







# **Employees**

GRI 2-7 Employees

Total employees (sum of full time + part time employees)

Region	Women	Men	Total
Tarapacá	54	31	85
Antofagasta	116	63	179
Atacama	35	26	61
Coquimbo	102	64	166
Valparaíso	400	265	665
Libertador General Bernardo O'Higgins	120	84	204
Maule	128	117	245
Biobío	215	214	429
La Araucanía	121	100	221
Los Lagos	138	106	244
Aysén del General Carlos Ibáñez del Campo	16	17	33
Magallanes and the Chilean Antarctic	43	38	81
Metropolitan Region	3,935	3,879	7,814
Los Ríos	48	33	81
Arica y Parinacota	21	17	38
Ñuble	36	28	64
TOTAL	5,528	5,082	10,610

# Employees with open-term contracts

Region	Women	Men	Total
Tarapacá	48	30	78
Antofagasta	107	60	167
Atacama	35	25	60
Coquimbo	99	64	163
Valparaíso	388	253	641
Libertador General Bernardo O'Higgins	116	81	197
Maule	123	117	240
Biobío	212	211	423
La Araucanía	114	96	210
Los Lagos	128	99	227
Aysén del General Carlos Ibáñez del Campo	16	14	30
Magallanes and the Chilean Antarctic	38	37	75
Metropolitan Region	3,801	3,822	7,623
Los Ríos	45	32	77
Arica y Parinacota	20	17	37
Ñuble	35	28	63
TOTAL	5,325	4,986	10,311



GRI 2-7

# Full-time employees(\*)

Region	Women	Men	Total
Tarapacá	52	31	83
Antofagasta	112	63	175
Atacama	33	26	59
Coquimbo	102	64	166
Valparaíso	386	265	651
Libertador General Bernardo O'Higgins	115	84	199
Maule	124	117	241
Biobío	212	214	426
La Araucanía	115	100	215
Los Lagos	136	106	242
Aysén del General Carlos Ibáñez del Campo	16	17	33
Magallanes and the Chilean Antarctic	42	38	80
Metropolitan Region	3,838	3,874	7,712
Los Ríos	47	33	80
Arica y Parinacota	20	17	37
Ñuble	36	28	64
TOTAL	5,386	5,077	10,463

<sup>(\*)</sup> Shifts over 30 hours per week, including those associated with Article 22.

# Part-time employees(\*)

Region	Women	Men	Total
Tarapacá	2	0	2
Antofagasta	4	0	4
Atacama	2	0	2
Coquimbo	0	0	0
Valparaíso	14	0	14
Libertador General Bernardo O'Higgins	5	0	5
Maule	4	0	4
Biobío	3	0	3
La Araucanía	6	0	6
Los Lagos	2	0	2
Aysén del General Carlos Ibáñez del Campo	0	0	0
Magallanes and the Chilean Antarctic	1	0	1
Metropolitan Region	97	5	102
Los Ríos	1	0	1
Arica y Parinacota	1	0	1
Ñuble	0	0	0
TOTAL	142	5	147

<sup>(\*)</sup> Workdays of 24 and 30 hours per week.



GRI 2-7

# GRI 2-8 Workers who are not employees

Employees with fixed-term contracts are considered for this indicator since they do not have access to the same benefits as the bank's employees with open-term contracts.

Region	Women	Men	Total
Tarapacá	6	1	7
Antofagasta	9	3	12
Atacama	0	1	1
Coquimbo	3	0	3
Valparaíso	12	12	24
Libertador General Bernardo O'Higgins	4	3	7
Maule	5	0	5
Biobío	3	3	6
La Araucanía	7	4	11
Los Lagos	10	7	17
Aysén del General Carlos Ibáñez del Campo	0	3	3
Magallanes and the Chilean Antarctic	5	1	6
Metropolitan Region	134	57	191
Los Ríos	3	1	4
Arica y Parinacota	1	0	1
Ñuble	1	0	1
Total	203	96	299

