



Mercado La Colonial at Mallplaza Bellavista, Callao Province, Peru.

INTEGRATED
ANNUAL
REPORT
2020

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**To contribute to people's
quality of life, creating
spaces for meeting and
memorable experiences.**

**Mallplaza's
Purpose**

Corporate principles

Mallplaza has eight corporate principles that reflect the spirit whereby the company wants to mobilize and guide the organization. These principles are:



We, the People, are the engine

We are the mobilizing energy; we care for our development and that of others.



We aspire to the highest

We think strategically, prioritizing and planning in order to achieve our purpose.



We listen first

We put conversations first, actively listening in order to build together.



We work in teams with total confidence

We pursue common goals to better serve our clients, working as one with other areas, together in successes and failures.



We are part of the community

We are responsible with the environment; we are participatory and we act according to ethical and social values.



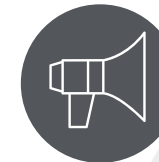
We are motivated by innovation and creativity

We seek spaces of freedom in order to innovate from diversity and appropriate discrepancy, without fear of error.



We go for it

We own our challenges with leadership, empowering people by confidently delivering frames of action.



We do our job with passion and conviction

The best of us arises in an amusing environment, with people committed and sure of what they do.

Strategic pillars



OMNICHANNEL ECOSYSTEM

Promotes the integration of the physical and digital world through new digital proposals, engendering personalized experiences for visitors and creating business opportunities for business partners.



BUSINESS PARTNERS

Generation of shared value with business partners, focused on long-term relationships, providing flexibility and support in the operation during adverse periods. Along with this, a value proposition focused on increasing the flow of visitors and sales was developed, leveraged on digital technologies and the Omnichannel Ecosystem.



COMMERCIAL OFFER

Omnichannel urban centers with a powerful proposal of mixed uses (health centers, education centers, offices), retail, e-tailers and entrepreneurs, along with a wide offer of entertainment, gastronomy and services, comprising a constantly updated differential attraction for consumers. Omnichannel solutions such as agreements with marketplaces and delivery apps have been incorporated.



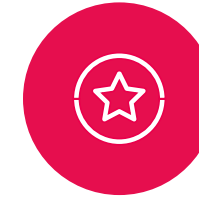
GROWTH

Development, via greenfield and brownfield, of Premium and omnichannel shopping centers focused on new market trends and consumer behavior. Regional strengthening, according to the strategic plan.



HUMAN CAPITAL

A diverse and agile human group that shares a common purpose, with an entrepreneurial and innovative spirit, empowered by leaders and experienced digital teams. During the last periods, Mallplaza has focused on strengthening and reinforcing its team with the incorporation of digital talent to face omnichannel challenges.



EXCELLENCE

High standards and a marked focus on efficiency, at a regional scale and centralized operation, safeguarding high levels of safety for people. Thus, during the pandemic, Mallplaza maintained high standards of safety and hygiene, with a safe operation for employees, visitors and business partners.



SUSTAINABILITY

Meeting places that are part of the community, generating shared value within and supporting entrepreneurs and business partners development. Mallplaza focused its strategy on strengthening relationships with employees, business partners and the community.

Letter from the Chairman



30 years ago, when we imagined what Mallplaza Vespucio would be like in La Florida, we had the dream of contributing to the rising city life with quality spaces that would bring people closer and connect them, generating new opportunities and memorable experiences. Since then, we have developed 25 shopping centers in 16 cities in Latin America and, in all of them, we have tried to fulfill that same desire.

2020 was a challenging and unexpected year for everyone, there is no doubt about that. However, it made us connect with what is most sincere in each of us: connection and human relationships. And it is precisely that belief that made Mallplaza take this year's challenges as a great opportunity.

An opportunity, above all, to deepen our ties with our business partners, collaborators, suppliers, visitors and, of course, with all the communities near our urban centers. We have highly appraised the relationships built in these 30 years of history, by opening new channels of dialogue and permanent communication, knowing their needs and acting in a timely manner.

Thus, as soon as the COVID-19 pandemic began, we understood the fundamental role that

our company had to fulfill. Our urban centers played an important part in allowing residents to stock up on essential goods and services, especially during the hardest moments of the health contingency. Thanks to a safe operation and the implementation of the highest prevention standards, all of our shopping centers in Chile, Peru and Colombia kept operating without interruption, at the service of their communities.

This also allowed us to have a positive performance during the second half of 2020, and a sustained recovery in the fourth quarter that was reflected in a significant return of visitors to our urban centers, in line with the evolution of the health contingency.

The deployment of the different omnichannel initiatives that we were able to implement in the short term, allowed us to maintain our connection with people and their growing requirements, becoming a fundamental pillar of the business recovery.

As a company, we managed to integrate ourselves into the omnichannel value chain of our business partners and sellers, providing them with new capabilities and offering them different platforms to resume and boost their sales.

Along with this, the relationship with our business partners during this period was strengthened through a permanent companionship and the joint search for solutions, that were key to face the challenges posed by the pandemic and the growing changes in the consumers' habits.

The joint construction of value has also been a purpose during this period. We understand that as a company we have a social role and we seek to our neighbors quality of life and also to the development of the local economy. To this end, we reaffirm our commitment to entrepreneurship, which we see as a powerful lever to reactivate the local economy, generating networks within neighborhoods and developing new capacities in people. We conducted more than 70 trainings and created a network of 5,300 entrepreneurs who were incorporated into the company's permanent value proposition. With this, we are not only consolidating the work we have been doing for several years now, but we are also installing a new category in the industry.

In this challenging context, the openings of the new Mallplaza NQS shopping center in Bogotá and Mallplaza Comas in Peru, confirmed the

fundamental role that Mallplaza has for the communities and the concrete contribution we make to improve their quality of life thanks to a comprehensive proposal of goods, services and multiple experiences.

Now, more than ever, it makes sense to us that sustainability is a strategic pillar of our work. Thus, based on the three Sustainable Development Goals of the UN 2030 Agenda that we have prioritized, we continue contributing to reducing inequality, building sustainable cities and communities, and climate action. A path that we have traveled step by step and that, in perspective, makes us a more inclusive, citizen and sustainable organization.

In the same way, we deepened our respect for people and promoted dialogue and collective well-being through each of our actions. During 2020 we carried out about 90 virtual dialogues with the neighbors of our shopping centers in the three countries where we are present, and we do not hesitate to make a direct contribution -through the delivery of more than 12 thousand boxes to make a direct contribution, through the delivery of more than 12 thousand boxes of food to families in different locations, in a coordinated action

with local municipalities.

During these 30 years of existence, we have been able to participate into the communities, respecting the local identity and opening channels for listening and formal instances of consultation. An example of this is the development of early-stage relationship that we carried out in Peru during the two years of construction of Mallplaza Comas. Also, during 2020, 15 virtual dialogues were held with neighbors prior to the opening of the shopping center in October. This permanent relationship enabled a positive welcome from all the communities in the north of Lima.

In the matter of sustainability, we continue promoting the architecture of our shopping centers under the LEED criteria (Leadership in Energy and Environmental Design), obtaining in 2020 the LEED Silver certification for the construction of Mallplaza Buenavista in Barranquilla, as well as the LEED certification for operators in Colombia. We have also generated new solutions, hand in hand with innovation and technology, to have an efficient and carbon neutral operation, in addition to a more conscious use of water and energy resources and in the recirculation of waste.

We know that being an agent of change means going further and promoting small changes in the habits of our employees, visitors, suppliers and business partners. With all of them, we have continued with different actions to promote environmental awareness and generate changes from everyday situations, mainly in reducing the use of plastic, caring for the oceans and recycling. An example of this was the awareness campaign for the elimination of straws carried out in Barranquilla, Colombia, at the beginning of 2020 and the reopening in September of Punto Limpio in Mallplaza Los Dominicos in Chile, adopting the new health and safety protocols in order to make recycling a safe experience.

The permanent attempt to advance in our goals led to improving the sustainability indicators of the Dow Jones Sustainability Index, especially in the environmental, economic, corporate governance and codes of conduct dimensions. Today we are within the top 7% of the industry and that is great motivation for us to keep giving our best. An example of this is our annual report, which for the first time is presented under an integrated perspective, consolidating and

reporting in a single document the most important aspects of the financial, environmental and social management of our company, complying with the most demanding standards at a global level, under the criteria of the Global Reporting Initiative (GRI).

In challenging times such as those we have experienced, in Mallplaza we saw the same spirit that moved us to build Mallplaza Vespucio in 1990. Thanks to the collaborators' commitment, their dedication and adaptability, and the understanding we have of people and their needs, today we are stronger than ever.

We see the upcoming challenges in a good light, as we are convinced that did right by maintaining a long-term strategic perspective. 30 years ago, we set out to build places that contribute to people's quality of life and today we can say that we have achieved such purpose, thanks to a unique way of doing things that embodies and differentiates the Company.

Our urban centers in Chile, Peru and Colombia have become places loved by the communities, capable of bringing together millions of people in challenging contexts, and for the future, we are

sure that we will be able to continue giving multiple reasons for visiting our urban centers and thus remain the preferred place to meet and socialize with others.

Sergio Cardone
CHAIRMAN OF MALLPLAZA

Letter from the CEO



2020 was a unique year and very different from everything that people, institutions and companies, such as Mallplaza, had experienced. A challenging and complex period indeed. But also, a time for new opportunities and possibilities, some of which, surely, in another context, we would not have assumed with the speed and energy required. However, today they are part of our management hallmark and a differential attribute that is providing real value to our business partners and visitors in each of our urban centers.

During the most complex days of 2020, our 25 urban centers were equipped with commerce and essential services, fulfilling a fundamental role in supplying the communities, under a safe operation, certified internationally. Today, and thanks to its high level of security, strategic location and easy access of its urban centers, Mallplaza is part of the network of vaccination facilities authorized by the Chilean health authorities.

In 2020 we learned to be flexible and to quickly adapt to unusual conditions, achieving a fast reopening of all categories, to the extent that sanitary conditions and the authorities allowed, mobilizing around six keys:

Permanent focus on the long-term business.

We have worked closely with our business partners. Thus, for example, during the months that the stores were closed, the company did not collect rents, allowing them to maintain sustainable occupancy cost ratios on its sales. Likewise, we promoted best practices in order to reduce expenses, decreasing operating costs by around 20%, in a process audited by independent firms and permanently informed to business partners.

Good occupancy rate.

The decision to support our business partners, the ability to restructure administration expenses and, in parallel, to rapidly develop a complete omnichannel infrastructure for creating new business and maintaining the relationship with visitors, enabled the company to keep a high occupancy of 94%, considering the same malls in operation compared to the previous year, and a positive operating result during all the quarters of 2020.

Regional growth.

In line with its strategic plan, the company acquired **Mallplaza NQS**, located in the heart of

Bogotá, adding 68,000 m2 of leasable area to the Mallplaza operation in Colombia. This center's value proposition includes the opening of the first IKEA store in the country, in 2023. On the other hand, in Peru, the operation of the first stage of Mallplaza Comas began in the city of Lima, adding 72,000 m2 to the company's GLA with a value proposition comprising the Falabella department stores, Ripley, Tottus hypermarket, Homecenter Sodimac, Cinemark cinema complex, along with more than 180 specialist stores.

In Chile, progress has been consolidated in the expansion processes at Mallplaza Norte, whose commercial proposal includes an H&M store, the most modern gym in the area of influence and a Chuck E. Cheese store. Likewise, Mallplaza Oeste incorporated the most modern cinema in Latin America and a new gastronomic neighborhood called Zona Urbana, which complements Las Terrazas, a district comprising restaurants, a park and a lagoon, and also in this mall, the construction of the largest IKEA store in the country has begun.

Omnichannel solutions to enhance sales and visiting experience.

We consolidated our omnichannel ecosystem, becoming an active part of the digital value chain between our business partners and their clients, adding new platforms to boost their businesses and sales, adapted and connected to people's new buying habits, allowing personalized and consistent experiences (Safe Delivery, Pit Stop, Linio alliance, Click & Collect).

Our gastronomic partners have been able to access and operate with delivery services, strengthened by campaigns and alliances with last-mile platforms and logistics optimization in the operation. At the end of the year, we had more than 530 kitchens operating in the three countries and the number of dispatched orders exceeded 1.4 million in the second half of 2020.

We have put innovation at the service of experience, becoming a key player in physical and digital commerce at the regional level.

Incorporation of entrepreneurs and e-tailers.

The company reinforced its integral value proposition by incorporating entrepreneurs and e-tailers as a new permanent category of its commercial mix, recycling and renovating new spaces inside shopping centers.

Visitors flow recovery.

We observed an accelerated return of visitors to our shopping centers, reaching flows around 75% during the last quarter, compared to 2019, and increasing by 145% compared to the previous quarter. Meanwhile, the conversion rate increased 146%.

New operators

On the other hand, during 2020 the arrival of new operators, such as the Inditex group brands: Zara Home, Pull & Bear, Massimo Dutti, and the amplification in the Stradivarius and Bershka proposals was very relevant.

In the same way, we highlight the Casaideas proposal in a segment of high interest, such as decoration and home. Added to this are, among others, the restobar T'Quila, the Peruvian chain Juicy Lucy, Everlast, Adidas and Naf Naf.

Also, we have promoted the proposal of new gastronomic districts such as Mercado La Colonial, in Mallplaza Bellavista, Peru, which is already very well positioned among our visitors.

All the initiatives taken, in a context of fewer sanitary restrictions, leaves us on a very good

place to continue moving forward in 2021, especially when looking at the financial results reported at the end of the year. Particularly relevant was to verify a 158% growth in sales and a three times increase in EBITDA, both figures compared to the third quarter. On the other hand, the normalization of operations made it possible to advance from an average open leasable area of 45% in the third quarter, to 75% for the last quarter of the year. Results that are supported on operation efficiency and that allowed us to reduce costs for our commercial partners.

All these achievements, as well as the company's response to new and growing challenges certainly respond to the deepening of our cultural transformation process, which has allowed us to be more agile and flexible as an interregional organization.

We are optimistic about the future. We were able to confirm that, when more open spaces are generated and sanitary conditions allow it, people naturally seek to meet again and then our shopping centers become plazas and meeting places again, with multiple visiting purposes, where the physical and the digital world are integrated in fluid way for a better visiting experience, adapted

to new habits and needs. For this we are seeking a greater integration of the omnichannel and also with new categories of commerce, as well as customized visit dynamics and new schedules.

The recovery trend with positive results in sales and visitors flow rates reported in the last quarter of 2020, along with the permanent analysis and evaluation of growth alternatives, are a confirmation that the shopping center will remain an important place in the daily life of the people. We will keep moving forward to make Mallplaza a unique place in the region.

Fernando de Peña
CEO MALLPLAZA

KEYS 2020



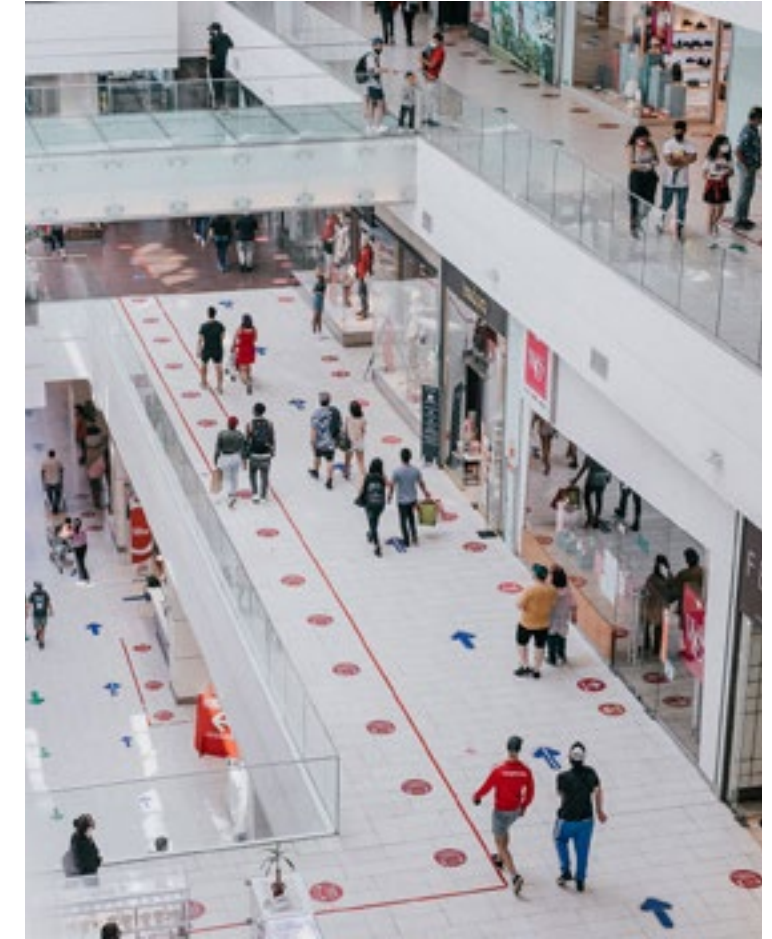
Long-term business focus

Consistency with a strategic growth plan, joint work with business partners for conditions that allowed their sustainability and long-term relationships, consolidation of the omnichannel ecosystem, new brands and businesses incorporated into the value proposition.



