributions. Likewise, Banco de Chile does not make charitable contributions as a means of bribery and corruption. On the contrary, Banco de Chile has in place a Code of Conduct and several policies (approved by the Board of Directors) and procedures to prevent, avoid, forbid and penalize these conducts, which is mandatory and applies to the entire corporation, subsidiaries, directors, management and workforce. More information on our regulatory compliance, ethics and anti-corruption policies, procedures and training are available in our Annual Report for the year 2022.

#### 1.5.6 Code of Ethics:

There were 52 complaints or questions involving ethical issues in 2022. These were analyzed and assessed using various channels, and 36 of these cases were substantiated. The bank's regulations impose sanctions that may eventually lead to dismissal for conduct contrary to the Code of Conduct, the Internal Rules or other internal policies." /// Pg 65 "During this period no cases of corruption were confirmed and no disciplinary measures were taken" // Pg 131 "During the reporting period, Banco de Chile did not have any reported cases of discrimination. " // Pg 82 "Finally, no substantiated claims were received or identified during the year in relation to customer data leakage that was attributable to cybersecurity events.

Reporting on breaches	
Reporting on breaches	Number of breaches FY2022
Corruption or Bribery	0
Discrimination or Harassment	6
Customer Privacy Data	12
Conflicts of Interest	4
Money Laundering or Insider trading	0
Others	22

### 1.6 Policy influence:

	Currency	FY2019	FY2020	FY2021	FY2022
Lobbying, interest representation or similar	CLP	0	0	0	0
Local, regional or national political campaigns / organizations / candidates	CLP	0	0	0	0
Trade associations or tax-exempt groups (e.g. think tanks)	CLP	331,477,000	335,446,854	340,462,353	77.272.086
Local, regional or national political campaigns / organizations / candidates	CLP	0	0	0	0
Other (e.g. spending related to ballot measures or referendums)	CLP	0	0	0	0
Total contributions and other spending	CLP	331,477,000	335,446,854	340,462,353	77.272.086

Note: Contributions go down during 2022, as Banco de Chile did not contribute to the ABIF during 2022. In 2021, the contributions to the ABIF were their largest contribution. During 2021 the Bank contributed CHP \$256'536'829 to the Association of Banks and Financial Institutions (ABIF).

Name of organization	Description	Total amount paid in 2022 (CLP)
International Swaps and Derivatives Association	The International Swaps and Derivatives Association (ISDA) is a private trade organization whose members, mainly banks, transact in the OTC derivatives market. This association helps to improve the market for privately negotiated over-the-counter (OTC) derivatives by identifying and reducing risks in that market.	31,158,900
Acción Empresa	"We a non-profit organization, of business origin that for 22 years has been seeking to improve the lives of people and the planet through business sustainability in Chile. Since 1996, we have been the Chilean chapter of the World Business Council for Sustainable Development -	7,251,193

Name of organization	Description	Total amount paid in 2022 (CLP)
	WBCSD- a global association made up of more than 200 companies, which, through their CEOs, work exclusively to accelerate the sustainable development of the world through business. We are the largest non-union organization in Chile. Purpose: To improve the lives of people and the planet through business sustainability."	
Global Compact	The UN Global Compact is the world's largest corporate sustainability initiative. The organization solicits commitments to specific sustainability and social responsibility goals from CEOs and highest-level executives, and in turn offers training, peer-networks, and a functional framework for responsibility. The UN Global Compact is not a regulatory instrument, but rather a forum for discussion and a network for communication including governments, companies and labour organizations, whose actions it seeks to influence, and civil society organizations, representing its stakeholders.	5,8867,47

We had three large contributions. The contributions cannot be broken down to one specific issue or topic, as we participate in these Associations specifically to contribute to all the important issues and topics currently of interest in the Banking Industry and the country.

### 1.8 Cybersecurity:

Banco de Chile has an information security and cybersecurity policy which is updated annually. The policy is available on the bank's intranet and at the disposal of the corporation's employees. This policy is known and approved by the board of directors.

#### Information security breaches

	Quantity
Total number of information security breaches	0
Total number of clients, customers and employees affected by the breaches	0

### 2.1.1 Direct Greenhouse Gas Emissions (Scope 1):

Direct GHG (Scope 1)	Unit	FY2019	FY2020	FY2021	FY2022	FY2022 target
Total direct GHG emissions (Scope 1)	Metric tonnes CO2 equivalents	1'707	1'211	1'326	1'248	923
Data coverage (as % of denominator)	Percentage of surface area of offices and branches	96	94	100	100	

### 2.1.2 Indirect Greenhouse Gas Emissions (Scope 2):

Indirect GHG (Scope 2)	Unit	FY2019	FY2020	FY2021	FY2022	FY2022 target
Location-based	Metric tonnes CO2 equivalents	14'643	13'088	12'290	9'143	No target
Data coverage (as % of denominator)	Percentage of surface area of offices and branches	96	94	100	100	
Market-based	Metric tonnes CO2 equivalents	14'476	12'938	0	0	0
Data coverage (as % of denominator)	Percentage of surface area of offices and branches	96	94	100	100	

Given that Banco de Chile has a commitment to 100% purchase of renewable energy from 2021, Scope 2 has already reached 0 tCO<sub>2</sub>e. Although in 2022 Annual Report, the 2023 goal was presented to maintain that value at 0 tCO<sub>2</sub>e, it should be interpreted for 2022 that goal also corresponds to 0 tCO<sub>2</sub>e, which was achieved.