# GRI 202-1 Ratio of standard entry level wage by gender compared to local minimum wage

	Local	l minimum s (Ch\$)	salary		tarting sala anco de Chi (Ch\$)	,	Ratio Banco de Chile vs Country					
	2020	2021	2022	2020	2021	2022	2020	2021	2022			
Women	326,500	337,000	400,000	663,000	750,000	900,000	2.03	2.23	2.25			
Men	326,500	337,000		400,000	663,000	750,000	900,000	2.03	2.23	2.25		

Note: Minimum wage at Banco de Chile is expressed gross and considers the monthly base salary, legally required profit distributions, transportation and meal allowances.

# Salary gap

Job Category	Mean Wage Gap	Median Wage Gap
Division managers	92.93%	102.79%
Managers	85.31%	85.84%
Supervisors	96.59%	102.02%
Professional staff	93.77%	94.20%
Technicians	101.11%	102.76%
Administrative staff	91.15%	93.49%
TOTAL	94.87%	96.59%



GRI 2-8

202-1

NCG 461 5.4.2

# GRI 401-1 New employee hires and employee turnover

	Total number of new employee hires during last three years			Rate of new employee hires during last three years			last three years		last three years			Total number of employee turnover			Employee turnover rate (%)			
	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
							By ag	e group	)									
Under 30	165	459	636	1.5%	4.5%	6.0%	137	249	268	1.3%	2.4%	2.5%	151	354	452	1.4%	3.4%	4.3%
30 to 50 years	271	621	877	2.5%	6.0%	8.3%	450	1,073	799	4.1%	10.4%	7.5%	361	847	838	3.3%	8.2%	7.9%
Over 50	19	27	57	0.2%	0.3%	0.5%	131	373	171	1.2%	3.6%	1.6%	75	200	114	0.7%	1.9%	1.1%
							Ву	gender										
Women	184	537	803	1.7%	5.2%	7.6%	320	868	592	2.9%	8.4%	5.6%	252	703	698	2.3%	6.8%	6.6%
Men	271	570	767	2.5%	5.5%	7.2%	398	827	646	3.7%	8.0%	6.1%	335	699	707	3.1%	6.8%	6.7%
							By na	tionalit	У									
Chilean	405	1,018	1,461	3.7%	9.9%	13.8%	695	1,635	1,171	6.4%	15.9%	11.0%	550	1,327	1,316	5.0%	12.9%	12.4%
Overseas	50	89	109	0.5%	0.9%	1.0%	23	60	67	0.2%	0.6%	0.6%	37	75	88	0.3%	0.7%	0.8%
							Ву	region										
Tarapacá Region (I)	2	9	17	0.0%	0.1%	0.2%	7	19	12	0.1%	0.2%	0.1%	5	14	15	0.0%	0.1%	0.1%
Antofagasta Region (II)	6	34	40	0.1%	0.3%	0.4%	21	34	31	0.2%	0.3%	0.3%	14	34	36	0.1%	0.3%	0.3%
Atacama Region (III)	1	2	4	0.0%	0.0%	0.0%	4	10	4	0.0%	0.1%	0.0%	3	6	4	0.0%	0.1%	0.0%
Coquimbo Region (IV)	4	7	7	0.0%	0.1%	0.1%	8	26	10	0.1%	0.3%	0.1%	6	17	9	0.1%	0.2%	0.1%
Valparaíso Region (V)	1	39	59	0.0%	0.4%	0.6%	39	96	59	0.4%	0.9%	0.6%	20	68	59	0.2%	0.7%	0.6%
O'Higgins Region (VI)	1	12	15	0.0%	0.1%	0.1%	12	37	17	0.1%	0.4%	0.2%	7	25	16	0.1%	0.2%	0.2%
Maule Region (VII)	3	16	21	0.0%	0.2%	0.2%	16	29	25	0.1%	0.3%	0.2%	10	23	23	0.1%	0.2%	0.2%
Biobío Region (VIII)	4	25	34	0.0%	0.2%	0.3%	27	44	40	0.2%	0.4%	0.4%	16	35	37	0.1%	0.3%	0.3%
Araucanía Region (IX)	4	15	31	0.0%	0.1%	0.3%	15	24	26	0.1%	0.2%	0.2%	10	20	29	0.1%	0.2%	0.3%
Los Lagos Region (X)	6	13	47	0.1%	0.1%	0.4%	20	33	41	0.2%	0.3%	0.4%	13	23	44	0.1%	0.2%	0.4%
Aysén Region (XI)	1	5	8	0.0%	0.0%	0.1%	3	6	5	0.0%	0.1%	0.0%	2	6	7	0.0%	0.1%	0.1%
Magallanes Region (XII)	3	12	24	0.0%	0.1%	0.2%	4	20	19	0.0%	0.2%	0.2%	4	16	22	0.0%	0.2%	0.2%
Metropolitan Region	416	910	1,240	3.8%	8.8%	11.7%	529	1,295	924	4.9%	12.6%	8.7%	473	1,103	1,082	4.3%	10.7%	10.2%
Los Ríos Region (XIV)	1	1	14	0.0%	0.0%	0.1%	8	8	12	0.1%	0.1%	0.1%	5	5	13	0.0%	0.0%	0.1%
Arica y Parinacota Region (XV)	2	2	7	0.0%	0.0%	0.1%	3	1	9	0.0%	0.0%	0.1%	3	2	8	0.0%	0.0%	0.1%
Ñuble Region (XVI)	0	5	2	0.0%	0.0%	0.0%	2	13	4	0.0%	0.1%	0.0%	1	9	3	0.0%	0.1%	0.0%
TOTAL	455	1,107	1,570	4.2%	10.8%	14.8%	718	1,695	1,238	6.6%	16.5%	11.7%	587	1,401	1,404	5.4%	13.6%	13.2%