Regional growth in strategic locations

Opening of Mallplaza Comas in Peru and purchase of Mallplaza NQS in Bogotá. Both with business partners' positive performance and sales. Steadiness in the expansion of projects in Chile.



Efficiency

Improving processes, reducing operation costs and developing best practices, in a process audited by independent firms and informed to business partners.

KEYS 2020



Agility in operation

Openings and closings in short periods of time, generation of safety conditions for business partners and visitors, stability in operation and uninterrupted supply of essential goods and services.



Safe operation: more and better technology

Prevention and high standard technology, coordination with the authorities and permanent search for better international experiences.

2020 Business milestones



Integration to the omnichannel value chain

Strategic alliances with last-mile apps to enhance delivery and safe shopping, creating new opportunities for business partners and visitors.



Alliance with Linio

Powerful platform for Mallplaza business partners to sell their products. More than 100 brands have joined this marketplace in Chile, Peru and Colombia.



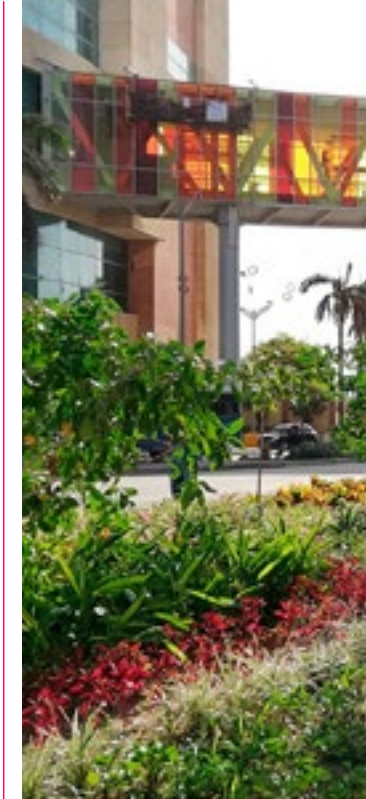
New Mallplaza Comas in Peru

In the midst of the COVID-19 pandemic, Mallplaza achieved the opening of a new shopping center, adding 89 thousand m² of an integrated retail, entertainment and gastronomy proposal.



Mallplaza NQS

Located in the heart of Bogotá, this new shopping center marks the arrival of Mallplaza to the main Colombian market, consolidating our presence in that country.



Barranquilla District

With the arrival, at Mallplaza Buenavista, of the international brands of the Inditex group, a powerful commercial offer was consolidated, becoming, along with the Buenavista shopping centers, the largest commercial district on the coast with more than 500 stores, 75 gastronomic options and 100,000 square meters of marketable area.



IKEA arrives in the region by the hand of Mallplaza

Construction of an IKEA store starts in Mallplaza Oeste; with more than 24,500 m², this will be the largest IKEA store in Chile. Meanwhile, the first IKEA store in Colombia will be in Mallplaza NQS.

2020 Business milestones



New gastronomic area in Mallplaza Oeste

10 business partners and the most modern cinema complex in Latin America give life to Zona Urbana, a gastronomic neighborhood that complements Las Terrazas district, providing a new meeting place for visitors to the shopping center.



First Sweet Zone in Mallplaza Egaña

With a privileged location in the middle of the shopping center, this new sector recalls neighborhood life with the best exponents of coffee.



Market «La Colonial», Peru

13 proposals with local identity give life to the first gastronomic market in the Province of Callao, located inside Mallplaza Bellavista.



Commitment to electromobility

First Electromobility space in Mallplaza Tobalaba and soon, the first District in Mallplaza Norte, gathering the best exponents of the industry and an area of experience and information.



Safe and collaborative return

In order to support gastronomic business partners, Mallplaza worked along with the Chilean Gastronomy Association in order to enable prevention and hygiene protocols needed to resume attention in these types of establishments.



Mallplaza joins the «Yo me Vacuno» plan

The high operation standards, strict security protocols and the prevention measures adopted, allowed Mallplaza to be incorporated as a vaccination point in Chile's national COVID-19 inoculation plan.

Plaza S.A.
**ANNUAL
FIGURES**
up to December
31, 2020 ^{(1) (2)}

We operate ⁽¹⁾

25 urban
centers
(2 new
openings
in 2020)



16 cities

17



CHILE

4



COLOMBIA

4



PERU

Business Partners' sales per m² ^{(1) (2)}

+1,306,000
CLP/m²

Venues

+4,150

Leasable area (GLA) ⁽¹⁾

1,814,000 m²

Followers in social media

+2,960,000

Visitors flow ⁽¹⁾

+149
millions / year

Business Partners' sales ^{(1) (3)}

+2,368
thousand of millions CLP

Occupation

94%

- (1) Figures of 2020 for Colombia, Peru and Chile.
(2) Figures in Chilean Pesos (CLP).
(3) Sales of business partners or lessees in Chilean pesos (CLP) at the exchange rate closing December 2020.
Plaza S.A. owns 33.3% of Mallplaza Perú S.A. being an unconsolidated subsidiary in its Financial Statements.

Plaza S.A.
ANNUAL
FIGURES

up to December
31, 2020 ^{(1) (2)}

Rating Plaza S.A ⁽³⁾

Fitch Ratings (CL) Feller Rate (CL) Humphrey's (CL)

AA+ **AA+** **AA+**

Income

/12 month variation

187,329 ↓ -39%

Million Chilean Pesos

EBITDA ⁽⁴⁾

116,114 ↓ -51%

Million Chilean Pesos

Profit ⁽⁵⁾

12,248 ↓ -88%

Million Chilean Pesos

FFO ⁽⁶⁾

79,265 ↓ -52%

Million Chilean Pesos

Annual Figures by Country ^(*)


CHILE

DEC 2019

1.378

DEC 2020

1.381

Visitor's flow

Millions in
12 mobile months
up to December 2020

227

112

↓ -51%

Tenant sales

Thounsand of
millions clp in ¹²
months of m²

3.106

2.042

↓ -34%


COLOMBIA

DEC 2019

123

DEC 2020

164

↑ +34%

14

14

↓ -5%


PERU ⁽⁸⁾

DEC 2019

202

DEC 2020

269

↑ +33%

44

23

↓ -48%

324

226

↓ -30%

Milestones

Greater GLA 12 mobile months due to the openings (in stage 1) of Mallplaza Comas in Peru, and Mallplaza Buenavista and NQS shopping centers in Colombia.

Lower flow 12M mobile in Chile and Peru due to the impact of COVID-19 pandemic in the region. In Colombia, remained stable for the openings of Buenavista (Barranquilla) and the acquisition of Mallplaza NQS (Bogotá).

Lower sales than 12M mobile in Chile and Peru, due to the impact of COVID-19 pandemic in the region, and in Colombia sales supported by Buenavista's 12-month operation compared to the previous year and the incorporation of Mallplaza NQS.

(1) Plaza S.A. operates the Mallplaza urban centers in Chile, Peru and Colombia. In its financial statements, Plaza S.A. consolidates operations in Chile, Colombia and Salón Motorplaza Perú, and regarding Mallplaza Peru S.A., of which owns 33.3% of its property, consider its proportional result in participation in the profits of associates.

(2) Total of 2020.

(3) Corresponds to local risk classifications of issuance of public bonds by Plaza S.A.

(4) EBITDA corresponds to gross profit minus administration expenses, excluding depreciation and amortization.

(5) Profit attributable to the owners of the controller.

(6) FFO corresponds to the cash flow of the profit of the owners, weighted by its proprietary participation in the operation. This flow excludes concepts that do not represent cash flow or non-recurring (other income and expenses by function) of the financial report. It does not include minority interest.

(7) Leasable area at the end of December 2019 and 2020.

(8) Corresponds to the operation of Mallplaza Perú S.A., associated company operated by Plaza S.A.

(*) Graphics are a schematic reference, not a real scale

MALLPLAZA TODAY

CHAPTER 01

Mallplaza Norte, Huechuraba, Chile.

The new Mallplaza Vespucio represents the redefinition of the shopping center as an urban revitalizer in the middle of the city, enhancing its privileged location in a neuralgic point of the La Florida commune in Santiago de Chile.



Three decades of growth

30 years of history endorse the successful growth of Mallplaza as a company whose value proposition has kept people at the center.

Since its origins, Mallplaza's inspiration has been to enrich and improve people's quality of life through the creation of meeting places that facilitate and promote human relationships and socialization, delivering a comprehensive value proposition and bringing goods and services to the communities.

In these three decades of history, the company has sought to anticipate and accompany changes in society. Thus, more than 10 years ago, sustainability was incorporated as the axis of the business strategy, and since then, progress has been made in best practices for environment care, sustainable construction, the incorporation of new formats and categories to increase the purpose of the visit, and a permanent concern to strengthen connections with stakeholders, as a way to build long-term relationships of mutual value.

At present, Mallplaza urban centers in Chile, Peru and Colombia are connecting places in the middle of cities; places where people not only access the best retail brands, but also multiple services, education, health benefits and a varied offer of entrepreneurship, gastronomy, culture and entertainment, all with a strong local identity.

This year, number 30, was especially challenging for Mallplaza due to the global COVID-19 pandemic. All Mallplaza urban centers in Chile,

Peru and Colombia were adapted to a safe operation with the application of the highest prevention standards, health technologies and protocols along with coordinated work with the authorities and the adoption of the best international experiences.

These measures were aimed to continue delivering goods and services to the communities and to the millions of people who needed them every day. In this way, a growing return of visitors to the shopping center was consolidated, as the health control of the pandemic progressed.

Along with this, this new anniversary finds Mallplaza with important advances in the consolidation of its omnichannel ecosystem, adding value to its commercial partners and visitors thanks to the development of new platforms and solutions.

In the same way, continuous regional growth, including the opening of two new urban centers, and the focus on long-term business allowed an adequate financial position to face the challenges of the context in a responsible manner, providing



The Mallplaza Oeste lagoon has become a place for recreation and meeting. During 2020, this area was enhanced with the opening of a new Cinemark cinema complex, the most modern in Latin America.

support with special discounts to business partners in order for them to keep sustainable occupancy costs, and promoting best practices to reduce expenses, all of it within a process audited by independent firms and permanently informed.



Mallplaza Los Dominicos, Las Condes, Chile

Mallplaza history

1990—1995



Mallplaza's history begins on August 24, 1990 with the opening of the company's first shopping center in Santiago, La Florida commune: Mallplaza Vespucio.

In a visionary way, innovative concepts such as a service boulevard, a cinema complex and the first children's play area inside a mall, were introduced into the emerging market for shopping centers in Chile.

The Mallplaza proposal expanded in Santiago with the opening of Mallplaza Oeste, in the district of Cerrillos.

Mallplaza opened the first shopping center outside of Santiago: Mallplaza Trébol, began operations in the Biobío region, at the intersection between the communes of Concepción and Talcahuano.

1996—2000



Responding to the needs of the community and aiming to incorporate new visiting purposes, **the company added, for the first time, a Medical Center in Mallplaza Vespucio.**

Mallplaza La Serena was inaugurated, located in the Coquimbo region, while in Santiago, in the same period, **Mallplaza Tobalaba opened** to the public in Puente Alto.

Mallplaza surprised the industry with the **opening of Autoplaza in Mallplaza Oeste**, the first automotive sales complex located inside a shopping center.

2001—2005



Mallplaza's commitment to delivering quality culture for the communities was materialized in the first exhibition hall of the Museo Bellas Artes and the recital room run by the Chilean Copyright Society in Mallplaza Vespucio.

The DuocUC Professional Institute and the first Biblioteca Viva arrived at Mallplaza Vespucio.

In Chile, new openings of Mallplaza Norte in the Huechuraba commune, Metropolitan Region, and **Mallplaza Los Ángeles** in the Biobío Region.

Las Terrazas, a new concept mixing entertainment and gastronomy, debuted in two shopping centers in Santiago: Mallplaza Vespucio and Mallplaza Norte.

2006—2010



Within the framework of a public-private alliance, the coastline of the city of Antofagasta, in Chile, was recovered through the opening of the Mallplaza Antofagasta.

Mallplaza Sur opened its doors in San Bernardo; while Mallplaza Alameda arrives to Estación Central and becomes the first vertical shopping center in Chile.

The company acquired the Mall Calama shopping center, which is expanded and transformed into Mallplaza Calama, in the Antofagasta region.

The internationalization of Mallplaza began in the Peruvian market: Mallplaza Trujillo opens its doors in the city of Trujillo, while, in Lima, Mallplaza Bellavista lands in the Province of Callao.

Mallplaza history

2011–2015



Mallplaza Mirador Biobío opened to the public in Concepción, Biobío Region, Chile.

Meanwhile, Mallplaza Egaña, became the company's first sustainable shopping center; LEED Gold certified and internationally recognized for its construction and operation that are friendly to the environment, as well as to communities. The first IMAX room in Chile was incorporated in this shopping center's a cinema complex, and La Azotea, an area with 12 restaurants.

Added to Mallplaza, Mall Las Américas shopping center, located in the Tarapacá Region, was transformed into Mallplaza Iquique.

Mallplaza Copiapó opened in the Atacama Region; the first mall-type shopping center in the region, which meant the arrival of various brands in that city.

Mallplaza El Castillo, located in Cartagena de Indias, initiated operations in Colombia.

Also, in that country began the construction of Mallplaza Manizales and Mallplaza.

2016



Mallplaza Egaña inaugurated a new SCD room and a medical center.

A new medical center for the city was also opened in Mallplaza Copiapó.

In Peru, opened Mallplaza Arequipa, the company's third shopping center in that country and the first to obtain LEED Silver certification in green buildings.

2017



Mallplaza Los Dominicos, an avant-garde urban center with unique architecture in Las Condes, Santiago de Chile, opened to the public.

The construction of Mallplaza Arica began.

Mallplaza history

2018



Mallplaza accomplished one of the largest stock market openings in the history of the Santiago Stock Exchange, raising USD 528 million through the placement of 240 million shares.

In Chile, Mallplaza Arica opened as the first Tax Free shopping center in the country, and a strong promoter of local tourism.

In Colombia, Mallplaza Manizales opened to the public and the construction of Mallplaza Cali began.

In Peru, the construction of Mallplaza Comas began.

2019



In Barranquilla, Colombia, Mallplaza Buenavista opened its doors, becoming the chain's third shopping center in that country and making part of the most important commercial district of the city, neighboring Buenavista 1 and 2. This shopping center incorporated "El Mercado", an unprecedented space in the company's value proposal, that brings together more than 40 local gastronomic proposals.

In Chile, the focus of growth continued with expansion projects in shopping centers in operation: Mallplaza Norte, Mallplaza Oeste and Mallplaza La Serena.

For the first time, Mallplaza entered the Dow Jones Sustainability Index (DJSI) of the New York Stock Exchange, the family of sustainability indicators that considers leader companies for their economic, social and environmental performance.

2020



In a pandemic context, Mallplaza consolidated its omnichannel ecosystem by promoting initiatives to support and increase the value offer of its business partners, such as Click & Collect, Pit Stop, Pide y Lleva and the alliance with Linio.

In Colombia, the acquisition of the Calima Shopping Center, now Mallplaza NQS, marked the company's entry into Bogotá, the largest market in that country.

Mallplaza Comas was inaugurated in Peru, in the north of Lima, consolidating Mallplaza's presence as a relevant operator in that country.