### 2.1.3 Indirect Greenhouse Gas Emissions (Scope 3):

Indirect GHG (Scope 3)	Unit	FY2019	FY2020	FY2021	FY2022	FY2022 target
Total indirect GHG emissions (Scope 3)	Metric tonnes CO2 equivalents	56'400	38'302	36'718	34'755	No target

It is noted that no target was defined for Scope 2 and 3 for 2022. Currently, Banco de Chile's Direct Impact Table is defining their goals for 2023-2030 period.

Scope 3 Category	Emissions in the reporting year (Metric tons CO <sub>2</sub> e)	Emissions calculation methodology and exclusions
1. Purchased Goods and Services	368	This category considers office supplies and bank cards (pg. 456 - 2022 Annual Report)
2. Capital Goods	0	-

Scope 3 Category	Emissions in the reporting year (Metric tons CO2e)	Emissions calculation methodology and exclusions
3. Fuel-and-energy-related-activities (not included in Scope 1 and 2)	155	This category considers fuel manufacture under scope 1 (pg. 456 - 2022 Annual Report)
4. Upstream transportation and distribution	2'189	This category considers armored transportation services and courier transportation services (pg. 456 - 2022 Annual Report)
5. Waste generated in operations	701	This category considers waste and recycling (pg. 457 - 2022 Annual Report)
6. Business travel	480	This category considers business trips (pg. 457 - 2022 Annual Report)
7. Employee commuting	7'091	This category considers employee commuting (pg. 457 - 2022 Annual Report)
8. Upstream leased assets	3'253	This category considers external data center services (pg. 456 - 2022 Annual Report)
9. Downstream transportation and distribution	18'548	This category considers customer trips to visit bank offices (pg. 457 - 2022 Annual Report)
10. Processing of sold products	0	-
11. Use of sold products	0	-
12. End of life treatment of sold products	0	-
13. Downstream leased assets	0	-
14. Franchises	0	-
15. Investments	0	-
Other upstream	0	-
Other downstream	1'970	This category considers other ways to access to bank system, as island and third-party ATMs and websites (pg. 457 - 2022 Annual Report)

For every scope 3 category, GHG emissions were obtained by multiplying activity data by documented emission factors, according to GHG Protocol guidelines. Includes CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O, SF<sub>6</sub>, NF<sub>3</sub>, HFC and PFC emissions.

Global warming potentials from the IPCC's Sixth Assessment Report (AR6) are used for direct emissions; and factors published directly by DEFRA/Ministry of Energy for indirect emissions.

### 2.2.1 Energy Consumption:

Total energy consumption	Unit	FY2019	FY2020	FY2021	FY2022	FY2022 target
Total non-renewable energy consumption	MWh	38'100	34'300	2'400	2'500	2'536
Total renewable energy consumption	MWh	0	0	29'000	30'000	
Data coverage (as % of denominator)	Percentage of surface area of offices and branches	96	94	100	100	

The goal reported in the 2022 Annual Report was to consume less than 34'300 MWh. This goal was defined given the higher consumption expected as a post-pandemic recovery. By making a proportion of the goal by type of energy (renewable and non-renewable energy), FY 2022 target is 2'536 MWh.

### 2.3.1 Waste Disposal:

Waste disposal	Unit	FY2019	FY2020	FY2021	FY2022	FY2022 target
<b>Total waste recycled/reused</b>	Metric tonnes	141	92	123	112	
<b>Total waste disposed</b>	Metric tonnes	1'913	1'394	1'512	1'565	No target
- Waste landfilled	Metric tonnes	1'913	1'394	1'512	1'565	
- Waste incinerated with energy recovery	Metric tonnes	0	0	0	0	
- Waste incinerated without energy recovery	Metric tonnes	0	0	0	0	
- Waste otherwise disposed	Metric tonnes	0	0	0	0	
- Waste with unknown disposal method	Metric tonnes	0	0	0	0	
Data coverage (as % of denominator)	Percentage of surface area of offices and branches	96	94	100	100	

#### 2.4.1 Water Use:

Water consumption	Unit	FY2019	FY2020	FY2021	FY2022	FY2022 target
Total water use	Million cubic meters	0.272	0.252	0.257	0.224	0.258
Data coverage (as % of denominator)	Percentage of surface area of offices and branches	96	94	100	100	

#### 2.5.2 TCFD Disclosure:

We are committed to integrating TCFD, but we do not yet report on any of the requirements. We plan to disclose on the requirements by year 2024

#### 2.5.3 Climate-Related Management Incentives:

Risks	Type of incentive	Incentivized KPIs	KPI description
Wholesale Credit Risk Division Manager	Monetary	15%	Sustainability and commitment to Chile - Return on average capital and reserves*: Top 1 - Corporate reputation: Top 3
Management, Financial Control and Productivity Division Manager	Monetary	15%	Sustainability and commitment to Chile - Return on average capital and reserves*: Top 1 - Corporate reputation: Top 3
People and Organization Division Manager	Monetary	20%	Sustainability and commitment to Chile - Return on average capital and reserves*: Top 1 - Corporate reputation: Top 3

\*Among main peers.

**Sustainability and Commitment to Chile:** “We are committed to the development of the country and the progress of people by helping to improve their quality of life without compromising the well-being of next generations, promoting economic growth with environmental care and providing equal opportunities”.