GRI 401-1

NCG 461 5.5.3











#### GRI 403-2 Hazard identification, risk assessment and incident investigation

OHS risk management is part of the management system. Among the main tools and control mechanisms is the Hazard Identification and Risk Evaluation Matrix (MIPER in Spanish), which contains an organized description of activities, risks and controls in order to identify hazards and assess, control, monitor and report risks present in the organization.

MIPER development and updating is carried out annually or whenever a new risk and hazard is detected. It is done by the bank's OHS consultants, Seremi-certified risk prevention engineers and the senior managers of each area being assessed, with support from experts from the bank's workplace insurance provider.

The results of this process are reviewed, communicated and disseminated to the respective impact areas, keeping track of the action plans that arise from using this tool, which are monitored periodically through reporting panels until their respective annual update and new implementation cycle.

Any risk or danger identified by employees can be communicated directly to the 'seguridadlaboral' mailbox, which is managed by the OHS consultants. They will immediately attend to the situation and apply the respective control methods based on the circumstances. If necessary, the identity of the employee reporting the situation is kept strictly confidential, always guaranteeing a safe and healthy work environment for every employee. In addition, all employees may directly and freely go to the nearby

mutual healthcare center whenever they believe they have been exposed to occupational risk factors and the treating physician will keep their case confidential.

Whenever an employee considers that he/she is exposed to risks and hazards with the potential to cause incidents, he/she is entitled to interrupt his/her work and, if necessary, leave the workplace. The employee must report this fact to his/her direct supervisor and the Occupational Health and Safety Area through the 'seguridadlaboral' mailbox within the shortest possible period of time. The foregoing is by virtue of the provisions of Article 184 Bis of the Labor Code and the bank's Internal Health and Safety Regulations.