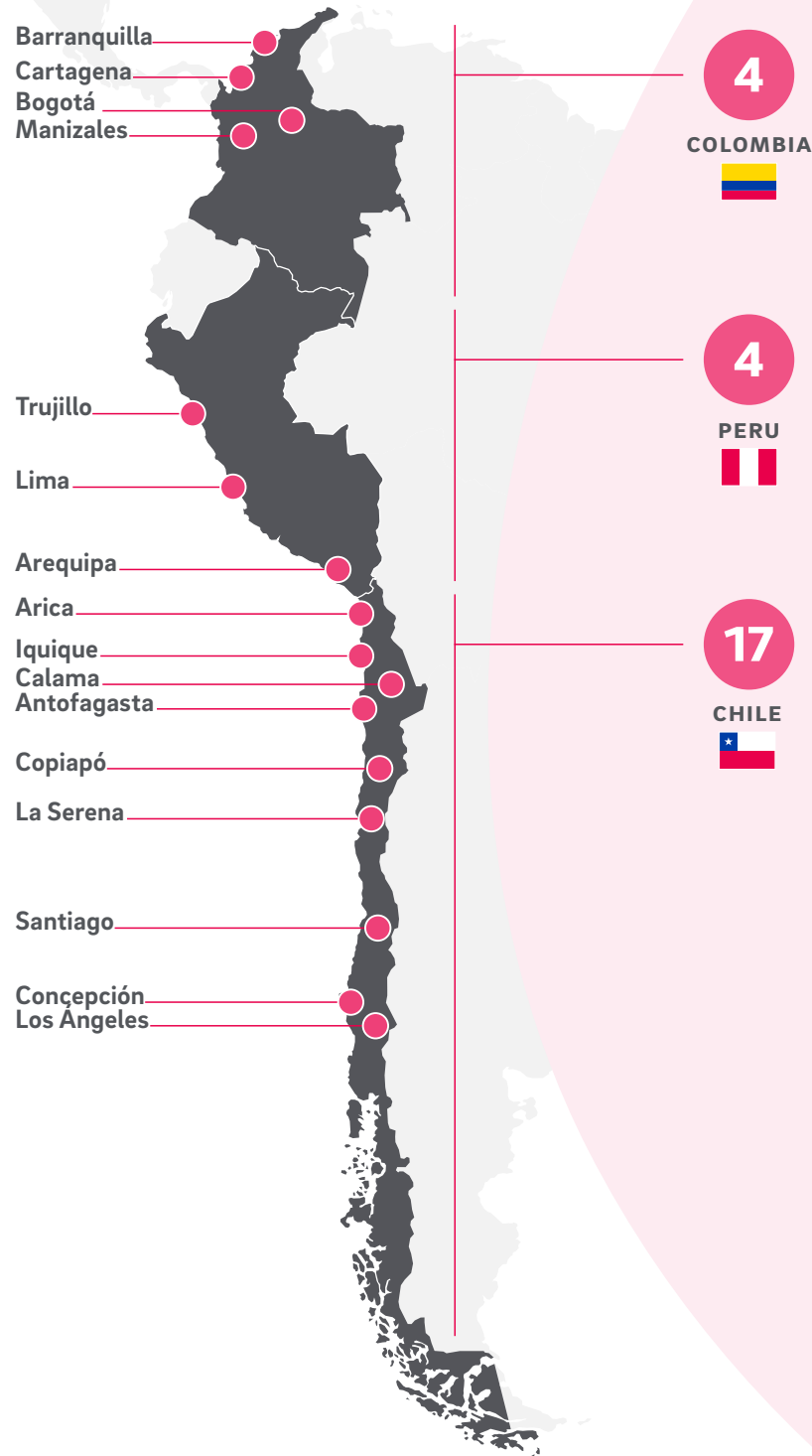
In Chile, expansion projects were completed in Mallplaza Norte, Mallplaza Oeste and Mallplaza La Serena, adding in the latter a Tottus supermarket and a new service boulevard.

For the second consecutive year Mallplaza stood out for its position in the Dow Jones Sustainability Index (DJSI) of the New York Stock Exchange, improving its performance and thus holding up its commitment to sustainability.

Despite the changing scenario in the shopping center market due to the pandemic, Plaza S.A. maintained an AA + risk rating with a stable perspective by its three risk rating agencies.

Mallplaza in Latin America

Leasable area and urban
centers operated in Chile, Peru
and Colombia by the end of
December 2020.



Mallplaza Cartagena	2012 · 27,000 m ²	📍
Mallplaza Manizales	2018 · 38,000 m ²	📍
Mallplaza Buenavista	2019 · 57,000 m ²	📍
Mallplaza NQS Bogotá ⁽¹⁾	2020 · 68,000 m ²	📍

Mallplaza Trujillo	2007 · 78,000 m ²	📍
Mallplaza Bellavista	2008 · 90,000 m ²	📍
Mallplaza Arequipa	2016 · 44,000 m ²	📍
Mallplaza Comas ⁽²⁾	2020 · 75,000 m ²	📍

Mallplaza Arica	2018 · 34,000 m ²	📍
Mallplaza Iquique	2013 · 24,000 m ²	📍
Mallplaza Antofagasta	2006 · 79,000 m ²	📍
Mallplaza La Serena	1998 · 56,000 m ²	📍
Mallplaza Los Dominicos	2017 · 94,000 m ²	📍
Mallplaza Calama	2009 · 78,000 m ²	📍
Mallplaza Copiapó	2014 · 46,000 m ²	📍
Mallplaza Alameda	2008 · 62,000 m ²	📍
Mallplaza Vespucio	1990 · 169,000 m ²	📍
Mallplaza Sur	2008 · 77,000 m ²	📍
Mallplaza Mirador Biobío	2012 · 45,000 m ²	📍
Mallplaza Norte	2003 · 130,000 m ²	📍
Mallplaza Oeste	1994 · 156,000 m ²	📍
Mallplaza Egaña	2013 · 96,000 m ²	📍
Mallplaza Tobalaba	1998 · 78,000 m ²	📍
Mallplaza Trébol	1995 · 117,000 m ²	📍
Mallplaza Los Ángeles	2003 · 39,000 m ²	📍

(1) Total GLA in m² acquired by Mallplaza. As of December 2020, a total of 42,000 m² was operated
(2) Mallplaza Comas opened its doors during the COVID-19 pandemic, reaching a total of 57,000 m² operated as of December 2020.



Check each
Mallplaza through
the link to
Google View

Corporate Governance

SHAREHOLDERS

They are the Company owners, who designate the Board, approve the memories, the policies of dividends, and auditors.

BOARD OF DIRECTORS

The Company administrator by law: defines the objectives, strategy and policies, appoints the General Manager and allots the execution of the strategy to him. Controls the management of the General Manager through the sessions of the Board of Directors and the Directors' Committee.

GENERAL MANAGER

Looks out for the operation and well-functioning of the Corporate Government. Proposes objectives, strategy and policies to the Board of Directors. Assigns the development strategy to the Executive team.

CORPORATE MANAGERS

Lead the areas that conform Mallplaza's value chain. Through different committees, the corporate managers participate in the strategy's definition presented to the board by the General Manager.

COMMITTEES

Instances for Corporate Managers to participate in the strategy's proposal and agree the steps to fulfill it. Namely: Diversity and Inclusion Committee, Talent Development Committee, Comptroller's Committee, Risk Management Committee, Integrity Committee, and Sustainability Committee.

Board of
Directors



Sergio Cardone Solari
PRESIDENT
5.082.229-K
Commercial Engineer
Ordinary Board of Plaza, S.A. 04/17/19



Pablo Eyzaguirre Court
DIRECTOR
8.878.318-2
Civil Engineer
Ordinary Board of Plaza, S.A. 04/17/19



Paul Fürst Gwinner
DIRECTOR
6.979.383-5
Commercial Engineer
Ordinary Board of Plaza, S.A. 04/17/19



Juan Pablo Montero Schepeler
DIRECTOR
9.357.959-3
Civil Engineer
Ordinary Board of Plaza, S.A. 04/17/19



Tomás Eduardo Müller Benoit
DIRECTOR
10.994.040-2
Commercial Engineer
Ordinary Board of Plaza, S.A. 04/17/19



José Pablo Arellano Marín
DIRECTOR
6.066.460-9
Economist
Ordinary Board of Plaza, S.A. 04/17/19



Alejandro Puentes Bruno
DIRECTOR
8.860.493-8
Commercial Engineer
Ordinary Board of Plaza, S.A. 04/17/19



Claudia Manuela Sánchez Muñoz
DIRECTOR
9.306.718-5
Commercial Engineer
Ordinary Board of Plaza, S.A. 04/17/19



Carlo Solari Donaggio
DIRECTOR
9.585.749-3
Civil Engineer
Ordinary Board of Plaza, S.A. 04/17/19

(*) In Plaza S.A. the existence
of alternate directors is not
contemplated

Board
Diversity

1
woman

8
men

All of
our directors
are Chilean

Age composition

age rank (in years)	number of directors
younger than 30	0
between 30 and 40	0
between 41 and 50	5
between 51 and 60	2
between 61 and 70	1
older than 70	1

Seniority

seniority	number of directors
less than 3 years	3
between 3 and 6 years	1
more than 6 and less than 9 years	0
more than 9 and less than 12	5
more than 12	0

Board of directors remuneration

NAME	FIXED REMUNERATION (CLP) 2020	OTHER STIPENDS (CLP) 2020	FIXED REMUNERATION (CLP) 2019	OTHER STIPENDS (CLP) 2019
Sergio Cardone Solari	68,854,852	-	76,994,737	-
José Pablo Arellano Marín	34,427,428	-	38,497,369	-
Paul Javier Fürst Gwinner	34,427,428	-	38,497,369	-
Alejandro Eduardo Puentes Bruno	34,427,428	-	38,497,369	-
Pablo Eyzaguirre Court	34,427,428	-	38,497,369	-
Tomas Eduardo Müller Benoit	34,427,428	-	38,497,369	-
Carlo Solari Donnaggio	34,427,428	-	38,497,369	-
Juan Pablo Montero Schepeler	34,427,428	-	38,497,369	-
Claudia Manuela Sanchez Muñoz	34,427,428	-	30,230,481	-
Thomas Fürst Freiwirth	-	-	11,033,105	-
Total	344,274,276	-	387,739,906	-

Amounts disbursed for advisory services to the board

FEE (CLP) 2020	OTHER EXPENSES (CLP) 2020	FEE (CLP) 2019	OTHER EXPENSES (CLP) 2019
40,965,799	235,549	-	-

Services hired to the audit firm of the financial statements

	(CLP) 2020	(CLP) 2019
Audit services	240,325,656	298,267,974
Other consultancies	48,199,090	335,355,116

Director's committee remunerations

NAME	FIXED REMUNERATION (CLP) 2020	FIXED REMUNERATION (CLP) 2019
Claudia Manuela Sanchez Muñoz	22,951,617	20,153,652
Tomas Eduardo Müller Benoit	11,475,810	11,316,830
Juan Pablo Montero Schepeler	11,475,810	11,316,830
Total	45,903,237	43,614,003

Directors' attendance to Plaza S.A.
Board Meetings 2020

During 2020, attendance at Board
meetings was 100%. The number of
sessions of this Committee doubled
compared with the previous year.

Board of Directors' training
and performance evaluation

Surveys on the performance of the
Board are conducted on an annual
basis by an independent third party.
During 2020 such task was carried out
by the consulting firm McKinsey.

Annual
Management
Report

This Annual Management Report has been prepared by the Directors Committee of PLAZA S.A. (the "Company"), in accordance with the provisions of article 50 bis of Law No. 18,046, on Public Limited Companies.

1. DIRECTORS' COMMITTEE

The Directors Committee of Plaza S.A. was established, in accordance with the provisions of article 50 bis of Law 18,046 and circular No. 1,956 of the Commission for the Financial Market, in the Board of Directors' meeting on April 24, 2019.

The Directors' Committee is chaired by Mrs. Claudia Manuela Sánchez Muñoz, independent director, and conformed by, Mr. Tomás Müller Benoit and Juan Pablo Montero Schepeler.

2. DIRECTORS' COMMITTEE EXPENSES

For the 2020 financial year, the Company's Shareholders' Meeting, established on April 24, 2020, fixed a monthly allowance for the equivalent in pesos of UF 30 as remuneration for the Committee members, and a supplementary monthly allowance of UF 30 for its President.

During 2020, the Committee hired consultancies through legal reports from different law firms, mainly aimed at analyzing transactions between related parties and updating the Free Competition compliance program. No other

expenses have been incurred for the fulfillment of its functions.

3. ACTIVITIES DEVELOPED BY THE DIRECTORS COMMITTEE IN 2020

During 2020 the Directors Committee met on 20 occasions for ordinary and extraordinary sessions. In all of these opportunities, the Committee was dedicated to the subjects of its competence. As a result of the mobility restrictions decreed by the authority and the health and prevention measures taken in the context of the COVID-19 pandemic, all the meetings, from March on were held remotely through the ZOOM platform.

The dates of the meetings were as follows:

January 22	June 17	September 23
February 24	July 9	October 19
March 18	July 22	November 4
April 22	August 6	November 19
May 6	August 19	December 3
May 20	August 20	December 9
June 2	September 9	

Thus, among other matters indicated in article 50 bis of Law No. 18,046 on Corporations and, commissioned by the Board of Directors, the Committee examined the balance sheet and the Company's quarterly and annual Financial Statements, including the reports presented by both the executives of the Company as well as by the external auditors, ruling on them; also, along with the Comptroller's area, worked in updating Mallplaza's risk matrix and in planning and processing the Internal Audit of the company and its subsidiaries, as well as its implementation and progress monitoring; monitored the Risk Management and Crime Prevention models, as well as the Integrity, Free Competition and Prevention of Money Laundering and Terrorism compliance programs; analyzed the internal control evaluation report to the Administration, presented by the Company's external auditors, and analyzed the remuneration systems and compensation plans for the Company's managers and senior executives.

It is recorded that a set of operations referred to in Title XVI of the Public Limited Companies Act

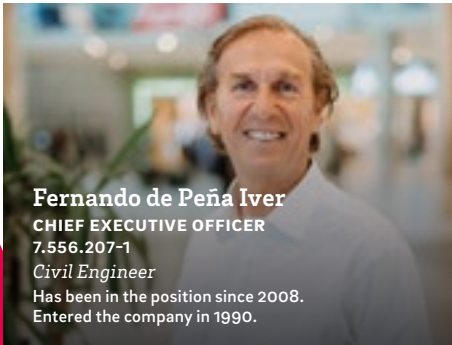
were reviewed, all of which were subsequently unanimously approved by the Company's Board of Directors, mainly related to digital developments and improvements in protection of information and security.

The rest of the operations with related parties reported in the Financial Statements are considered customary or ordinary in consideration of line of business, in accordance with the Company's general customary policies determined by the Board of Directors and communicated to the Financial Market Commission, or of an immaterial nature attended to its amount.

Santiago, March 2021.



Mallplaza
senior
executives



Fernando de Peña Iver
CHIEF EXECUTIVE OFFICER
7.556.207-1
Civil Engineer
Has been in the position since 2008.
Entered the company in 1990.



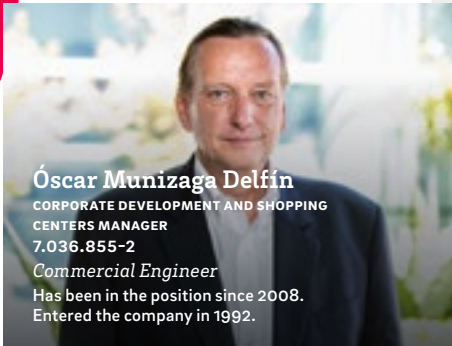
Pablo Cortés de Solminihac
CHIEF FINANCIAL OFFICER
8.552.459-3
Commercial Engineer
Has been in the position since 2008.
Entered the company in 2008.



María Irene Soto Layseca
CORPORATE AFFAIRS MANAGER
8.308.174-0
Journalist
Has been in the position since 2018.
Entered the company in 2018.



Marina Tannenbaum Embeita
DIGITAL STRATEGY AND INNOVATION MANAGER
9.656.507-0
Industrial Engineer
Has been in the position since 2018.
Entered the company in March, 2018.



Óscar Munizaga Delfín
CORPORATE DEVELOPMENT AND SHOPPING
CENTERS MANAGER
7.036.855-2
Commercial Engineer
Has been in the position since 2008.
Entered the company in 1992.



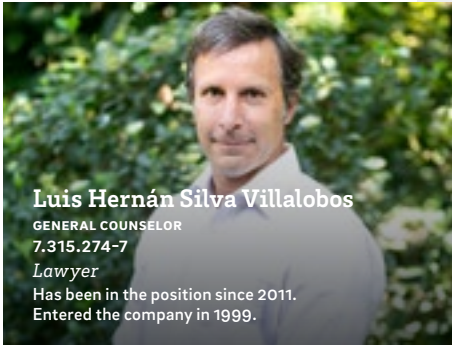
Eduardo Peñailillo Henríquez
COMPTROLLER
10.406.920-7
Commercial Engineer
Has been in the position since 2016.
Entered the company in 2016.



Cristián Muñoz Gutiérrez
CORPORATE COMMERCIAL MANAGER
8.688.025-3
Commercial Engineer
Has been in the position since 2009.
Entered the company in 2004.