## 2.5.4 Climate Change Strategy:

### PHYSICAL RISKS

Risks	Description	Activity/Process	Main impact	Direct/Indirect	Time horizon	Probability	Magnitude
Sea level rise	Need to move branches located in coastal areas	Chronic	Costs	Direct	> 5 years	Very likely	Unknown
Extreme weather event	Destruction of properties due to floods, hurricanes, tidal waves, heat waves, fires	Acute	Assets	Indirect – Clients	1 – 5 years	Unlikely	High
Extreme weather event	Destruction of buildings due to floods, hurricanes, tidal waves, heat waves, fires	Acute	Assets	Direct	1 – 5 years	Very unlikely	High
Changes in rainfall	Losses in the agricultural/energy sector due to effects of drought	Chronic	Assets	Indirect - Clients	1 – 5 years	Very likely	Medium
Increase in temperatures	Increased use of air conditioning	Chronic	Costs	Direct	1 – 5 years	Very likely	Low
Changes in rainfall	Decrease in rainfall in some areas and increase in others	Chronic	Active	Direct	> 5 years	Very likely	Low

### TRANSITION RISKS

Risks	Description	Activity/Process	Main impact	Direct/Indirect	Time horizon	Probability	Magnitude
Increase in the carbon tax	Increases the purchase price of fuels and electricity	Legal / Political	Costs	Indirect - Clients	1 – 5 years	Very likely	Unknown

Risks	Description	Activity/Process	Main impact	Direct/Indirect	Time horizon	Probability	Magnitude
Negative perception of stakeholders	Investors dissatisfied due to poor bank policies and communication	Reputation	Access to financing	Direct	1 – 5 years	Medium	High
Market uncertainty	Poorly assessed risk by not considering climatic variables and failed investment	Market	Asset	Indirect - Clients	1 – 5 years	Medium	High
Changes in consumer behavior	Low demand because consumers stop requiring bank products and services	Market	Income	Indirect - Clients	1 – 5 years	Unlikely	High
Changes in consumer preferences	Preference for competition due to a friendlier perception of climate change	Reputation	Income	Indirect - Clients	1 – 5 years	Unlikely	High
Legal non-compliance (exposure to litigation)	Non-compliance with new environmental regulations and/or litigation related to GHG emissions	Legal / Political	Costs	Direct	1 – 5 years	Medium	Medium-high
Obligation of products and services	Legal imposition to implement certain products/services or to withdraw some current ones	Legal / Political	Costs	Direct	1 – 5 years	Medium	Medium
Legal non-compliance (exposure to litigation)	Non-compliance with new environmental regulations and/or litigation related to GHG emissions	Legal / Political	Costs	Direct	1 – 5 years	Medium	Medium-high

Risks	Description	Activity/Process	Main impact	Direct/Indirect	Time horizon	Probability	Magnitude
Stigmatization of the sector	Negative perception of the banking sector	Reputation	Income	Direct	1 – 5 years	Unlikely	Medium
Increase in the carbon tax	Increases the purchase price of fuel and electricity	Legal / Political	Costs	Direct	1 – 5 years	Very likely	Low
Reporting obligations	Increase human resources and consultancy costs to respond to third parties (DJSI, NCG and more)	Legal / Political	Costs	Direct	1 – 5 years	Very likely	Low
Substitute for existing products/services	Cost of early replacement of implemented technologies	Technology	Costs	Direct	> 5 years	Very unlikely	Low
Failed investment in new technology	R+D+i cost to innovate new processes and technologies	Technology	Costs	Direct	> 5 years	Very unlikely	Low
Increase in the cost of raw materials	Increase in the cost of electricity, fuels, and raw materials	Market	Costs	Indirect - Supply Chain	1 – 5 years	Very likely	Low
Legal non-compliance (exposure to litigation)	Non-compliance with new environmental regulations and/or litigation related to GHG emissions	Legal / Political	Costs	Indirect - Supply chain	1 – 5 years	Medium	Low
Obligation of products and services	Legal imposition to implement certain products/services or to withdraw some current ones	Legal / Political	Costs	Indirect - Supply chain	1 – 5 years	Medium	Low

## OPPORTUNITIES

Opportunities	Description	Activity/Process	Main impact	Direct/Indirect	Time horizon	Probability	Magnitude
Access to new assets and locations that need insurance coverage	Increased diversification of financial assets (green bonds, insurance)	Market	Asset	Direct	1- 5 years	Likely	High
Efficient buildings	Reduction of operating costs (energy, water, others) and better internal reputation among workers (less turnover)	Eco-efficiency	Costs	Direct	1- 5 years	Likely	Medium-high
Develop/expand low-carbon products	Meet emerging demand for climate-conscious products	Products and services	Income	Direct	1- 5 years	Likely	Medium-high
Develop/expand insurance and climate adaptation solutions	Meet emerging demand for products to mitigate emissions and adapt to climate change	Products and services	Income	Direct	< 1 year	Very likely	Medium-high
Access new markets	Increased income in new markets (alliance with government, others); Greater diversification of financial assets (green bonds)	Market	Income	Direct	1- 5 years	Likely	Medium-high
Participation in the carbon market	Reputational benefits and increase in available capital	Energy	Access to financing	Direct	1- 5 years	Medium	Medium