The preventive management pillar includes the processes of statistical control, reportability and incident investigation. A specific procedure establishes the methodology for the latter process, enabling the bank to identify the personal and work factors causing incidents in order to enact control measures for the risks originating these events and the necessary preventive actions.

The investigation process will be managed by the direct supervisor of the affected person, with advice and support from the OHS consultant in charge and the Incident Investigation Commission of the Joint Health and Safety Committee for that location. If the location does not have a joint committee, an employee who has witnessed the incident must participate.



GRI 403-2 403-7

#### GRI 403-3, 403-6 Occupational health services

By virtue of Law 16,744, which establishes rules on workplace accidents and professional illnesses, Banco de Chile is a member of Safety Association of the Chilean Chamber of Construction (*Mutual de Seguridad de la Cámara Chilena de la Construcción* or *Mutual*). Through risk prevention and training

programs led by the Occupational Health and Safety Area, the Mutual focuses on preventing workplace or employee commute accidents and professional illnesses. In the event of an incident, it covers medical care and rehabilitation benefits and pays the respective economic benefits.

GRI 404-1 Average training hours per year per employee

Average training bears	20	)21	2022				
Average training hours	Women	Men	Women	Men			
Division managers	24.0	23.4	41.5	33.1			
Managers	37.8	34.0	83.9	61.1			
Supervisors	31.0	28.6	72.0	56.3			
Professional staff	19.7	19.0	46.0	41.9			
Technicians	22.7	22.1	38.7	37.4			
Administrative staff	18.0	24.6	30.6	36.5			
Total	21.6	23.4	43.3	43.7			

Note: Data for the year 2021 were extracted from the 2021 Report by PwC.

#### GRI 404-3 Percentage of employees receiving regular performance and career development reviews

Percentage of total employees receiving regular performance and career

	development review during the reporting period
	Gender
Women	92.9%
Men	93.2%
	Job Category
Division managers	92.9%
Managers	99.0%
Supervisors	94.9%
Professional staff	91.8%
Technicians	93.2%
Administrative staff	92.4%

GRI 403-3 403-6 403-7 404-1

404-3









# GRI 405-1 Diversity of governance bodies and employees

# Employees by job category and gender

			20	20					20	21					20	22		
Job Category	Men		Women		Total		Men		Women		Total		Men		Women		To	tal
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Directors	11	100.0%	0	0.0%	11	0.1%	11	100.0%	0	0.0%	11	0.1%	11	100.0%	0	0.0%	11	0.1%
Alternate directors	1	50.0%	1	50.0%	2	0.0%	1	50.0%	1	50.0%	2	0.0%	1	50.0%	1	50.0%	2	0.0%
Division managers	14	87.5%	2	12.5%	16	0.1%	13	86.7%	2	13.3%	15	0.1%	12	85.7%	2	14.3%	14	0.1%
Managers	419	67.3%	204	32.7%	623	5.7%	411	67.5%	198	32.5%	609	5.9%	409	66.6%	205	33.4%	614	5.8%
Supervisors	455	56.0%	357	44.0%	812	7.5%	457	57.0%	345	43.0%	802	7.8%	473	57.1%	355	42.9%	828	7.8%
Professional staff	1,560	55.1%	1,272	44.9%	2,832	26.0%	1,581	55.8%	1,251	44.2%	2,832	27.5%	1,741	56.1%	1,360	43.9%	3,101	29.2%
Technicians	1,201	37.9%	1,965	62.1%	3,166	29.1%	1,137	38.6%	1,812	62.4%	2,949	28.6%	1,137	37.4%	1,907	62.6%	3,044	28.7%
Administrative staff	1,576	46.0%	1,850	54.0%	3,426	31.5%	1,368	44.4%	1,713	55.6%	3,081	29.9%	1,310	43.5%	1,699	56.5%	3,009	28.3%
Total	5,237	48.1%	5,651	51.9%	10,888	100.0%	4,979	48.3%	5,322	51.7%	10,301	100.0%	5,094	48.0%	5,529	52.0%	10,623	100.0%

Note: Data for the years 2020 and 2021 were extracted from the 2020 and 2021 Reports by PwC.