Christopher Banfield Erazo
STRATEGIC PLANNING MANAGER
19.454.847-8
Commercial Engineer
Has been in the position since 2019.
Entered de company in 2019



Luis Hernán Silva Villalobos
GENERAL COUNSELOR
7.315.274-7
Lawyer
Has been in the position since 2011.
Entered the company in 1999.



Cristián Somarriva Labra
CORPORATE EXPERIENCES AND PROJECTS MANAGER
7.719.111-9
Industrial Engineer
Has been in the position since 2015.
Entered the company in 1992.



Pablo Pulido Sierra
COUNTRY MANAGER COLOMBIA
3.415.048
Business Administrator
Has been in the position since 2015.
Entered the company in 2015.



Mauricio Mendoza Jenkin
COUNTRY MANAGER PERÚ
5.814.436-3
Business Administration Engineer
Has been in the position since 2012.
Entered the company in 1990.

Age Rank (years)	number of executives
younger than 30	0
between 30 and 40	2
between 41 and 50	5
between 51 and 60	4
between 61 and 70	1
older than 70	0

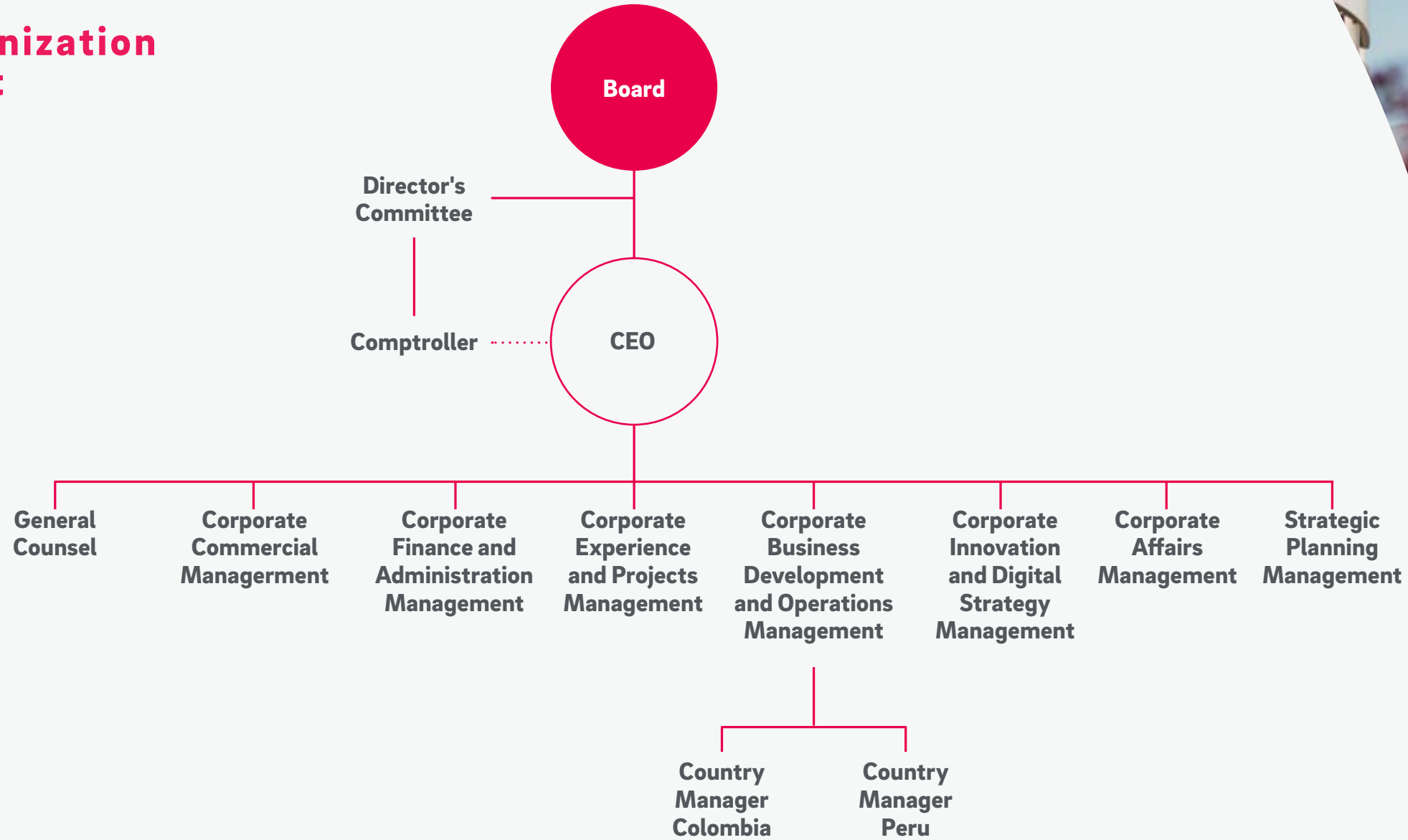
Seniority	number of executives
less than 3 years	3
between 3 and 6 years	2
more than 6 and less than 9	0
more than 9 and less than 12	1
more than 12 years	6

Country

As of December 31, 2020,
11 of the Mallplaza senior executives
are Chilean and 1 is Colombian

The corporate management team is
integrated by 10 men and 2 women.

Organization chart



Our commitment to integrity

Mallplaza has an organizational structure designed to ensure and promote integrity in the company and in its relationship with the various stakeholders. Thus, along with the Integrity Policy and its Integrity Code approved by the Board of Directors, there is an Integrity Committee, a Compliance Officer, an integrity program, a channel for complaints and inquiries, collaborators destined to answer questions (Integrity Counselors) and collaborators trained to carry out investigations of reported cases in a professional and confidential manner. This Integrity program is part of the policies promoted in this area by Empresas Falabella.

During 2020, the Integrity Committee met bimonthly and from this year on, representatives from Peru and Colombia were incorporated in order to reinforce regional participation in the Committee's decisions.

As part of its commitment to strengthening the culture of integrity, in 2020 the Company carried out training sessions for all collaborators -with an emphasis on those who joined the

company- from Chile, Peru and Colombia, through different initiatives such as conversations, talks and digital courses (e-learning).

This year stands out the application of Barómetro Generación Empresarial, a tool that measures perception of the culture of integrity in the Company, achieving very good results, compared to the previous year.

Integrity Channel

In order to maintain and protect the highest integrity standards, Mallplaza has an Integrity Channel available to its collaborators, business partners, suppliers and shareholders, so that they can confidentially and anonymously consult on ethical matters or report infractions or transgressions to any regulations in force in the country of operation or to the internal regulations of the company.

The communication channels are:

1. Email sent to the address: contacto@gerencia-deetica.com
2. Telephone 800 726 100
3. "Integrity Channel" tab located on the intranet and on the company's website

4. Integrity Officer or one of the Integrity Counselors

82 contacts received, 26 were ethical, representing 31.7%. 56 contacts were unethical.

During the same period, 14 investigations were conducted, 11 of them were closed. The percentage of proven complaints was 63.6%.

Compliance Programs

Given the relevance of this matter and Mallplaza's interest in acting as a corporate citizen, the company has various compliance policies and programs, which progress and operation are reviewed by the Board of Directors and the Directors' Committee. Thus, during 2020, the company extended and updated its Free Competition policy, approved an Environmental Policy, and updated its Manual for the Prevention of Money Laundering and Financing of Terrorism, and its Crime Prevention Model.

Compliance programs have elements of dissemination, detection, training and prevention. In this context, during 2020 and as in the previous year, training was carried out to the entire company in matters of Free Competition, Law 20,393 (Criminal Liability of Legal Persons), and Law 19,913 (Prevention of Money Laundering and Terrorism).

Crime Prevention Model

In order to effectively implement a form of corporate organization that avoids the commission of crimes contemplated in Law 20,393 and 19,913 by any member of the company, Mallplaza has a Crime Prevention Handbook along with a series of Policies and Procedures, which allow the Company to duly comply with the provisions of the corresponding legal framework. It is worth mentioning that the Crime Prevention Model is permanently audited by the company BH Compliance.

Training on crime prevention issues was carried out at the regional level via e-learning or face-to-face and, for those positions that have a direct relationship with public officials, special trainings were held. Additionally, Mallplaza has the «Autocompliance» tool, a registration platform that allows to strengthen the control and prevention of regulations such as the Lobby and

Anti-Corruption Law, promoting awareness of these issues to maintain adequate control of the meetings that take place between company employees and public officials.

POLITICAL CONTRIBUTIONS

No contributions are made to political campaigns or lobby organizations.

Anti-corruption

	Chile			Peru			Colombia		
	2018	2019	2020	2018	2019	2020	2018	2019	2020
% of operations assessed for risks related to corruption	100%	100%	100%	100%	100%	100%	100%	100%	100%
Confirmed cases of corruption	0	0	0	0	0	0	0	0	0
Number of pending or completed legal actions, during the reporting period, regarding anti-competitive behaviors and violations of free competition regulations in which the organization has been identified as a participant	0	0	0	0	0	0	0	0	0

Communication and training about anti-corruption policies and procedures

	2019	2020	2019	2020	2019	2020
% of members of the governing body to whom anti-corruption policies and procedures have been communicated.	100%	100%	100%	100%	100%	100%
% of employees to whom anti-corruption policies and procedures have been communicated.	100%	100%	100%	100%	100%	100%
% of partners to whom anti-corruption policies and procedures have been communicated.	100%	100%	100%	100%	100%	100%
% of members of the governing body that received anti-corruption training.	100%	100%	100%	100%	100%	100%
% of employees who have received anti-corruption training.	100%	100%	100%	100%	100%	100%

Free Competition Policy

Since 2015, Mallplaza has a Free Competition Policy and a set of "Compliance Guidelines on Free Competition" that ensure strict compliance with the regulations on this matter and prevent abusive or unfair behavior.

Additionally, free competition training has been promoted at the regional level through an e-learning course. In Chile, the e-learning course was for all new employees in the commercial, development and supply areas. Additionally, the three countries received training for the positions exposed.

In line with regional efforts, in 2020 the compliance programs were regionalized, being fully approved in Peru and Colombia.

Risk Management

Since Plaza S.A. is exposed to the potential negative impact of certain risks on its business and results, the company has developed a series of actions for the identification, evaluation, mitigation and supervision of risks under the COSO ERM (Enterprise Risk Management) risk management model and the risk control methodology known as "Three Barriers of Defense". This methodology is applied in the three countries where Mallplaza operates.

Likewise, the ESG compass (Environment, Society and Governance) measurement tool was applied to all the company's stakeholders in Chile, as well as being applied to Business Partners and Collaborators in Colombia and Peru. ESG Compass is an index that, by measuring the perception that stakeholders have regarding the company's sustainability management, allows identifying and anticipating certain related risks, as well as locating sources of improvement.

Additionally, in 2020 a human rights due diligence process was developed in order to identify and assess current and potential risks in this area, which could affect the company's operations and value chain. The methodology considered

the analysis of secondary information and the performance of more than 80 interviews in order to collect and integrate the perception of internal and external collaborators, business partners, suppliers and the community, among other stakeholders.

As a result, risk factors for the Chilean operations were identified, which in turn translated into relevant issues and risks to be incorporated into the management matrix. Issues such as employment, health and safety, non-discrimination or local communities are some of the main identified factors that are being managed through the implementation of new action plans and the strengthening of previously existing ones.

During 2021, progress will be made in incorporating the findings in the company's risk management and in the development of a Human Rights Policy.

In the last three years, no confirmed complaints of human rights violations or discrimination were received.

Cybersecurity

Mallplaza's cybersecurity strategy allows identifying the potential risks of the main information assets, thus enabling to establish preventive controls and timely detection. This is based on the risk management model implemented in the company, which seeks to identify, evaluate and respond to risks, and then verify controls and monitor their effectiveness. In addition to the above, there is a cybersecurity threat awareness program, which is carried out permanently and comprehensively for all employees.

From the point of view of technological capabilities, in order to deal with the different harmful actions detected in the ecosystem in a preventive and corrective manner there is a set of security monitoring and control platforms and services.

The management of cyber risks and information security has a comprehensive governance model, which has two instances: the first involves

those responsible for the Information Security Technology, Comptroller and Business Areas functions; and contingent and relevant issues are dealt with, being the second instance of escalation, the Management Committee.



"Permanent growth has defined us as a consistent company in the delivery of our value proposition in the 25 shopping centers, integrating more and more new categories and visiting purposes."

Óscar Munizaga

CORPORATE BUSINESS DEVELOPMENT
AND OPERATIONS MANAGER

Mallplaza Egaña, La Reina, Chile.



LONG-TERM AND SUSTAINABLE VISION WITH BUSINESS PARTNERS

CHAPTER 02



1

Permanent presence.

Mallplaza worked hand in hand with business partners, promoting best practices to maintain a sustainable relationship of shared value.



Driven by the challenging context and the new demands and opportunities arising from the COVID-19 pandemic, the company sought for closeness and depth in the long-term relationships already built with business partners, placing its future sustainability at the center of decisions.

Because of this notion, it was possible to carry out collaborative work, with case-by-case conversations and looking for the most appropriate alternatives to address challenges through coordination and cooperation with each one of them.

In this way, joint solutions were found, by taking measures that would alleviate their financial burden, along with savings and efficiency in common expenses. Thus, due to the non-collection of rent during the months that stores were closed, decreases on average of 20% in the items of operating costs were transferred directly to the business partners. This process was audited on a quarterly basis by independent firms in the 17 Mallplaza shopping centers in Chile. The results of these audits were permanently and directly reported to the business partners.



Juan Valdéz coffee shop, Mallplaza Los Dominicos, Chile.

**¡ESTAMOS
FELICES DE
VOLVER A VERTE!**

Recuerda atender las
siguientes medidas de
prevención:



Uso obligatorio de mascarilla.



Evita tocarte los ojos, nariz y boca.



Recuerda lavar tus manos, mínimo 20 segundos. Además, refuerza usando alcohol gel.

The work carried out by the Corporate Commercial Management to face the challenges of the new consumer enabled Mallplaza and its business partners to work in a collaborative manner to enhance growth opportunities for the future, transferring sales capacities through multiplatform, along with inventory management and communication with the new consumer, among others.

In the same way, a permanent accompaniment work was carried out with business partners and their store teams to guarantee a safe operation, training them in the different sanitary protocols in line with the requirements demanded by the authorities and the company. An example of this is the collaborative work carried out with the Chilean Gastronomy Association (Achiga) to guarantee a safe return to face-to-face service in the restaurants located in the company's shopping centers.

By the end of 2020 and, as sanitary conditions improved, business partners showed a recovery in sales and the regularization in the payment periods. Meanwhile, rent collection kept postponed for those business partners who could not open their stores to public.



Mallplaza NQS, Bogotá, Colombia

Permanent communication with business partners

Portal Tiendas

We seek to add value to the business management of our commercial partners and stores, integrating all the interactions through an online portal that enables fluid and two-way communication.

Currently, Portal Tiendas is implemented in all shopping centers in Chile, with a 92% penetration of smaller and intermediate stores.

**+2,000 stores are users
of the Portal Tiendas in Chile**

Business Partner Service Channel

Exclusive platform to receive and manage all types of operational and commercial requirements, in addition to establishing initial contact with new commercial partners interested in entering the Mallplaza value proposition.



600 586 6000
contactcenter@mallplaza.com



2

Omnichannel ecosystem, driving new businesses and sales opportunities for business partners.

With the purpose of being a key player in the digital value chain and position its shopping centers as logistics hubs, in 2020 Mallplaza consolidated its Omnichannel Ecosystem.