Opportunities	Description	Activity/Process	Main impact	Direct/Indirect	Time horizon	Probability	Magnitude
Develop/expand other products through R+D+i	Better preparation and competitiveness when changes in consumer preferences occur	Products and services	Income	Direct	1- 5 years	Medium	Medium-high
Renewable energies and energy efficiency	Ensure operational continuity in the face of energy shortages (fossil removal, hydroelectric plants)	Resilience	Assets	Direct	> 5 years	Likely	Medium-high
Substitution and reduction of inputs used in the operation	Ensure operational continuity in the face of legal impositions on the inputs used; best reputation	Resilience	Assets	Direct	> 5 years	Likely	Medium-high
Waste recycling	Reduction of operational costs and better internal/external reputation	Eco-efficiency	Costs	Direct	1- 5 years	Very likely	Medium-low
Energy low in emissions and/or self-generated	Cost reduction (future increase in carbon price) and better reputation	Energy	Costs	Direct	1- 5 years	Likely	Medium-low
Take advantage of public sector incentives in transition to a low carbon economy	Take advantage of opportunities and access financing	Market	Access to financing	Direct	1- 5 years	Very likely	Medium-high

Opportunities	Description	Activity/Process	Main impact	Direct/Indirect	Time horizon	Probability	Magnitude
Use of new technologies		Energy	Costs	Direct	> 5 years	Very likely	Low
Efficient transportation	Cost reduction and better reputation	Eco-efficiency	Costs	Direct	> 5 years	Likely	Low

### 2.5.7 Climate-related Scenario Analysis:

Information from 2.5.4 Climate Change Strategy was built with the aim of identifying, characterizing, and evaluating different inherent risks and opportunities caused because of climate change, currently and in the future. In addition, it allows the identification of cases where it is necessary to define operational control.

As a context, climate change could affect or be affecting the operations of companies. This analysis, based on TCFD and CDP guidelines, seeks to contribute to the identification of these aspects and categorize them according to importance.

This study was carried out by Proyectae in 2020 at the request of the Corporate Affairs and Sustainable Development Management of Banco de Chile.

### 2.5.9 Emissions Reduction Targets:

Scope covered by target	Target timeframe	Baseline year emissions covered and a % of total base year emissions	% reduction target from base year
Scope 1	Base year: 2019	Base year emissions: 1'707	20%
	Target year: 2023	Percentage of total base year emissions: 100%	
Scope 2	Base year: 2019	Base year emissions: 14'476	100%
	Target year: 2023	Percentage of total base year emissions: 100%	

The goal is to reach 1'323 tCO<sub>2</sub>e in 2023 for Scope 1 and to maintain 0 tCO<sub>2</sub>e in 2023 for Scope 2. In addition, we are working with the Direct Impact Board to define 2030 goals that will allow us to have a longer-term strategy.

### 3.1.3 Workforce Breakdown: Nationality

Nationality	Share in total workforce (as % of total workforce)	Share in all management positions, including junior, middle and senior management (as % of total management workforce)
Chilean	96.81	98.41
Venezuelan	1.79	0
Peruvian	0.41	0
Others	0.98	1.59

This information only includes bank employees which are 85% of our corporate FTEs. Subsidiary employees are not included in this count.

### 3.3.2 Employee Development Programs:

Program:	<p><b>Leadership Programs</b> that seek to strengthen the skills of the future and current heads of the Bank through the provision of tools to manage and lead by example; promoting trustworthy and safe environments, reinforcing relationships, promoting empowerment and horizontality of the teams.</p> <p>Leadership training program aimed at BCH managers where key contents are delivered to promote the growth of the teams, with relevant topics for management.</p> <ul style="list-style-type: none"> <li>▪ <b>Beginning to Lead Program:</b> a program that seeks to promote the culture and attributes of the BCH leader. It is aimed at new managers joining from other companies or internally promoted employees who are taking on this role for the first time.</li> <li>▪ <b>Management Skills Program:</b> training program on strategic leadership, negotiation and effective presentations, aimed at managers and assistant managers of the bank, seeks to promote the development of employees with potential by providing knowledge and tools that allow them to strengthen their capabilities and develop leadership skills.</li> <li>▪ <b>Women who Transform:</b> leadership program aimed at women, professionals or middle managers in the organization, so that they can share experiences and good practices, strengthen and empower them so that they are prepared in the future to take on new responsibilities as women, contributing to the development of the bank we want.</li> </ul>
Description of program objective/business benefits	<ul style="list-style-type: none"> <li>▪ Empower our leaders and train them, providing key content to promote the growth of the teams, with relevant topics for management.</li> <li>▪ Improve the climate and well-being of the teams.</li> </ul>

	<ul style="list-style-type: none"> <li>■ Incorporate new skills to manage work teams and meet the challenges of the organization.</li> <li>■ Promote the development of Banco de Chile's culture.</li> </ul>
Quantitative impact of business benefits (monetary or non-monetary)	Senior leadership positions that participated in the Leadership Program increased their Challenge Assessment score by 0.1%.
% of FTEs participating in the program	12,9%