# Employees by job category and age group

				20					20						20	22		
				20			2021						2022					
Job Category	Unde	er 30	30 t	o 50	Ove	r 50	Under 30		Under 30 30 to 50		Over 50		Under 30		30 to 50		Ove	r 50
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Directors	0	0.0%	1	10.0%	10	90.0%	0	0.0%	0	0.0%	11	100.0%	0	0.0%	0	0.0%	11	100.0%
Alternate Directors	0	0.0%	0	0.0%	2	100.0%	0	0.0%	0	0.0%	2	100.0%	0	0.0%	0	0.0%	2	100.0%
Division managers	0	0.0%	7	43.8%	9	56.3%	0	0.0%	4	26.7%	11	73.3%	0	0.0%	3	21.4%	11	78.6%
Managers	1	0.2%	413	66.3%	209	33.5%	0	0.0%	385	63.2%	224	36.8%	0	0.0%	375	61.1%	239	38.9%
Supervisors	5	0.6%	559	68.8%	248	30.5%	2	0.2%	543	67.7%	257	32.0%	5	0.6%	556	67.1%	267	32.2%
Professional staff	328	11.6%	2,104	74.3%	400	14.1%	291	10.3%	2,141	75.65%	400	14.1%	312	10.1%	2,341	75.5%	448	14.4%
Technicians	507	16.0%	2,148	67.8%	511	16.1%	478	16.2%	1,986	67.3%	485	16.4%	517	17.0%	1,996	65.6%	531	17.4%
Administrative staff	595	174%	2,220	64.8%	611	17.8%	534	17.3%	2,036	66.1%	511	16.6%	508	16.9%	1,959	65.1%	542	18.0%
Total	1,436	13.2%	7,451	68.4%	2,001	18.4%	1,305	12.7%	7,095	69.0%	1,888	18.4%	1,342	12.6%	7,230	68.1%	2,051	19.3%

Note: Data for the years 2020 and 2021 were extracted from the 2020 and 2021 Reports by PwC.



GRI 405-1

SASB FN-IB-330a.1

> NCG 461 5.1.3

# Employees by job category and years of service

		2022								
Job Category	Less than	3 years	3 to 6	6 years 7 to 12 years		More than 12 years				
	Women	Men	Women	Men	Women	Men	Women	Men		
Directors	0	1	0	3	0	2	0	5		
Alternate Directors	0	0	1	1	0	0	0	0		
Division managers	0	0	0	3	0	1	2	8		
Managers	7	23	21	55	32	68	145	263		
Supervisors	9	37	48	59	68	76	230	301		
Professional staff	283	591	340	401	288	300	449	449		
Technicians	329	256	476	252	363	221	739	408		
Administrative staff	603	366	477	218	292	243	327	483		
Total	1,231	1,274	1,363	992	1,043	911	1,892	1,917		



GRI 405-1

SASB FN-IB-330a.1

> NCG 461 5.1.1 5.1.2 5.1.4

# Employees with disabilities

	2022					
Job Category	Women	Men				
Division managers	0.0%	0.0%				
Managers	1.0%	0.0%				
Supervisors	1.7%	1.3%				
Professional staff	1.2%	0.5%				
Technicians	1.8%	0.7%				
Administrative staff	2.0%	2.2%				

# Workforce by gender and job category

20	22
Women	Men
2	12
205	409
355	473
1,360	1,741
1,907	1,137
1,699	1,310
5,528	5,082
	Women  2  205  355  1,360  1,907  1,699

(\*) Includes Chief Executive Officer.