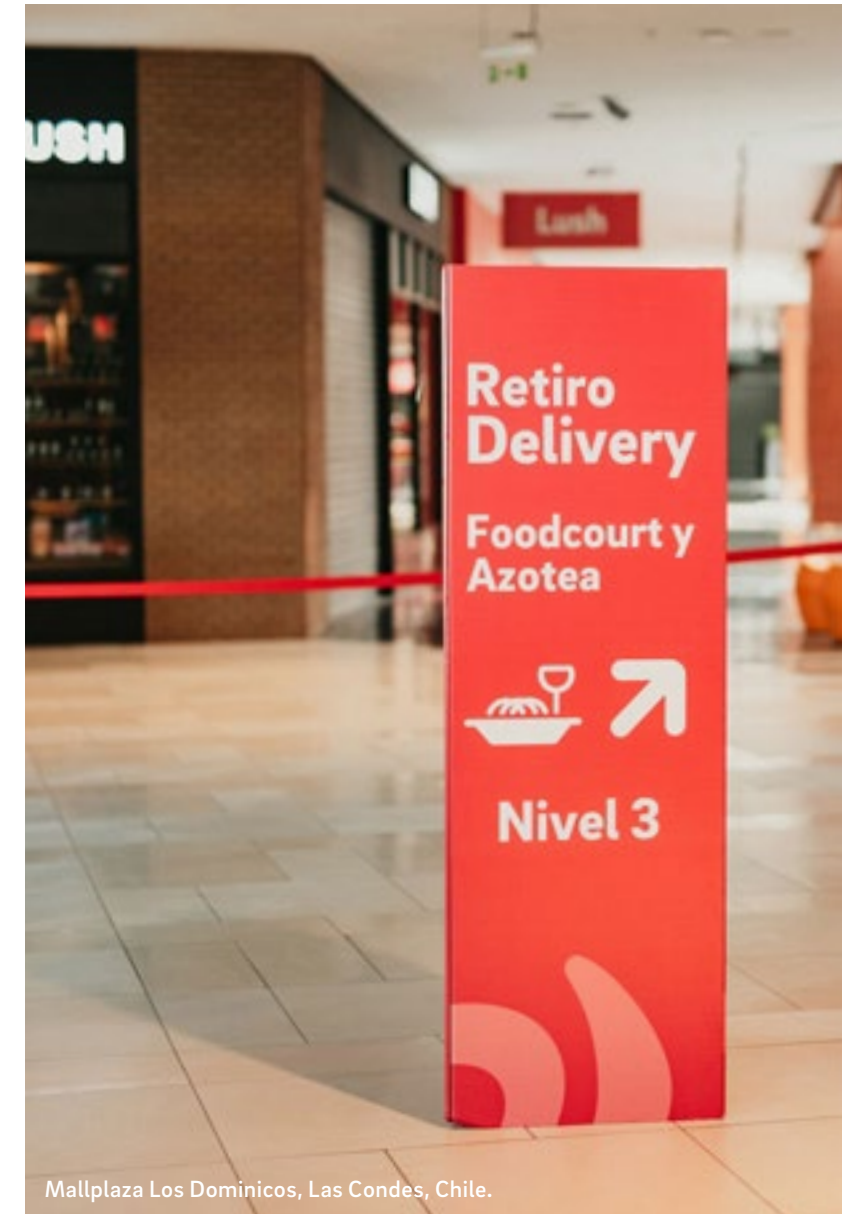


Leveraged on its omnichannel ecosystem, during 2020 Mallplaza managed to add value in the form of new sales and growth opportunities for business partners that allowed them, through the development of different omnichannel initiatives, to respond adequately to customer needs, taking advantage of location, logistics capacity and new alliances, especially with last-mile delivery applications. As a result, the company was able to set up a logistics chain in record time, allowing operations even when the opening of shopping centers was restricted.

All these initiatives had a positive performance and allowed supporting business partners through offering them multiple points of contact, sales and delivery and, on the other side, generating new habits in the customers.

To develop this new logistics chain, the company integrated a new and agile digital work model, involving digital teams and talents and the different business areas in a joint effort to design, develop, and implement the new omnichannel initiatives. In this way, projects are approached by work teams aligned with the products, creating a synergy to achieve greater agility in the processes.

Through the Omnichannel Ecosystem, Mallplaza became a bridge between the business partners' offer and what the consumer is looking for.



Mallplaza Los Dominicos, Las Condes, Chile.

More than

950 thousand

users scheduled their visit online during 2020.

More than

100 brands

joined the alliance with Linio in Chile, Peru, and Colombia.

More than

300 thousand

orders were placed through Pit Stop since the start of operations in June 2020.

1.4 million

Secure Delivery transactions carried out during the second half of 2020.



Omnichannel Initiatives Implemented in 2020



CLICK & COLLECT

This system, implemented in Chile, Peru, and Colombia, quickly scaled up in order to concentrate large volumes of packages in a single easily accessible place. The goal is to provide a new, faster, and frictionless product delivery experience, contributing to business partners' sales through omnichannel experiences.

In addition, *Compra y Recoge* was implemented in Colombia, a system that also reduces the delivery times of omnichannel purchases and considers withdrawal from the car.



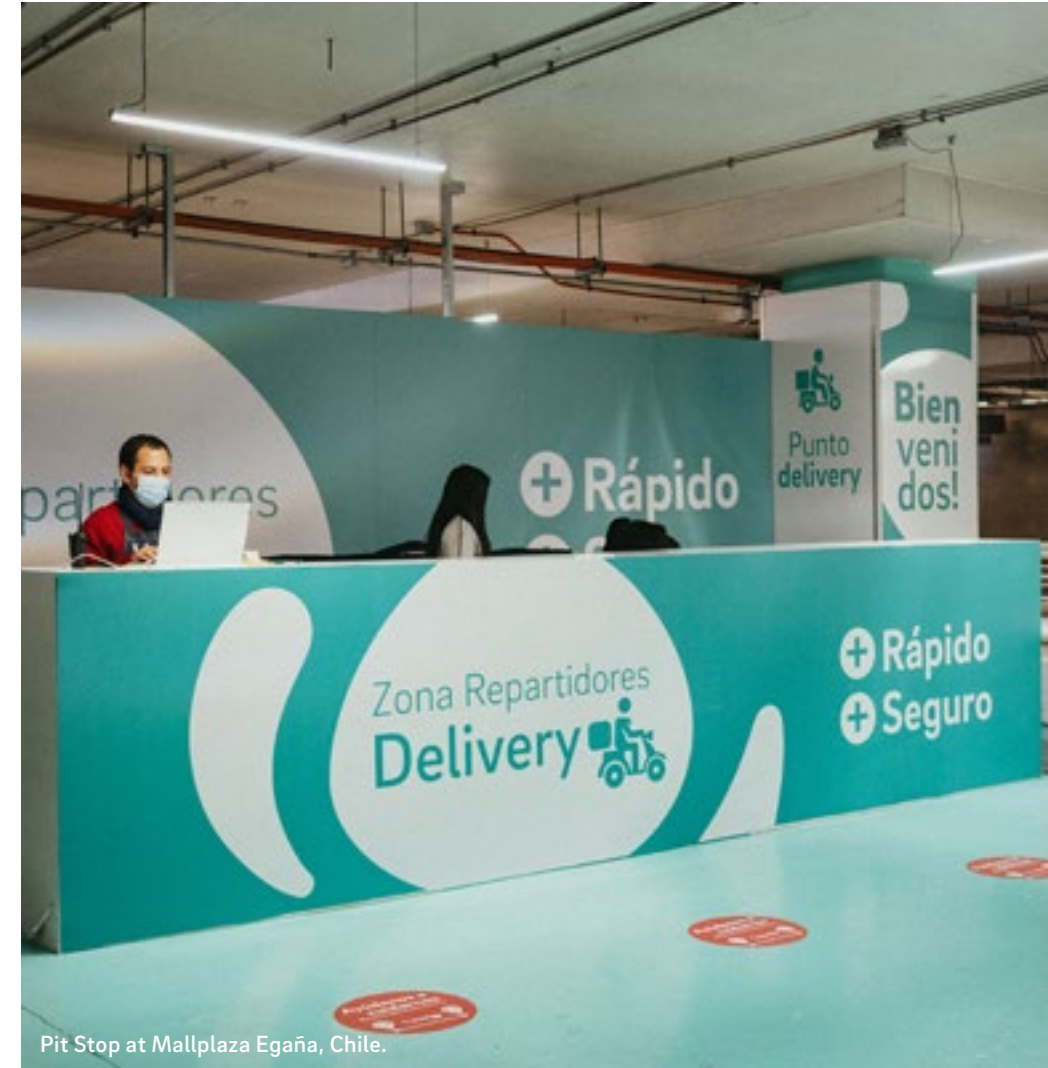
PIT STOP

Implemented in Chile and Peru, this initiative provides all business partners with a service to improve consumer experience, reducing delivery times in digital purchases and allowing the product to be withdrawn under strict security protocols. Currently, Pit Stop has been implemented in alliance with last-mile delivery platforms, and have processed more than 300 thousand orders since its launch in June 2020.



ALLIANCE MALLPLAZA - LINIO

The Linio platform gave access to business partners in order to enhance their omnichannel sales. More than 100 brands have joined this marketplace in Chile, Peru, and Colombia. In Peru, there is also a face-to-face product withdrawal service.



Pit Stop at Mallplaza Egaña, Chile.



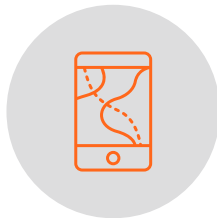
VIRTUAL ROW SCHEDULING TO VISIT SHOPPING CENTERS AND STORES

Thanks to this technology, Mallplaza customers in the three countries can make a scheduled visit to the shopping center or stores avoiding lines and crowds, having a more expeditious visit. As of December, there were 955 thousand scheduled visits in Chile, Peru, and Colombia.



PIDE Y LLEVA

Implemented in shopping malls in Chile, Peru and Colombia, this new shopping experience is an App that allows customers to make a quick, contactless, and multi-order purchase at food stores without the need to queue, enabling a safe purchase.



SAFE DELIVERY AND ALLIANCES WITH LAST MILE DELIVERY APPS

Alliances were made with the leading last mile delivery platforms in Chile and Colombia to support business partners through discounts and promotions, increasing their sales.



IMPROVED BROWSING AND SEARCH EXPERIENCE

Search engine optimization for stores and maps to easily find what the customer is looking for. It allows customers to prepare the visit and facilitate the circuit while in the shopping center (available in Mallplaza Vespucio, Antofagasta, Oeste, Norte, Trébol and Egaña).



Pide y LLeva at Mallplaza Bellavista, Perú



**#EncendamosLasCocinas :
an example of innovation and
technology put at the service of
gastronomic business partners.**

This initiative arises in mid-2020 with the purpose of reactivating the gastronomic sector of all urban centers in Chile, Peru, and Colombia, connecting the Mallplaza's food & beverage offer with the growing need for food delivery generated by mobility restrictions during the pandemic.

#EncendamosLasCocinas allowed the economic recovery and the offer of employment in the gastronomic sector, revealing the productive chain behind a restaurant and promoting integrated logistics between Mallplaza, business partners and last-mile delivery Apps, to dispatch food to the customer under strict security protocols and in a shorter period.

Thanks to this campaign, at the end of 2020 there were more than 530 kitchens operating

in the three countries and exceeding the 1.4 million orders dispatched during the second half of the year.



Within the omnichannel proposal of Safe Delivery, Mallplaza has the 10 main food & beverage operators such as: Mc Donald's, KFC, Burger King, Dominoes, Juan Maestro, Savory, Telepizza, Mamut, Johnny Rocket, and Wendy's.

#EncendamosLasCocinas initiative at Mallplaza Los Dominicos, Chile.

Customer experience designed around his preferences

Knowing and understanding the needs and new consuming habits of visitors, as well as the way they relate to the value offer of our business partners is a fundamental axis for the evolution of Mallplaza's omnichannel strategy.

Consequently, the company increased direct contact with visitors and has managed the data provided voluntarily by customers to improve communication, service, and comfort, thus providing a tailored experience according to each customer's needs and preferences. Likewise, this greater knowledge of visitors allows adding value to business partners by helping to boost their sales, brand strategies and offer.



Mallplaza Alameda

3

**Consolidation of regional growth:
Two new shopping centers in the
capitals of Peru and Colombia.**

The 2020 opening of Mallplaza Comas in Peru, and the acquisition of the Calima shopping center, today Mallplaza NQS, in Bogotá, represent Mallplaza's commitment to consolidate its presence in the region.



Committed to a vision of the future where shopping centers will remain important places in people's daily lives as meeting places, Mallplaza incorporated two new shopping centers in 2020: Mallplaza NQS in Bogotá, Colombia and Mallplaza Comas in Lima, Peru.

In Colombia, the company acquired the Calima shopping center and turned it into Mallplaza NQS. This shopping center marks the arrival in Bogotá DC, in the heart of the city, with high potential for economic and commercial development, connecting not only with the city main roads, but also with public transport.

Mallplaza NQS encompasses a complete renovation of the shopping center look and feel, as well as the opening of the first IKEA store in Colombia, marking the arrival of the largest global furniture manufacturer in the country by 2023, complementing this offer with a Homecenter store, a Cinépolis cinema complex and an Éxito hypermarket, along with the most prominent local and international retail brands, in addition

to mixed uses with a focus on gastronomy and entertainment. Similarly, the incorporation of digital and omnichannel solutions is considered to bring business partners and visitors closer to the Mallplaza shopping centers experience.

Out of the 95 thousand m2 of GLA of the shopping center, Mallplaza acquired 68 thousand m2, which allowed the company in Colombia

to reach 190 thousand m2 of leasable area with Mallplaza Cartagena, Mallplaza Manizales and Mallplaza Buenavista altogether.

On the other hand, in October 2020, Mallplaza Comas opened its doors in Lima, Peru in order to fulfill the demand of the main northern districts of the Peruvian capital in a sector with a large population.



Mallplaza NQS, Bogotá, Colombia.

This shopping center with 75 thousand m² opened during the pandemic, with stores such as Tottus, Sodimac, Ripley and Falabella, with its most modern store in the country, along with other 180 specialized stores, offering an integrated proposal of retail, entertainment, gastronomy, different services and mixed uses, all leveraged on omnichannel.

Mallplaza Comas is the first pre-certified under LEED construction in Peru, this, and an intense joint work with neighboring communities from the beginning of construction, has allowed the shopping center to be positively integrated into the local identity.

The opening was carried out under strict health security protocols and Mallplaza Comas has had a positive reception from the beginning, reflected both in visitors flow and business partners sales.



New business partners join Mallplaza's value proposition

In a challenging year of permanent collaboration between the company and its business partners, the arrival of new brands that strengthen Mallplaza's value proposition is significant. In this sense, the arrival of IKEA to South America stands out, choosing Mallplaza as the opening point for two of its first three stores on the continent.

Furthermore, an important milestone for Mallplaza's value proposition in Colombia was the arrival of the Inditex group to Mallplaza Buenavista in Barranquilla, with its Zara Home, Massimo Dutti and Pull & Bear brands that join the existing Stradivarius and Bershka brands.

Likewise, in Chile, incorporations such as Natura and its new store in Mallplaza Egaña, Casaldeas and its arrival in Mallplaza Norte, Quicksilver in Mallplaza Arica and Mallplaza Vespucio, and Miniso in Mallplaza Norte and Mallplaza Trébol, are worth mentioning. Meanwhile, in Mallplaza La Serena a Tottus hypermarket with more than 4,000 m² was inaugurated and H&M consolidated its proposal in Mallplaza Norte and Mallplaza Oeste.



Casaldeas Store, Mallplaza Norte, Chile.



The first IKEA store in Colombia will be at Mallplaza NQS.



Pull & Bear Store, Mallplaza Barranquilla, Colombia

Gastronomic districts: differentiation in the value proposition

In Peru, Mercado La Colonial, located in Mallplaza Bellavista, reflects Mallplaza's commitment to consolidate new concepts and formats of gastronomic markets that highlight the local culinary culture, adapting the offer of 13 stores to the identity and atmosphere of the traditional communities of Callao.

Likewise, El Mercado, located in Mallplaza Buenavista, in Barranquilla, is now established as a world-class gastronomic district with more than 40 proposals of local and international flavors, providing a unique experience for its visitors. This year, as part of Mallplaza Buenavista's commitment to supporting local gastronomy and reactivating the economy of the city, El Mercado Marketplace was implemented, facilitating the customer experience by safely bringing 25 restaurants to customers' homes, offering more than 250 different plates in various categories such as: fast food, gourmet, international, healthy, grill, desserts, cocktails, and pastries and coffee. This marketplace platform will allow Barranquilla residents to take a gastronomic tour in restaurants such as L'América Pizzeria, El Celler Tapas Bar, Bendito Burrito and Parrilla La Original.



In Chile, a new gastronomic district was set up in Mallplaza Oeste during 2020; Zona Urbana, a complementary space that reinforces the proposal of Las Terrazas in an open-air space, thus promoting social distancing safe encounters.

Along with this, the first Sweet Zone in Mallplaza Egaña seeks to invigorate strategic spaces in the shopping center by providing new services such as coffee shops, thus strengthening the retailtainment experience. Currently there are three gastronomic operators in this unprecedented space: Dulce Luna, Havanna and Freddo.



New Zona Urbana was inaugurated during 2020
in Mallplaza Oeste, Chile.



Sweet Zone, Mallplaza Egaña, Chile.