Program:	<p><b>Redzetéate Pyme Program:</b> aimed at executives and managers of the SME banking segment:</p> <ul style="list-style-type: none"> <li>■ <b>Diagnosis:</b> tool built in consultancy with an expert company in measurements, which allowed to focus the training (under 80% of approval, they must go through the whole program in a mandatory way).</li> <li>■ <b>Interactive courses:</b> microlearning videos that reinforce essential contents for a correct advice to the client on the key products and tools of the segment.</li> <li>■ <b>Synchronous workshops:</b> training instance by area, led by specialist rapporteurs in integrated sales and consultative sales.</li> <li>■ <b>Social simulators:</b> practical interactive course built through a decision tree, which allows simulating a real situation and obtaining results based on the user's choices.</li> <li>■ <b>Trivia:</b> quick quiz of playful questions as a challenge, with prizes for the most participative areas.</li> <li>■ <b>Graduation:</b> a tool built by an expert measurement company, with theoretical and practical questions, which allows to evaluate the knowledge reinforced through the program. For managers, it</li> </ul>
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	provides a weighting percentage leading to an internal certification.
<b>Description of program objective/business benefits</b>	<ul style="list-style-type: none"> <li>Leveling and reinforcing knowledge about key products and tools of the segment, in addition to enhancing comprehensive sales skills through training in the use of our internal model of propensity and prioritization of commercial focuses; and consultative selling, with the delivery of practical tools that allow us to correctly advise the customer.</li> </ul> <p>This program represents an innovation for the use of different learning resources and for the co-construction that it implied, being designed and executed collaboratively with different divisions of the corporation.</p>
<b>Quantitative impact of business benefits (monetary or non-monetary)</b>	Executives who passed the training process and obtained good results in their graduation test increased their productivity by 18%.
<b>% of FTEs participating in the program</b>	5,1%



### 3.4.1 Hiring Cost:

Average hiring cost/FTE	FY2019	FY2020	FY2021	FY2022
CLP	643'238	1'450'258	504'792	403'405

### 3.4.2 Type of Performance Appraisal:

#### Management by objectives

- Evaluation of Challenges:** This evaluation is annual and its objective is to measure the Bank's performance with respect to KPI's and goals defined in the planning process for the different organizational levels.
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#### Agile Conversations

- DNA Evaluation (Agile Evaluation):** This evaluation is of a continuous nature. It seeks to measure and motivate the performance of the Bank's employees with respect to the way they work. It is based on Banco de Chile's DNA, a statement of the behaviors that the organization expects from its members to adequately face the corporate challenges.

### 3.4.4 Employee Support Programs

#### Employee Benefits

##### i. Workplace stress management

For several years we have had the **Orienta Program**, which seeks to provide guidance and support to our employees to face personal contingencies in different areas of their life. We have:

- Adult and Child Psychological Attention
- Social Attention
- Talks and Webinars throughout the year on topics related to self-care, personal development, health, among others.

##### Apoyo - Programa Orienta

Selecciona la categoría de Beneficios que buscas:



Atención Social

[VER MÁS](#)



Asesoría Legal

[VER MÁS](#)



Orientación Psicológica

[VER MÁS](#)



Asesoría Previsional

[VER MÁS](#)



Asesoría Planes de Salud

[VER MÁS](#)

##### Vida y Salud - Mi Salud

Selecciona la categoría de Beneficios que buscas:



Examen de la Mujer

[VER MÁS](#)



Mi Doctor

[VER MÁS](#)



Examen Médico Preventivo

[VER MÁS](#)



Campaña de Vacunación

[VER MÁS](#)



Atención Nutricional Presencial / Telefónico

[VER MÁS](#)



Dejar de fumar

[VER MÁS](#)



**Campaña Inmunización Anti-influenza 2022**

Examen de la mujer 2022

**Vacínate!**

¿Cómo participar? Insíbete en: Más Conectados y Mi Beneficio. o a través de la pincha botón "Inscripción charla Vivir un Duelo de manera Amable y Saludable"



**Webinar Programa Orienta**

**Charla para padres y madres: Depresión en adolescentes o cosas de la edad?**

El webinar se realizará el miércoles 27 de abril a las 17:00 horas.



**Webinar Programa Orienta**

**Charla para Padres y Madres: Hagamos sobre Trastorno Espectro Autista**

El webinar será el viernes 29 de abril a las 17:00 horas.



**Webinar Programa Orienta**

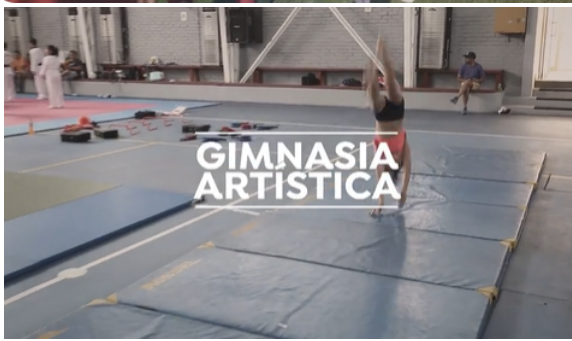
**Charla: Vivir un duelo de manera amable y saludable.**

El webinar será el viernes 29 de abril a las 17:00 horas.

##### ii. Sport & health initiatives

We have different programs associated with sports and health:

**ChileActivo Program:** this program encourages physical activity and healthy living through a range of sports activities (adult and children's branches), cultural workshops, sports reimbursements and cultural activities. There are also activities coordinated with regional delegates. The program is aimed at employees and their families, and is nationwide in scope.