# Distribution of employees with disabilities

Job Category	2022 Total
Division managers	0.0%
Managers	1.4%
Supervisors	8.3%
Professional staff	16.7%
Technicians	29.9%
Administrative staff	43.8%
TOTAL	100.0%

# Workforce by nationality and job category

	2022				
Job Category	Chilean	Foreign			
Division managers(*)	12	2			
Managers	606	8			
Supervisors	809	19			
Professional staff	2,958	143			
Technicians	2,967	77			
Administrative staff	2,920	89			
Total	10,272	338			

(\*) Includes Chief Executive Officer.







# GRI 405-2 Ratio of basic salary and remuneration for women to men

Job category	Ratio of basic salary and remuneration of women to men
Division managers	92.9%
Managers	85.3%
Supervisors	96.6%
Professional staff	93.6%
Technicians	99.3%
Administrative staff	89.4%
Total	93.8%

# **Environment**

# GRI 301-1 Materials used

Inputs	Unit	2018	2019	2020	2021	2022
Consumption of paper (renewable input)	t	606	491	286	277	258

# GRI 302-1, 302-3 Energy consumption within the organization and energy intensity

Aspect	Unit	2018	2019	2020	2021	2022
Total energy required by the organization	GWh	40	38	34	32	32
Fossil fuels	GWh	3.2	3.1	2.3	2.4	2.5
Biomass-based fuels	GWh	0	0	0	0	0
Average grid electricity	GWh	37	35	32	0	0
Certified 100% renewable electricity	GWh	0	0	0	29	30
Surface area of offices + branches (excl. recreational centers and subsidiaries)	Th. m <sup>2</sup>	324	320	315	288	291
Total energy / Surface area of offices + branches	kWh/m²	123	120	108	110	111
Percentage of electricity from renewable sources	%	0%	0%	0%	100%	100%

# GRI 302-2, 302-3 Energy consumption outside of the organization

Aspect	Unit	2018	2019	2020	2021	2022
Total energy required outside the organization	GWh	19	21	21	22	24
External data-center services	GWh	9.8	10.6	11.5	10.6	10.8
Armored transportation services	GWh	4.0	4.0	3.1	4.1	6.2
Courier transportation services	GWh	0.0	0.6	0.7	0.6	0.4
Customer access using digital platforms	GWh	2.5	3.0	3.5	4.0	4.0
Island ATM operation (outside branches) + third parties	GWh	2.4	2.9	2.7	2.7	2.6

Notes: Information from the bank's internal billing and records. Months without information are estimated (e.g., December data not billed to date). Conversion factors are from the Ministry of Energy, using the lower heating value.



GRI 301-1 302-1 302-2 302-3

405-2

# GRI 302-4 Reduction of energy consumption

Inputs	Unit	2018	2019	2020	2021	2022
Change to LED lighting	MWh	n/r	n/r	n/r	n/r	-728

n/r = not reported

The upgrade to 10,000 LED fixtures reduced energy consumption by 728 MWh, from a baseline of 1,825 MWh to 1,098 MWh, in the 66 branches evaluated.

#### GRI 303-3 Water withdrawal by source

Aspect	Unit	2018	2019	2020	2021	2022
Total water extracted	Th. m <sup>2</sup>	291	272	252	257	224
From third party or mains supply	Th. m <sup>2</sup>	291	272	252	257	224
From surface water	Th. m <sup>2</sup>	*	*	*	*	*
From groundwater	Th. m <sup>2</sup>	0	0	0	0	0
From sea water	Th. m <sup>2</sup>	0	0	0	0	0
From raw materials (produced)	Th. m <sup>2</sup>	0	0	0	0	0
Surface area of offices + branches (excl. recreational centers and subsidiaries)	Th. m <sup>2</sup>	324	320	315	288	291
Water consumption / surface area of offices + branches	m³/m²	0.90	0.85	0.80	0.89	0.77

 $(^*)$  Only one recreational center draws water from a well. There are no consumption records.

Water in offices and branches is mainly used for sanitation purposes.

The bank discharges its water to the country's public/private sewage systems in accordance with regulations.