**GLA growth
of the last
12 months**



CHILE

Mallplaza Norte Extension

The expansion of Mallplaza Norte facing the Américo Vespucio highway considers a commercial proposal with a Chuck n 'Cheese entertainment venue, an H&M store and the most modern gym in the area of influence.

Opening
3Q 2020

Total area
19,000 GLA m²

Mallplaza La Serena Extension

A new Tottus store, and a boulevard of services were added, plus more parking lots.

Opening
STAGE 1–4Q 2020

Total area
6,000 GLA m²

Mallplaza Oeste Extension

The most modern cinema in Latin America and a new gastronomic neighborhood called Zona Urbana were incorporated, which will complement the current Las Terrazas district made up of restaurants, a park and a lagoon.

New Tottus Hypermarket was incorporated (opening January 14, 2021)

Opening
**STAGE –1Q 2020
STAGE 2–4Q 2020**

Total area
12,000 GLA m²



PERU

Mallplaza Comas Shopping Center

Located in the north of Lima. Commercial offer that includes Falabella and Ripley department stores, Tottus hypermarket, Homecenter Sodimac, and Cinemark cinema complex, along with more than 180 specialized stores.

Opening
**STAGE 1–3Q 2020
STAGE 2–In process**

Total area
75,000 GLA m²

Mallplaza Comas opened its doors during the COVID-19 pandemic, with a gradual commercialization, reaching a total of 57,000 m² of GLA.



COLOMBIA

Mallplaza NQS Shopping Center

This shopping center is located in the heart of Bogotá and its commercial proposal considers a home improvement store Homecenter Sodimac, Cinépolis cinema complex and Éxito hypermarket, important retail brands, gastronomy, entertainment and mixed use. In addition, it includes the opening of the first IKEA store in Colombia in 2023.

Opening
Aquisition in August 2020

Total area
68,000 GLA m²

As of December 2020, Mallplaza NQS completed a 42,000 m² GLA operation.

Ongoing projects



CHILE

Mallplaza Oeste Extension

ETAPA 3

During 4Q2020, construction began on IKEA, the chain's largest store in Chile.

Opening

STAGE 3—2S 2022

Total area

18,000 GLA m²

Mallplaza La Serena Extension

STAGE 2

New Cinemark cinema complex will be added.

Opening

STAGE 2—1S 2021

Total area

5.000 GLA m²



COLOMBIA

NQS Shopping Center Remodeling, change in the value proposition of commercial mix, and incorporation of IKEA

26,000 m² of the 68,000 m² of GLA will be remodeled, and 11,000 m² of new leasable area will be added to host the first IKEA store in Colombia, plus new retail and service business partners.

Opening

2S 2023

Total area

**Remodeling —26,000 GLA m²
Extension —11,000 GLA m²**

Mallplaza Cali Shopping Center

A commercial offer that will include Falabella, Homecenter, Supermarket and Cinemark cinema complex, along with more than 150 specialized stores.

Opening

STOPPED

Total area

60,000 GLA m²

Ongoing Projects ⁽¹⁾

+ 94 thousand m²
+ 216 MM USD

(1) The 94,000 m² correspond only to new leasable area, not including the remodeling of 26,000 m² of the NQS shopping center; the total amount of investments includes the investment of all projects.

Distribution of leased area
as of December 31, 2020

**35% GLA in
mixed use and
retailtainment**

Big stores
31 %

Other
1 %

Specialty Retail
14 %

Complementary to retail
35 %

Retailtainment
14%

- Cinemas
- Children's play zone
- Cultural venues
- Food & beverage stores (terraces, markets, impulse kiosks, food hall, food courts, café) with last mile delivery

Services and mixed uses
17%

- Medical towers with more than 2.4 million annual appointments
- Educational centers with more than 22 thousand students attending daily
- Gyms
- Offices in towers
- Service and financial stores

Automotive
4%

- Car sales centers

Home and decoration store
10%

Hypermarkets
9.3%

Convenience retail
19 %

**Omnichannel
Urban Centers that
enhance the reasons for
visits and socialization
among people**

1,814,000 m² GLA

4

Safe Operation: Prevention and protocols integrated to management

Mallplaza took the challenge of facing the COVID-19 pandemic by putting the safety of collaborators, business partners, visitors, and suppliers at the center of all the actions, through the rigorous and progressive implementation of a safe, differentiated operation focused on contagion prevention: *Operación Segura* (Safe Operation).



Even in the most complex moments of the COVID-19 pandemic, the company remained available for its customers, both with essential commerce and important services such as the health care services available in facilities of the urban centers.

For this purpose, Mallplaza implemented the highest prevention standards and health protocols in coordination with the authorities, along with exploring and adopting the best international experiences and biosafety technologies, with more than 100 providers of systems and technology, incorporating, for example, sanitization through copper particles and electronic temperature measurement, in addition to capacity monitoring and control, and virtual visit scheduling, a centralized monitoring system and an operational control platform.

Based on the permanent search and analysis of innovative ideas, Mallplaza's Safe Operation involved the protection of the collaborators in positions and with functions that could not be interrupted, as well as permanent monitoring of the world situation and the practices implemented in other countries, and the exchange of experiences between the 25 urban centers of the company in Chile, Peru and Colombia.

Regarding implementation, a protocol of security measures and COVID-19 prevention was established, adaptable to the requirements of health authorities according to the evolution of the pandemic. This process was audited and certified internally and externally by specialized organizations such as Bureau Veritas and the Center for Measurement Studies and Quality Certificates, CESMEC.

Safe Operation was carried out within each shopping center and inside the stores, based on four pillars: An online and real-time operational control, the promotion of a care and prevention culture, the implementation of all cutting-edge protocols and technologies for biosafety, and permanent awareness towards visitors and collaborators in all urban centers.

Within the framework of the national inoculation process against the COVID-19 pandemic in Chile, some of the company's shopping centers joined the vaccination facilities network, due to the high level of security of its operation and strategic location, close to thousands of people.



Implementation of cutting-edge technology and protocols:

- Electronic and real-time capacity monitoring and people counting in the shopping center as well as in stores and service areas, along with the supervision of compliance in stores.
- Virtual scheduling for visits to shopping centers and stores.
- Electronic temperature measurement.
- Contactless parking system.
- Limited and differentiated access.
- Graphics to mark social distance in accesses, flow direction in corridors and maximum capacity in elevators.
- Furniture redistribution in common spaces.
- Capacity monitors and permanent verification and compliance audits.
- Installation of physical barriers in customer service positions.

Culture of care and prevention:

- Implementation of cleaning and disinfection protocols in most used areas.
- Daily cleaning and disinfection routines in high contact areas.
- Cleaning and disinfection protocol every time a suspected and/or confirmed case is known.
- Installation of sanitizing footbaths at all entrances to the Mallplaza urban centers.

- Installation of sinks and hand sanitizer dispensers.
- Permanent awareness towards visitors and collaborators: Permanent use of the mask. PEC protection elements. Permanent hand washing. Frequent use of hand sanitizer.

Online and real time operational control:

- Internal audits for both reopening and operational continuity.
- External audits carried out by the Center for Measurement Studies and Quality Certificates (CESMEC) and certified with the Bureau Veritas Safeguard Label.
- Coordination and permanent supervision with the authorities in each territory.



I. Safe operation to protect business partners and visitors

Despite the new conditions established by the pandemic, the company managed to keep strengthening ties with all stakeholders, adapting communication channels to digital platforms to remain connected with collaborators, business partners, visitors, and communities, enabling new ways to support them and be part of their value chain, in addition to implementing all the health protocols that allowed operation with essential goods throughout the pandemic.

The enforcement of safe operation began with the definition and implementation of measures and protocols adapted to the local authority's requirements, as well as the definition of the new experience that Mallplaza had to offer to its business partners and visitors, to be perceived as a safe place to get supplies during the different stages of confinement as well as in the progressive reopening.

Through joint and close work of the company with authorities and with store managers, it was possible to transfer the measures required by the authority, adapted to the reality of Mallplaza with simple, easy to understand protocols, along with the necessary tools for its execution.

This task included the use of a Digital Kit that enabled direct and personalized communication with each store, through phone calls, videos, and emails. This kit also considered the different protocols that should be sent to each country and according to each phase, as well as the checklists for self-diagnosis and measures.

To ensure compliance with these protocols, Mallplaza conducted training on self-care, preventive measures, measures in a situation of contagion of close contacts, as well as regarding the way to operate and control the protocols inside the stores and the use of the biotechnology incorporated by the company. Such training was delivered to all store employees and contact personnel of the shopping centers.

Regarding visitors, Mallplaza carried out the deployment of the "Entre todos nos cuidamos" (we take care of each other) campaign, inviting customers to learn about and use all the safety and hygiene measures implemented within the urban centers, in addition to invite and motivate customers to make a safe and responsible visit to promote a culture of self-care and prevention. Likewise, useful information was provided regarding access and exit routes, as well as the

operating hours of the shopping centers and the services available according to each stage of the health situation in Chile, Peru, and Colombia.

Along with this, Mallplaza's digital channels such as WhatsApp, social networks, and the company's website, among others, were continuously broadcasting the security measures and protocols established for visitors.

Additionally, meetings and digital surveys were carried out to find out the needs and expectations of residents and visitors regarding operation and safety in urban centers. In the same way, digital surveys were carried out to measure the perception of security and adjust the measures and communications according to the obtained information.

II. Safe Operation for collaborators

The well-being of Mallplaza employees is one of the pillars of the people management strategy, which this year transcended all the actions and activities focused on safeguarding the health of those who work in the company and their families.

As a result of the measures established by the

governments of the three countries in March 2020 regarding the closure of non-essential commerce in shopping centers in Chile, Peru, and Colombia, the company made available the tools needed to carry out remote work and 100% of our central office employees began to operate in telework mode.

The personnel with an essential presence in shopping centers worked with segmentation of work groups and social distancing in office positions. For this purpose, protocols for personal and workplaces sanitation were established, disseminated, and executed on a frequent basis. Additionally, personnel in high-risk groups or with family members in that condition also started telecommuting.

In line with a close coordination with authorities for the application of the highest prevention standards, health promoting technologies and protocols, along with exploring and adopting the best international experiences, people have increasingly returned to the shopping center.

III. Regional Operative Control

Created in 2014 to remotely control the security of the Mallplaza urban centers 24 hours a day, the Operations Center (COP) played a relevant role in the implementation and monitoring of the Safe Operation program.

The remote connection between the three countries to the Operation Center, established in

A trained team of monitors supervises the implementation of security protocols in Mallplaza Egaña, Chile.



2020, was a relevant step taken to consolidate integrated operations in the region and enabled reducing gaps, thus improving the processes of the pandemic operation thanks to the full monitoring of all shopping centers in one place.

100% of our shopping centers were evaluated in terms of OHS in the three countries during the last three years.



Access for virtual row scheduled visitors at Mallplaza Egaña, Chile.

5

**Mallplaza Entrepreneurship
Model: contribution to the
permanent value proposition**

Mallplaza incorporated more than 5,300 entrepreneurs and sellers to its commercial value proposition, contributing to the local economic reactivation, recycling spaces, and inaugurating a new category in the industry.



Mallplaza sees entrepreneurship as a regional platform, directly related to the business strategy, that allows promoting growth in the territories and their inhabitants, enhancing, at the same time, the value proposition for the customer, making it even more attractive.

With this conviction, the company launched the Mallplaza Entrepreneurship Model, which considers an ascending program of benefits and mutual value between the entrepreneur and Mallplaza, including continuous training and the availability of commercial spaces. This model also makes it possible to identify those entrepreneurs who can become potential business partners.

During 2020, Mallplaza incorporated more than 5,300 entrepreneurs and sellers in 25 urban centers, with differentiating proposals in the categories of healthy food, agri-food, personal care, crafts, design, decoration, entertainment, and pet products, thus delivering new alternatives of products and services to visitors along with the reactivation of the local economy in Chile, Peru, and Colombia.

Innovation is materialized in the implementation of seasonal fairs, Pop Up, and "Plaza Emprende" stores, where groups of entrepreneurs reuse premises within shopping centers, enhancing the commercial offer and the customer experience.

PLAZA EMPRENDE

During 2020, and as a result of the physical restrictions imposed by the pandemic, the company created the Plaza Emprende program, a digital ecosystem in line with its entrepreneurship



Plaza emprende store at Mallplaza.

model that seeks to strengthen the social role of Mallplaza and contribute to the local economic activation of the territories of all the company's urban centers in Chile, Peru, and Colombia, opening up new opportunities for entrepreneurs to permanently join Mallplaza's value proposition and, incidentally, strengthen the commercial mix for visitors.

Regionally, this initiative has three main focuses: the dissemination of entrepreneurship through the virtual channels available in Mallplaza, the training of entrepreneurs through digital platforms, and the link with authorities and entrepreneurial promotion entities in each country.

The company created and implemented the Portal Plaza Emprende available to entrepreneurs; an exclusive service, training, management, and communication platform for Mallplaza entrepreneurs.

The trainings for entrepreneurs were carried out remotely on topics related to marketing, digital entrepreneurship, and social networks.

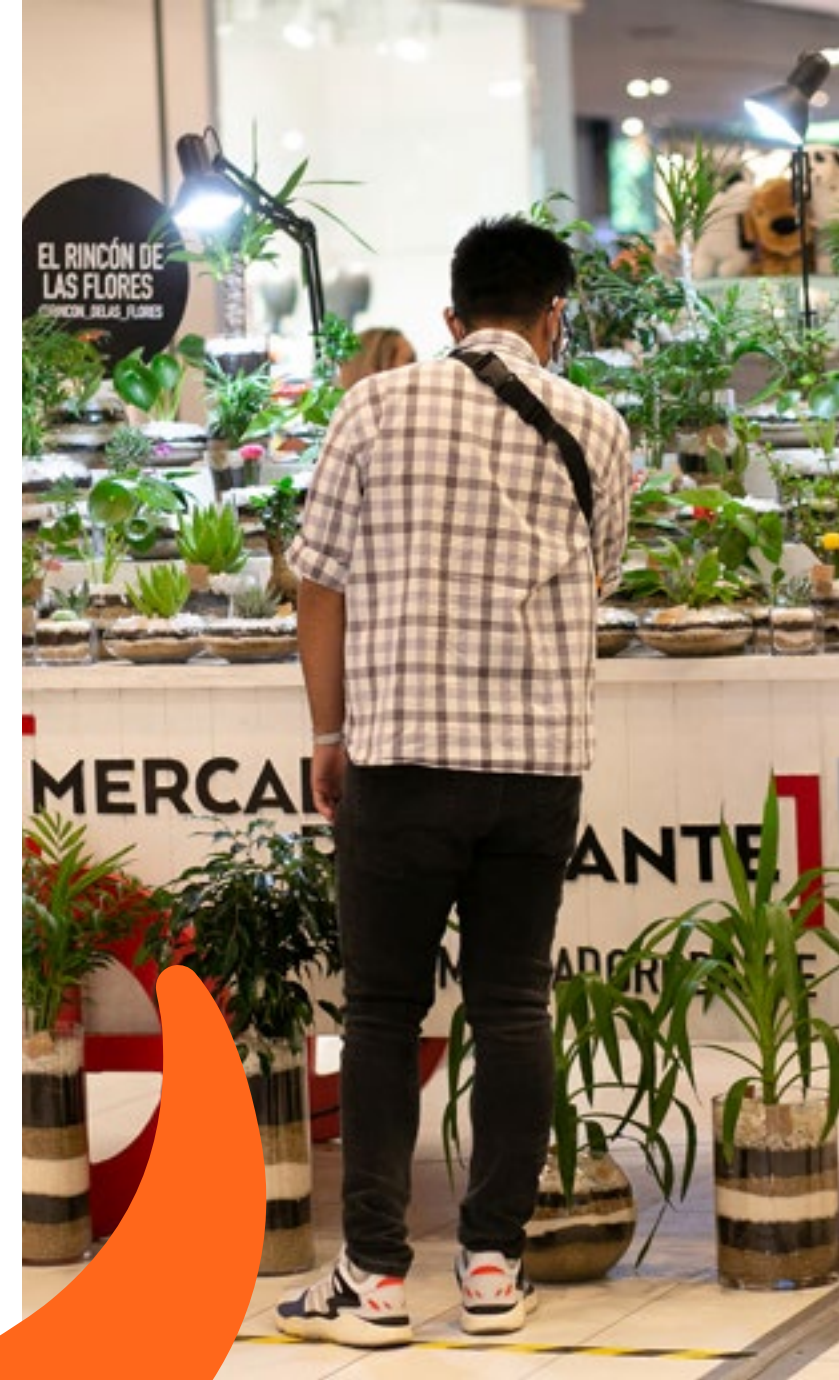
72 trainings for entrepreneurs: 56 remote and 16 face-to-face.