**Banco de Chile Stadium (RM):** includes access to tennis courts, soccer fields, swimming pool, gymnasium.





**My Health Program**, which incorporates different benefits:

- General preventive medical examination, performed every two years for all employees over 30 years of age.
- Women's Examination, encourages the performance of examinations for early detection of breast and cervical cancer, with the benefit of reimbursement of the co-payment not covered by the social security system. 100% contribution.
- Comprehensive insurance, including coverage for medical expenses, catastrophic and dental insurance.
- Smoking cessation program, 100% coverage for co-payments and medication expenses.
- On-site doctor's attention at the Bank's head office.
- On-site and telephonic Nutritionist attention at the Bank's Head Office.
- My Doctor online and by telephone.
- Health Plan Advice.

**Benefits Program for People with Disabilities**, which aims to contribute to the improvement of their quality of life, through a plan of exclusive benefits aimed at supporting them and facilitating some aspects of their life, associated with the health diagnosis that originates their disability. Special benefits:

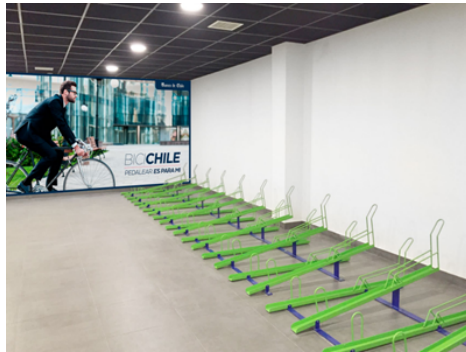
- Exclusive Social Care.
- Contribution to special expenses associated with the disability.
- Special leave for check-ups and/or treatment.
- Flexible schedules: Change of arrival and departure times.
- Benefits associated with Comprehensive Insurance.

**Program for children with disabilities:** Through this program, they can access exclusive benefits aimed at supporting and facilitating aspects of the lives of our employees and their children who have disabilities. Special reimbursement benefits for expenses directly related to the child's disability, for example:

- Special supplies.
- Stimulation and/or development treatments.
- Personal attention or care.
- Specialized institutions.
- Occupational therapy.
- Psychopedagogy or similar that are not covered by Comprehensive Insurance.
- Occupational therapy (after use of annual Supplemental Health Insurance coverage of 15 UF).
- Supplemental Health Insurance coverage of 15 UF).

**Bicycle storage room (Branches in central areas of the R.M.):** BiciChile functions as a storage room for bicycles during the workday. The bicycle storage room has:

- Capacity for 150 bicycles
- Men's and women's dressing rooms equipped with toilets, showers and lockers.
- Mechanical service for bicycles.
- Laundry services.
- Trained personnel for assistance.
- Secure space, digitized access control.
- High-tech equipment.

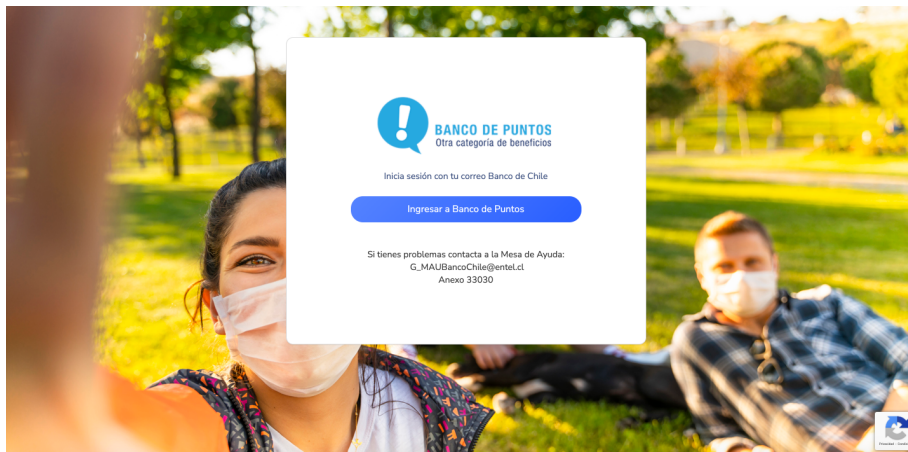


## Work Conditions

### i. Flexible working hours

We have a Points Bank Program that allows the exchange of points for days, afternoons and free hours:

[https://www.bancodepuntosbch.cl/front/views/home/login\\_sso.html](https://www.bancodepuntosbch.cl/front/views/home/login_sso.html)



ii. **Working-from-home arrangements**

At the end of December 2022, 87 employees worked from home.

iii. **Part-time working options**

At the end of December 2022, 147 employees worked fewer hours per week than is considered full-time employment.

**Family Benefits**

i. **Childcare facilities or contributions**

**Kindergarten Aid Benefit:** corresponds to the reimbursement with a ceiling, for those mothers with children who are legal dependents from 2 to 4 years old, who attend kindergarten with Junji membership or authorization from the Ministry of Education.

ii. **Breast-feeding/lactation facilities or benefits**

Sending of a breastfeeding kit for all employees returning from maternity leave and access to a breastfeeding room for employees at Central Offices.

iii. **Paid parental leave for the primary and non-primary caregiver:**

We have 12 weeks (84 days) of parental leave which can be distributed. Only 6 weeks of the 12 can be transferred to the non-primary caregiver (such as the father) and they must be the last ones. Postnatal Parental Leave corresponds to the time of rest immediately following the postnatal rest period, is inalienable and is generally granted to the mother. This leave has three main objectives: to guarantee the best care for the children, to increase the co-responsibility of the father and mother in the care of the children and to facilitate a better reconciliation between family and work for men and women in our country.