#### GRI 305-1, 305-2, 305-3, 305-4 GHG emissions by scope and emission intensity

Aspect	Unit	2018	2019	2020	2021	2022				
Scope 1										
Fixed-source combustion	tCO <sub>2</sub> e	57	63	82	59	66				
Mobile source combustion	tCO <sub>2</sub> e	806	770	523	570	600				
Fugitive emissions from refrigerants	tCO <sub>2</sub> e	900	874	606	696	582				
Scope 2										
Electricity consumed (market)	tCO <sub>2</sub> e	15,910	14,476	12,938	0	0				
Electricity consumed (location)	tCO <sub>2</sub> e	15,910	14,643	13,088	12,290	9,143				
		Scope 3								
Office supplies + bank cards	tCO <sub>2</sub> e	927	616	394	396	368				
External data center services	tCO <sub>2</sub> e	4,165	4,304	4,654	4,139	3,253				
Fuel manufacture under Scope 1	tCO <sub>2</sub> e	198	191	140	146	155				
Armored transportation services	tCO <sub>2</sub> e	1,347	1,328	1,040	1,361	2,052				
Courier transportation services	tCO <sub>2</sub> e	0	190	216	204	137				

GRI 302-4 303-3 305-1 305-2

305-3 305-4











# GRI 305-1, 305-2, 305-3, 305-4 (continued)

Aspect	Unit	2018	2019	2020	2021	2022
Waste and recycling	tCO <sub>2</sub> e	1,090	1,124	612	678	701
Business trips	tCO <sub>2</sub> e	1,687	1,714	881	672	480
Employee commuting	tCO <sub>2</sub> e	8,013	7,996	5,624	5,710	7,091
Visits to the bank: Customer trips	tCO <sub>2</sub> e	39,460	35,284	21,020	20,769	18,548
Visits to the bank: Island + third-party ATMs	tCO <sub>2</sub> e	1,894	2,402	2,306	1,074	781
Visits to the bank: Website	tCO <sub>2</sub> e	1,050	1,251	1,415	1,569	1,189
Carbon footprint (market)	tCO₂e	77,506	72,583	52,452	38,045	36,003
Carbon footprint (location)	tCO₂e	77,506	72,750	52,601	50,335	45,146
Surface area of offices + branches (excl. recreational centers)	Th. m <sup>2</sup>	324	320	315	288	291
Emissions scope 1+2 (market) / Surface area of offices + branches	kgCO₂e/m²	54	51	45	4.6	4.3

# GRI 305-5 GHG emission reduction projects

Aspect	Unit	Value		
Change to LED lighting	tCO <sub>2</sub> e	284		

Notes: The information comes from different internal bank systems and contact with suppliers.

GHG emissions were obtained by multiplying activity data by documented emission factors, according to GHG Protocol guidelines. Includes  $CO_{23}$ ,  $CH_{43}$ ,  $N_{2}O$ ,  $SF_{63}$ ,  $NF_{33}$ , 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.

# GRI 306-2, 306-3, 306-4, 306-5 Waste by type and disposal method

Waste	Unit	2018	2019	2020	2021	2022
Total waste	t	2,009	2,053	1,486	1,634	1,677
Non-hazardous to landfill -> Central buildings + Concepción (measured)	t	1,265	1,320	802	905	961
Non-hazardous to landfill -> Branches (estimated)	t	587	592	592	607	604
Non-hazardous to recycling -> Paper and cardboard	t	154	115	61	88	59
Non-hazardous to recycling -> Miscellaneous office supplies	t	0.0	15	25	32	34
Non-hazardous to recycling -> Electronic waste	t	1.1	10.5	5.8	2.8	19
Hazardous to disposal -> Batteries	t	0.9	0.8	0.3	0.0	0.1
Percentage of recovered waste (not sent for disposal)	%	8%	7%	6%	7%	7%



GRI 305-5 306-2

306-3 306-4

306-5