18 different topics.

1,441 entrepreneurs trained.

3,957 connected entrepreneurs.

55 webinars with the Chilean Entrepreneurs Association (Asech).



Tienda Plaza Emprende

As an exceptional initiative that allows groups of entrepreneurs to make use of premises within their shopping centers, Mallplaza, along with the Association of Entrepreneurs of Chile (Asech), set up a permanent space for 11 entrepreneurs, belonging to both the union and the Plaza Emprende program, to display and market their products in a large, prominent place and with all the security measures. This initiative marked an innovation in the category, enabling joint opportunities between Mallplaza and entrepreneurs.

Another outstanding initiative taken up in 2020 is the creation of a digital platform for entrepreneurs hosted on the Mallplaza public website. This platform allows the dissemination and visibility of entrepreneurs linked to the company's urban centers, connecting them with the needs of consumers through a virtual point of contact.

Entrepreneurship 2020

164 ENTREPRENEURSHIP FAIRS
5,320
ENTREPRENEURS BENEFITED

Initiatives in each country

In Chile, COVID-19 Entrepreneurship Points were installed in physical spaces designated for entrepreneurs selling products related to the health emergency and, during the progressive reopening of non-essential trade, Christmas fairs and peasant markets were organized in 16 of the Mallplaza shopping centers using vacant spaces, allowing entrepreneurs a space to offer their products to visitors.

In Peru, also for the reopening 2020, entrepreneurial fairs were developed by the Sustainable Fashion Association of Peru (AMSP) and the

Entrepreneurs Association of Peru (ASEP), which will continue in 2021, advancing in the program model.

In Colombia, the Prospera Siloé entrepreneur program presented its progress for the year, with 132 entrepreneurs who received support through consultancies that positively impacted their sales and profits. Also in this country, and within the framework of the shopping centers reactivation, COVID-19 Entrepreneurship Points were installed and Christmas fairs and peasant markets were held in Mallplaza Manizales and Mallplaza Barranquilla.



Entrepreneurship Market at Mallplaza Los Dominicos, Chile.



"A historic day of these 30 years was the opening on the Stock Market, as it turned Mallplaza into an open limited company, with a high responsibility towards investors and a deeper and more mature look. This vision, in the face of the challenges we are experiencing regarding the pandemic, allowed us to maintain a responsible performance, reaching a positive ebitda throughout the period."

Pablo Cortés

CORPORATE FINANCE AND ADMINISTRATION MANAGER



VISITORS AT THE CENTER OF EXPERIENCE

CHAPTER 03

The resting areas of Mallplaza Los Dominicos were adapted to comply with the new sanitary regulations.

During 2020, Mallplaza incorporated a comprehensive vision of the client into its strategy, deepening in the understanding of visit experiences to urban centers and the company's omnichannel proposal, understanding that the client's journey incorporates three fundamental stages: before the visit (moment when they decide to visit), the visit (when they arrive at Mallplaza) and after the visit (moment when the client evaluates and remembers the experience), this last instance being the moment that allows the shopping center to bond with the customer and capture their preference.

To capture the customer's preference, the Experience and Projects Management promoted different initiatives to deepen the knowledge of the client in terms of reasons to visit, customers' tastes, and characteristics. The inputs come mainly from the identification of each visitor, tracking of their interaction with the company (both physical and digital) and quantitative and qualitative elements of the experience such as focus groups and service quality indicators (NPS).





Mallplaza Egaña's commercial mix is complemented by the offerings of different commercial partners.

Two-way communication initiatives were also implemented to understand the visitors' needs, solve frictions, and respond to their queries and requirements in a timely manner. Added to this, a greater deployment of direct marketing actions allowed focusing the digital strategy with personalized offers and messages for each client.

In parallel, the company improved the analysis and projections on the data collected, which generated a greater knowledge and understanding of trends and visitor's habits, allowing communication to be more accurate and offer more personalized experience, as well as providing a better service (more than 15 million personalized communications were generated).

For the more than 149 million visitors who came to Mallplaza this 2020, the company favored a safe experience through the proposal of digital and omnichannel services that allowed enhancing the role of the company's shopping centers as essential places for the supply of goods and services, especially in challenging times like the pandemic.

Meanwhile, as sanitary conditions allowed it, urban centers became the places where people met again, with multiple visiting purposes

and a marked trend towards omnichannel, where the physical and the digital experiences were seamlessly integrated and adapted to new habits and needs.

The response of visitors to these measures was reflected in the amount of people returning to urban centers and in the sales registered by the trading partners during the periods of progressive reopening of non-essential commerce.

Social networks and the Mallplaza website were permanent channels for bidirectional communication with visitors at the regional level, especially regarding information on schedules and enabled services. For this, a permanent and georeferenced listening was privileged, in order to respond to each visitor according to their particular situation.

Permanent communication according to the context was also present during the Christmas period. Through the campaign "La Navidad del otro, es la Navidad de todos" ("Other's Christmas is everyone's Christmas"), Mallplaza wanted to encourage people to carry out scheduled, responsible, and safe visits, also promoting visits at times of less affluence, programing certain days of special discounts, free parking, and an alliance with private transport applications.

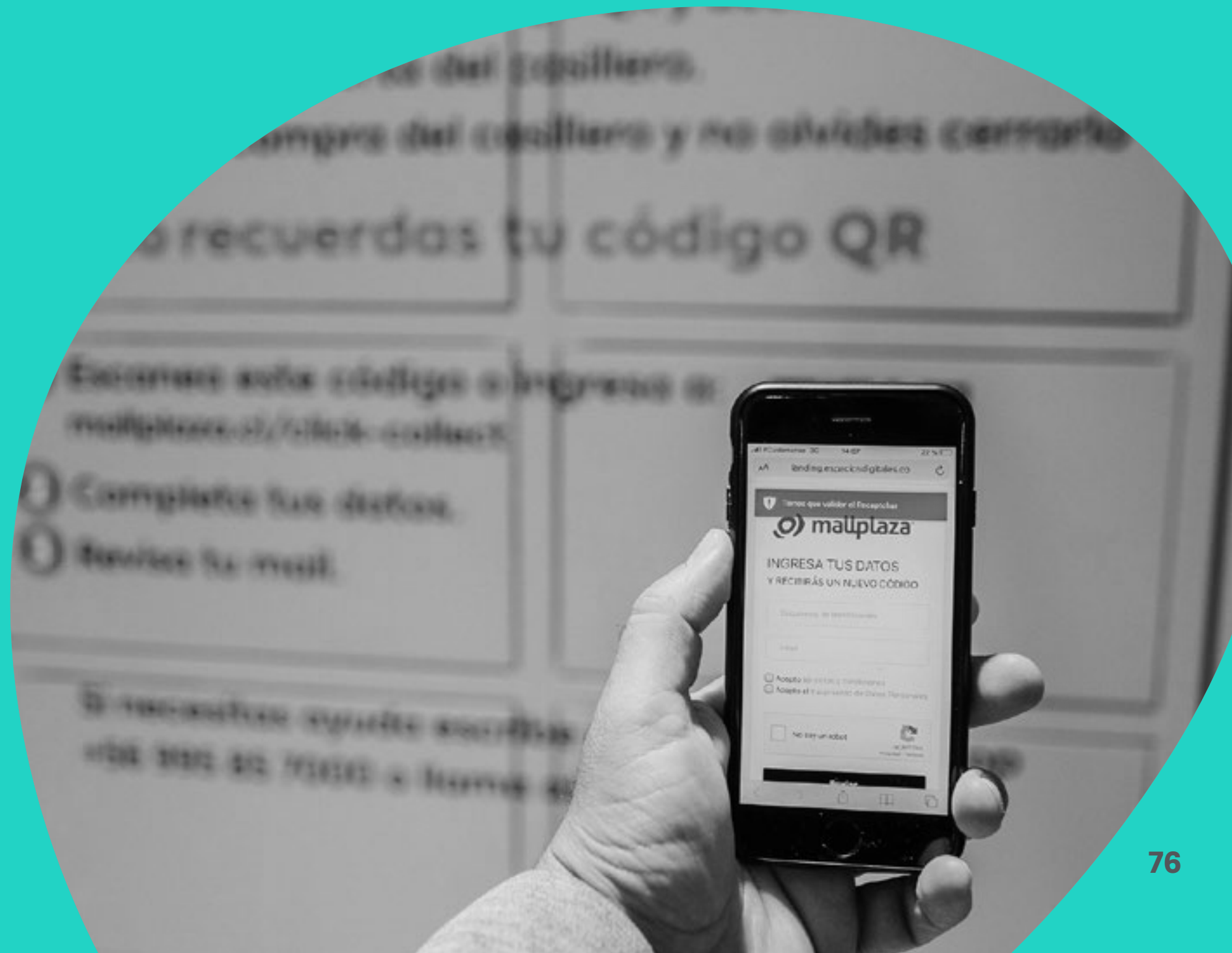




"We are a living company
that connects every day
in different ways".

Cristián Somarriva

CORPORATE PROJECTS
AND EXPERIENCE MANAGER



STRENGTHENING RELATIONSHIPS WITH STAKEHOLDERS

CHAPTER 04

Sustainability has been at the core of Mallplaza's business strategy for more than a decade as a mean to fulfill the company's commitment to being inclusive, civic, and sustainable, putting people at the center of its actions. The co-construction of shared value and the promotion of long-term relationships with commercial partners, communities, collaborators, suppliers, and investors at the regional level, are the company's fundamental management pillars.



Rooftop, Mallplaza Egaña, Chile

Sustainability Policy

Mallplaza's Sustainability Policy establishes the general principles that guide the company's actions along with the commitments assumed to guarantee responsible management of its activities, promoting relationships of mutual value with all its stakeholders.

This policy considers economic, environmental and governance dimensions, as well as the relationships and participations of the interested parties with the company, all with the purpose of long term permanence.



Visitors

We offer experiences, services and products that contribute to improving quality life of our visitors, and add value to their time, building together a friendly, sustainable, and inclusive urban life.



Community

We seek to build relationships of trust, closeness, and long term with the communities in which we are inserted, respecting the local identity and contributing to their development.



Business partners

We seek to build transparent and mutually beneficial relationships with our operators, being a platform for growth and value for their businesses.



Collaborators

We promote a development and commitment work environment, where the culture of respect and collaboration ensures memorable work experience.

Mallplaza sustainability policy

We promote responsible management in the social, environmental, and economic scopes, co-building sustainable value with everyone.

Mallplaza is committed to the Sustainable Development Goals of the UN 2030 agenda.



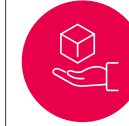
REDUCE
INEQUALITIES



SUSTAINABLE
CITIES AND
COMMUNITIES



CLIMATE
ACTION



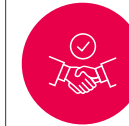
Suppliers

We seek to establish relations with our suppliers, based on transparency, efficiency and respect for current legal regulations, generating joint opportunities for innovation and sustainable growth.



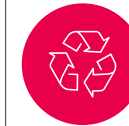
Authorities

We are committed to complying with authorities' requirements with transparency, honesty, integrity and in a timely manner.



Shareholders

We inform our shareholders and the market in a truthful, sufficient, and timely manner about our management in economic, ethical and social matters.



Environment

We are committed to protecting the environment and improving energy performance through sustainable development, continuous improvement, and pollution prevention.

Sustainability Strategy

Building value for the business in collaboration with its different stakeholders is the basis of Mallplaza's sustainability strategy. To this end, the company is focused on risk mitigation, the most efficient use of resources, the promotion of opportunities, the management of corporate

reputation and the promotion of collaboration between the company and all stakeholders, following the principles set out by the United Nations 2030 Sustainable Development Goals (SDG).

1. Goals	<ul style="list-style-type: none">Promote responsible management in the social, environmental and economic scopes.Add sustainable value to all shareholders.		
2. Impact axes /Commitments	<div>REDUCE INEQUALITIES</div> <div></div> <div>Inclusive</div>	<div>SUSTAINABLE CITIES AND COMMUNITIES</div> <div></div> <div>Citizen</div>	<div>CLIMATE ACTION</div> <div></div> <div>Sustainable</div>
3. Action focus	Diversity and inclusion Human rights	Entrepreneurship Local employment Relationship Culture	Waste management Energy Efficiency and Carbon Footprint Water efficiency

Sustainability Structure

The sustainability management is under the responsibility of the Corporate Affairs Management, which reports directly to the General Management. The Regional Sustainability Committee, made up of representatives from the operation in Chile, Peru, and Colombia since 2020, meets monthly to review progress in implementation and emerging issues. This committee has the participation of the General Management, the Executive Committee, the managers of the areas directly involved in sustainability management, as well as those in charge of strategy in the three countries and those responsible for communications and public affairs.

The Corporate Affairs Management reports to the Board twice a year, and Sergio Cardone Solari, Chairman of the Plaza S.A. Board of Directors, has been the Director responsible for sustainability issues since 2014.

Assessments and reportability

The implementation of the sustainability strategy considers different aspects that have implications for the company's present and future performance, as they are closely linked to its long-term growth potential. For this reason, it is essential to have an efficient reporting system that, through the delivery of data and knowledge, allows us to anticipate and manage the risks and opportunities associated with Mallplaza's growth.

The effort made by the company to deepen its commitment to sustainability is consistent with the results obtained: One year after entering the Dow Jones Sustainability Index (DJSI) — a set of sustainability indicators that recognizes leading companies for their economic, social, and environmental performance — Mallplaza has participated in the evaluation of the Chile and MILA categories, managing not only to stay consecutively in both indices, but also raising its global score, being at the top 7% of the industry.

Regarding the evaluated dimensions, the company improved scores in the environmental and economic dimensions, such as codes of conduct and corporate governance. Along with this, stands out a sustained growth in the evaluation of its Social Management, which includes the development of human capital, the relationship with its stakeholders and corporate image.

Mallplaza is at the top 7% of the industry in the DJSI world index.

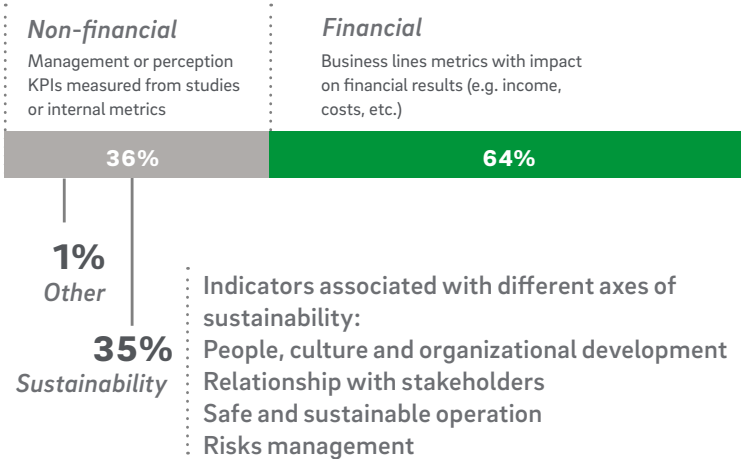


Sustainability indicators

Mallplaza's sustainability management model is in permanent evaluation of results, to detect the fulfillment of goals and objectives, as well as correct the aspects that are not progressing as planned in the different sustainability axes.

To this end, the company has management KPIs on ESG issues, which are annually measured through internal metrics and external studies. These indicators are integrated into the executive incentive systems according to each areas' relevance and represent 35% of the metrics of the company's executive team.