**3.4.5 Employee Turnover Rate:**

Turnover Rate	FY2019	FY2020	FY2021	FY2022
Total employee turnover rate	13.1	5.4	13.6	11.2
Voluntary employee turnover rate	3.5	3.17	7.2	4.6
Data coverage (as % of all FTEs globally)	82.2	82.8	84	85

**3.4.6 Trend of Employee Wellbeing:**

Core Focus	Unit	FY2019	FY2020	FY2021	FY2022
Employee Satisfaction	% of employees with top level of engagement, satisfaction, wellbeing, or employee net promoter score (eNPS)	80.75	80.75	75.13	92.23
Data coverage	% of employees who responded to the survey	89	89	78	89.5

With respect to the survey applied in 2021, an adjustment was made to the number of alternatives for each question, which implied a change in the classification of the results (scale).

The methodology of the organizational climate survey was based on the evaluation of different areas that are relevant to measure and manage: Bank, Management, Colleagues and Personnel.

The employees evaluated each of these areas on a scale ranging from "Very unsatisfactory" to "Very satisfactory", based on their perceptions and personal experiences at work.

To calculate the result of the survey, only the positive responses from employees were considered in relation to the total number of responses received. In this way, a final value was obtained that allowed us to classify the organizational climate into three levels: Critical, Opportunity for Improvement and Expected.

This approach allows identifying the areas in which Banco de Chile is succeeding and the areas that need improvement to create a more positive and motivating work environment for employees. By knowing the critical points, steps can be taken to address deficiencies and create a more productive and satisfying work environment for all members of the Bank.

Our survey inquiries about the following aspects:

- Work experience
- Purpose
- Happiness
- Stress
- Confidence

### 3.5.2 OHS Programs:

Banco de Chile has an OHS guidelines Policy document.

Banco de Chile has an Occupational Safety and Health Management System (OSHMS), which is integrated transversally throughout the Bank's value chain and is based on the following pillars:

- SLSO preventive management
- Legal Compliance
- Risk Management
- Emergency Management
- Contractor Management

By means of these pillars, working methods are established to comply with the legal requirements in force in this area, and to ensure the safety and occupational health of all the people who make up the Organization.

Our OHS management system covers the following elements:

**i. OHS risk and hazard assessments to identify what could cause harm in the workplace**

Banco de Chile through the "SLSO Risk Identification, Evaluation and Management Procedure" carries out the preparation and maintenance of a management tool, the IPER Matrix, which allows us to

identify work-related hazards and evaluate specific risks per position according to the work that each employee performs.

This, defining each task as routine or non-routine, always privileging and applying a risk hierarchy methodology, determining and implementing operational controls to eliminate hazards, minimize risks and anticipate the different situations that will be generated.

This matrix is constantly monitored and updated every time the need is identified, whether due to serious accidents, changes in any process, new positions, audits, changes in current legal regulations, etc. Thus, it is always alert to strengthen or reinforce new controls and work plan.

Employees have communication channels to report any action or condition they identify, including the Occupational Health and Safety Box, the SOS emergency cell phone and Ucenco (Banco de Chile's central internal communication unit).

**ii. Prioritization and integration of action plans with quantified targets to address those risks**

As a result of the Hazard Identification and Risk Assessment Matrix, action plans focused on risk control are established hierarchically according to the risk magnitudes identified. This is systematically monitored by means of reporting panels that allow quantifiable evaluation of the effectiveness of implementation.

**iii. Integration of actions to prepare for and respond to emergency situations**

The main objective of Banco de Chile's Emergency Management Procedure is to identify the potential for emergencies and establish the measures for preparation and response to situations of this type, being able to communicate, implement and evaluate these measures periodically to improve the procedure.

The above contemplates the different types of emergencies, both natural and anthropic, establishing specific instructions of action for each of them, providing an inclusive and non-discriminatory approach for all our customers, employees, and strategic allies.

**iv. Evaluation of progress in reducing/preventing health issues/risks against targets**

The progress and effectiveness of the respective action plans and control measures proposed and implemented is systematically monitored through reporting dashboards that allow a quantifiable assessment of the effectiveness of implementation.

**v. Internal inspections**

At Banco de Chile, because of the Hazard Identification and Risk Assessment procedure, internal inspection days are determined according to the hierarchy of risk magnitudes, which allows the identification in the field of possible new risks and the effectiveness of the controls already implemented.

**vi. Independent external verification of health, safety, and well-being**

Banco de Chile's Occupational Safety and Health Management System considers specific concepts associated to ISO 45001, this incorporated to the "SLSO Management Procedure".

Its main objective is to ensure the occupational health and safety of employees, contractors, and customers. This through the implementation of a Work Program that establishes the necessary tasks to implement, maintain and continuously improve the OSHMS Management System, including the necessary processes and their interactions, according to the requirements indicated in this document.

Each process and sub-process associated with the program has defined objectives and goals, considering that all activities to be carried out are based on compliance with these and the minimum Occupational Safety and Health actions established in the current legal regulations.

In addition to the above, an annual on-site verification of basic hygienic conditions is carried out by the CChC Mutua de Seguridad at the national level, in compliance with current legal regulations, particularly Supreme Decree 594.

**vii. Procedures to investigate work-related injuries, ill health, diseases and incidents**

Banco de Chile has an Incident Management and Statistical Control Procedure, the purpose of which is to determine the origin and root cause of the personal and work factors that cause the Incidents/Accidents that occur in Corporación Banco de Chile or in the direct path to its facilities, to establish control measures for the risks that give rise to these events.

The main purpose is to establish a methodology for the investigation of incidents/accidents, which allows determining the necessary preventive actions, the preparation of statistics, the necessary indicators to measure trends and thus improve performance through learning from experience.

**viii. OHS training provided to employees and/or other relevant parties to raise awareness and reduce operational health & safety incidents**

Banco de Chile has an annual training program focused on the systematic preparation of all our collaborators for the risks to which they are exposed according to their functions and daily work:

- Emergency Management
- Handling of Portable Fire Extinguishers Practical
- RIOHS and ODI
- Risk Prevention Orientation (RPO)
- Basic CPR and use of defibrillator in case of emergency.
- Psychosocial Risk Protocols in the workplace.
- Accident Investigation (Cause Tree Model)
- Hazard Identification and Risk Evaluation (IPER)
- Telework Risk Control Course
- How to face an audit
- Call center workers

**ix. OHS criteria introduced in procurement and contractual requirements**

In the process of each new entry, training and delivery of the Internal Rules of Order, Hygiene and Safety, which contains the rules of occupational safety and occupational health, among other topics, is carried out. In addition to this, information is provided regarding the risks present in each of the tasks to be performed, together with the correct work method and preventive measures to be considered.

### 3.5.3 Absentee Rate:

Absentee rate	Unit	FY2019	FY2020	FY2021	FY2022
Employees	% of total days scheduled	0.033%	0.022%	0.036%	0.019%
Data coverage	% of employees	82.2	82.8	84	85

This information only includes bank employees which are 85% of our corporate FTEs. Subsidiary employees are not included in this count.

### 3.5.6 Financial Inclusion

In 2020 Banco de Chile launched several initiatives to help mitigate the effects of the pandemic and launched its first **FAN online demand account**, which has already been opened by more than 1 million customers. It is an innovative proposition that accommodates e-commerce shopping services and subscriptions to digital services. This account seeks to serve unbanked segments being a factor of financial inclusion in the country, because the requirements to access it are to be over 18 years old and have a unique key. Customers can use the bank's entire ecosystem of applications and access its benefits and discounts. At the end of 2022, the **FAN account** had 1,046 thousand customers and more than 52 million debit purchases were made during the year.

The bank continued to offer loans with and without state-backed “**Fogape**” guarantees, with both fully digital and in-person application and processing available. We lent more than Ch\$3,000 billion during 2020 and 2021 in Fogape loans.

The Bank has worked to adapt its branch network to make them accessible to people with disabilities. In 2020 it made available **1,771 ATMs all of which meet the standards of the American with Disabilities Acts** in height & enabled 464 equipment with inclusion audio guide. The Service Protocol for Persons with Disabilities was reinforced every 6 months in all branches. In terms of digital accessibility, a multidisciplinary team was formed with regular work instances & advice from experts in the field. Together with them, a study of the needs of people with disabilities & a user test of internal & external digital channels was developed, as well as a diagnosis of digital channels based on international WACG 2.1 guidelines & automated software: Banco en Línea, Mi Banco app, Mi Pago app and Mi Pass app. In 2022 the bank worked with local authorities to install new ATMs in underserved areas, including the municipalities of Putaendo, Renca, Pirque, Navidad and María Elena.

The **Cuentas con el Chile program** aims to contribute to financial education and inclusion through various initiatives, such as workshops for school children, in-person talks and mentoring. In 2022 there were 3,995 beneficiaries among them entrepreneurs, micro- entrepreneurs, neighborhood councils, migrants and students from many Chilean universities, schools and regions.

During 2022 we continue to enhance our network with internet-based platforms & mobile banking apps. We reached one million customers in our **FAN Account**, our full digital onboarding demand account. Key milestones in 2022 include: first digital checking account, **FANEmprende**, and **FAN Clan**. Like the FAN account, the FAN Clan and FAN Emprende accounts reinforce the bank's commitment to digital transformation and

financial inclusion. All these advances in digital transformation were recognized by Chócale, an economic media outlet focused on banking customers and consumers, at the “Financial Education and Inclusion Awards.”

**Women Who Inspire** is a comprehensive program that promotes gender equality, education, jobs and development in local economies. The program, which aims to positively impact the development of Chile and its people, involves different areas of the bank and volunteers from offices throughout the country. During 2022, awards were given to 40 women microentrepreneurs or leaders of social organizations who are leaving their mark on their communities through sustainable initiatives in social, environmental and economic fields. They received mentoring and specialized training from Banco de Chile's volunteer mentors on topics such as accounting and leadership, as well as a financial contribution and a tablet with Internet connection.

**The Pymes para Chile program** is an integral ecosystem promoted by Banco de Chile that unites the country's MSMEs with strategic allies and actors in the world of entrepreneurship in order to generate real business opportunities. It is based on three fundamental pillars: increase customer sales, improve the management of their businesses, and promote entrepreneurship. By being part of the Pymes para Chile program, it is possible to access initiatives and tools that will give SMEs the possibility to boost their sales, improve the management of their businesses, among others through Financial Education for SMEs, Training, Consulting, Competitive Funds, Networking Events, discounts and much more. The program is free of charge and offers initiatives for customers and non-customers of Banco de Chile. During 2022, this initiative benefited more than 168 thousand companies throughout the country.