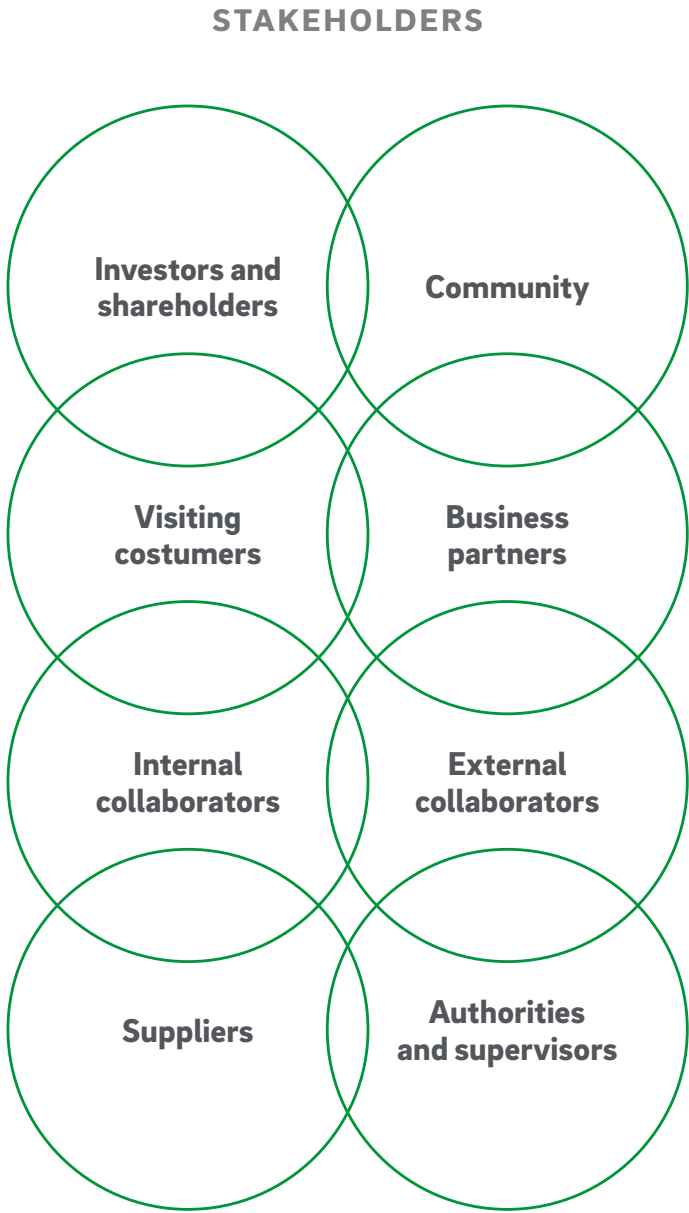
Average distribution system KPIs 2020
private role executives (CEO, Corporate
Managers, Managers, Assistant Managers):



Relationship model

During its 30 years of history, Mallplaza has promoted a permanent connection with people, seeking for a collective well-being. To fulfill this vision, the company has a permanent and long-term relationship model that aims to have formal communication channels with its main audiences, seeking to find out who they are and what their opinions and expectations are, along with generating positive impacts and co-building joint value, especially with business partners, communities, and the environment.

In 2020, this relationship model acquired a vital role in how to face the pandemic and, therefore, in the way to generate value for both the company and the stakeholders in a constantly changing context.



PRINCIPLES OF THE MALLPLAZA
RELATIONSHIP MODEL

Value generation

Proactively carry out actions that generate shared value.

Long-lasting relationships

Establish long-term relationships, based on trust and mutual respect.

Accountability

Establish transparent relationships and communications as a key factor in mutual trust.

Transparency

Establish transparent relationships and communications as a key factor in mutual trust.

MALLPLAZA'S
COMMUNICATION
CHANNELS WITH ITS
PUBLIC OF INTEREST.



Associations and Memberships

Mallplaza adheres and participates in different organizations as a way of strengthening its strategy, promoting and collaborating with sustainable development.

Chile

- Acción Empresas
- Pacto Global
- Cámara Chilena de Centros Comerciales (CCHCC)
- Cámara de Comercio de Santiago (CCS)
- Chile Green Building Council
- Instituto Chileno de Administración de Empresas (ICARE)
- Corporación Industrial para el Desarrollo Regional del Bío Bío (CIDERE)
- Comunidad Portuaria Antofagasta
- Cámara Regional de Turismo de Arica

Colombia

- Acecolombia (Asociación de Centros Comerciales de Colombia)
- Cámara de Comercio e Industria Colombo Chilena
- Asociación de Gestión Humana Bogotá y Cundinamarca (ACRIP)
- Cámara Colombiana de la Construcción (Camacol)
- Federación Nacional de Comerciantes (FENALCO)
- Zona C
- Asociación Cívica de Paloquemado

Peru

- Asociación de Centros Comerciales y de Entretenimiento del Perú (ACCEP)

International

- International Council of Shopping Centers (ICSC)

Awards and honors

Mallplaza's rating increase on the Dow Jones Sustainability Index

For the second consecutive year, Mallplaza is one of the companies included in the Dow Jones Sustainability Index Chile and Mila. In 2020, the company improved its performance, ranking within the top 7% of the industry globally.

Mallplaza certifies the safe reopening of its shopping centers in Chile, Peru and Colombia.

With the Safe Guard seal from Bureau Veritas, the company certified the correct application of all its implemented safety and hygiene protocols, becoming the only shopping centers chain in Latin America to certify all its operations on biosafety issues. .

Mallplaza raises its environmental standards and certifies all its shopping centers in Chile in energy efficiency

The company was internationally recognized for its commitment to sustainability and leadership, with the Energy Management Insight Award from the CEM Energy Management Working Group (EMWG), as well as the Energy Efficiency Seal from the Ministry of Energy.

Mallplaza Buenavista, ubicado en la ciudad de Mallplaza Buenavista, located in the city of Barranquilla in Colombia, obtains the LEED certification in Silver Category

With this certification Mallplaza emphasizes its commitment to developing eco-developing projects since their construction.



Access with temperature control at Mallplaza Egaña, Chile.

Awards and honors

Pablo Pulido, Country Manager of Mallplaza in Colombia was selected as one of the 10 most influential retail leaders in the country

Distinction granted by Mall and Retail, the first news portal for the shopping center and retail industry.

Best Places for Women in Peru 2020 Award

Mallplaza initiatives for the empowerment of women within the company were recognized, obtaining 24th place in this ranking belonging to the Great Place to Work organization.

Featured in Employers for Youth. In Peru, the company was ranked 13th out of a total of 50 best companies for young professionals

The study, created by First Job, considers aspects such as work environment, infrastructure, diversity and culture, benefits, talent, and career development.

SSIndex 2020

Mallplaza is part of the group of leading companies that implement the Stakeholders Sustainability Index (SSIndex), which allows defining an integrated strategy for its stakeholders.

SSIndex Certified Employees 2020

The company has been certified during 2020, in its management of collaborators, where 85% of this group is committed and favorably values its risk management and sustainability, with a statistical confidence level of 95%.





"I have seen Mallplaza evolve, but always preserving its essence, because one thing is to say that the client is at the center and another is to listen to them, with great humility, to know what they need, and what they want, in short, to make them have a story with us as a brand".

Mauricio Mendoza

COUNTRY MANAGER PERU



PERMANENT COMMUNICATION WITH INVESTORS

CHAPTER 05

A serious financial management, the focus on long-term business and the adaptation speed to face a challenging year, were three characteristics highlighted by Mallplaza before its investors, with whom the company has a permanent relationship through the Administration and Finance Management and the Investor Relations area.

In April 2020, the second Mallplaza Shareholders' Meeting was held in virtual format, in accordance with the health recommendations made by the authority. The instance was focused on the review of the economic results of the company in fiscal year 2019.

One of the decisions adopted at this meeting was the approval, by the Shareholders Meeting, to lower the dividend from 40 to 30 percent for 2020, and the reduction of the Directors' allowances.



H&M is part of the new commercial proposal of Mallplaza Norte, Chile.

In February 2020, Mallplaza completed the placement of bonds for UF 2 million with a 25-year term with an excess demand of 1.6 times. The transaction was advised by Banco Santander-Chile and Scotiabank.



Mallplaza NQS, Bogotá, Colombia.

In addition to these formal meeting instances, various meetings, breakfasts, and a previously defined road show calendar were added, enabling the permanent delivery of information. Through these meetings, the Mallplaza team gives an account of the different actions to contribute to the company's sustainability, such as the management of operating costs, the rapid installation of safe operation in all shopping centers, the deployment of omnichannel initiatives and relationship with communities.

Along with this, during 2020, the sustainability management has participated in different meetings with investors to report on how the company is integrating its sustainability strategy into the business, advancing in the co-construction of long-term value for Mallplaza and all its groups of interest.

During 2020, the company managed to cope without deteriorating its financial position and maintaining its AA + risk rating.



"All the measures taken have helped us a lot, as business partners, to get through these difficult periods in a good way."

Sebastián Gebhardt

BUSINESS PARTNER CHILE



COLLABORATIVE WORK WITH SUPPLIERS

CHAPTER 06



Suppliers play a fundamental role in the deployment of Mallplaza's value proposition to its stakeholders. During 2020, the working relationship between company and suppliers was marked by closeness and permanent coordination to guarantee a safe operation in all areas.

Thus, all providers related to the construction of shopping centers, as well as services within, received training and support to implement the health protocols required by the authorities of Chile, Peru and Colombia, and the application of such protocols was guaranteed through contractual responsibilities.

Likewise, those new service providers associated with omnichannel had to adapt to the bio-safety standards and protocols established by Mallplaza to enter shopping centers.

Some of the preventive control measures implemented and supervised early on at construction sites include, but are not limited to, attendance control, application of alcohol gel, the use of a mask at all times, and the implementation of separate dressing rooms.



Pedestrian access, Mallplaza Los Dominicos.



Hush Puppies store at Mallplaza Los Dominicos, Chile.

Regarding the contractual measures to contribute to its sustainability, the company maintained the timely payment and renegotiation of contracts, where necessary.

Among the instruments developed by Mallplaza to interact with suppliers, the General Standards of Mallplaza Suppliers and a Supplier Relations Policy are available and include mutual commitments and issues such as free competition, ethics, human rights, and compliance with labor and social security laws.

In addition, there are permanent communication channels through digital instruments such as the electronic bidding platform and Portal Proveedores, which improve the agility of the processes and their traceability. Likewise, through the Mallplaza Integrity Channel, suppliers have an anonymous consultation and complaint instance without retaliation.

On the other hand, to detect and manage risks with labor-intensive services suppliers, such as cleaning, security and construction, the company has protocols that ensure compliance with health and safety regulations, as well as hiring conditions.

Mallplaza includes in all contracts sustainability variables in the evaluation of suppliers and their proposals, along with clauses associated with environmental aspects, social responsibility and human rights, seeking to promote sustainable practices throughout the entire chain, in line with the objectives prioritized at the corporate level.

In the case of critical suppliers, they receive an evaluation of sustainability variables, including labor laws, subcontracting, and legal and financial background.

The results of this relationship model are reflected in the SS Index survey, applied to suppliers during 2020, which indicate that the relationships between them and Mallplaza have significantly improved thanks to the communication and coordination work carried out by both parties to ensure the health of contact personnel in shopping centers, such as security guards, cleaning, and maintenance personnel.

Suppliers

	Chile			Peru			Colombia		
	2018	2019	2020	2018	2019	2020	2018	2019	2020
N ° of SME suppliers	801	766	656	226	269	184	484	544	464
% of SMEs with 30-day payment	99%	99%	99%	62%	100%	95%	77%	94%	91%
N° of new suppliers with contract	46	54	38	9	4	118	S/I	18	37
% of new suppliers with CSR clauses	100%	100%	100%	0%	0%	0%	0%	0%	0%
% of the expense corresponding to local suppliers	S/I	99%	99%	99%	99%	96%	95%	95%	95%



COVID-19 safety measures taken at Mallplaza Los Dominicos, Chile.



"A milestone in these 30 years is the arrival in Colombia with a differentiating model in shopping centers, allowing Mallplaza to move forward on the path of growth that had already been achieved in Chile and Peru."

Pablo Pulido

COUNTRY MANAGER COLOMBIA



COLLABORATORS CLOSER THAN EVER

CHAPTER 07



Collaborators at the new Mallplaza NQS, Bogotá, Colombia.

A culture of collaboration

During 2020, the pandemic scenario put the Mallplaza culture to the test. Reinforced in the last two years by a transformation process based on agile processes and collaborative, transversal and regional work, the company managed not only to continue operating, but also rise as a highly flexible organization that provides a good development place for employees.

The rapid consolidation of teleworking achieved in 2020 was possible thanks to the partial implementation of this working mode during the previous year, wherein employees could choose to work from home one day a week. Consequently, during 2020 the company managed to put into operation an effective, agile, and secure teleworking system for all office collaborators, providing them with the appropriate tools and implements, ensuring at the same time transmission quality and data cybersecurity.

The Regional People Management and the HR teams of Peru and Colombia are the structure that carries out the people strategy, using various tools that enable fluid communication through face-to-face and digital instances, intending to



Team of collaborators welcome visitors in the new Mallplaza NQS.

bring people closer and connect from cultural identity and strategic challenges.

The practices already installed during the transformation process bore fruit in 2020, especially those aimed at permanent communication. In this line, the Dialogues for Meeting were adapted to the digital format and managed to connect collaborators from various areas of the company in an instance of conversation that was revealed as one of the most important of the year.

More than 83 dialogues were carried out at the regional level, with participation rates of 58% of the collaborators in Chile, 71% in Colombia and 83% in Peru, adding up to 401 attendees to these instances, which allowed to know the most appreciated actions, as well as employees concerns and opportunities for improvement.

2020 management for the care of employees

During 2020 the health and safety of Mallplaza employees were at the center of the entire people management strategy. To this end, PULSO surveys were carried out periodically throughout the year, intending to have clear and first-hand information from collaborators regarding COVID-19 contagion risk for them and their families, as well as their welfare, given the global context. This COVID-19 cadaster served to strictly monitor the risk populations in the company and make decisions on risk management.

Additionally, protocols were defined and implemented to attend and follow up contagion cases, in order to accompany and support people in an organized and effective way, for example, with PCR tests at home, daily follow-up calls and food boxes delivery, evidencing the company's concern for employees and their families, to make people feel supported.

Occupational health and safety

		YEAR			GENDER	
		2018	2019	2020	MEN	WOMEN
CHILE	Occupational accidents' fatalities	0	0	0	0	0
	Worked hours	1,096,014	1,116,814	1,056,712	502,324	553,388
	Occupational accidents rate	0.02	0.73	0.19	0	0.43
	Occupational disease rate	0	0	0	0	0
	Lost time injury rate LTIFR	S/I	3.58	0.95	0	1.99
	Absenteeism rate	S/I	0,03	0.39	0	0.85
PERU	Occupational accidents' fatalities	0	0	0	0	0
	Worked hours	248,242	269,739	300,403	126,612	173,791
	Occupational accidents rate	0	0	0	0	0
	Occupational disease rate	0	0	0	0	0
	Lost time injury rate LTIFR	S/I	0	0	0	0
	Absenteeism rate	S/I	0.01	0	0	0
COLOMBIA	Occupational accidents' fatalities	0	0	0	0	0
	Worked hours	154,562	266,858	204,336	91,386	112,500
	Occupational accidents rate	0	0	0	0	0
	Occupational disease rate	0	0	0	0	0
	Lost time injury rate LTIFR	S/I	0	0	0	0
	Absenteeism rate	S/I	0.01	0	0	0

Data in the process of verification. See update and final version in <https://www.mallplaza.com/politica-de-sostenibilidad.html>

Mallplaza Te Cuida

Based on the information collected in the PULSO surveys, Dialogues for meeting and other communication instances, the Mallplaza Te Cuida program (Mallplaza takes care of you) was set as an effort to maintain and support employees' health, along with actions to provide support, containment, and accompaniment during the pandemic.

This regional initiative included teams from the Corporate Affairs, Human Resources and Operations managements.

The positive results of the Mallplaza Te Cuida program were reflected in the two measurement instances carried out at the end of 2020: the SSIndex survey for collaborators applied in November, and the last PULSO survey in December.

Mallplaza Te Cuida incorporates a series of initiatives supported by 4 pillars:

Pillar	Goals	Initiatives	Results
1. Closeness	Accompany the personal and emotional state of the collaborators, through support, containment, and accompaniment activities, encouraging continuous communication of the leaders with their teams.	<ul style="list-style-type: none"> • Biweekly PULSO survey • Dialogues for meeting • Extended meetings • Waterfall communication methodology 	<ul style="list-style-type: none"> • 89% regional response rate • 90% average level of perception of closeness
2. Leadership	Strengthen the role of leaders in communication, incorporating new ways of working and promoting productivity and caring for teams.	<ul style="list-style-type: none"> • Permanent communications from company leaders. • Relaunch of the RECONOCE program in digital format. • Somos Mallplaza recognition. • Leadership meetings. 	
3. Business knowledge	Bringing employees closer to the current and future reality of the business, fostering a sense of belonging and commitment and developing skills that allow new individual and collective contributions.	<ul style="list-style-type: none"> • Leaders' meetings. • Weekly news reports on business progress. • Leaders' panels on contingent business issues 	
4. Quality of life and care	Encourage self-care measures and contribute to the balance of personal and work life, thereby promoting a healthy state of mind and mutual support among employees.	<ul style="list-style-type: none"> • Communities with effective self-care and telework practices. • Psychological support program. • Recreational and accompanying activities. • Psychological support talks. • Tools and protocols for teleworking. • Return to the offices protocol. 	<ul style="list-style-type: none"> • 6 talks with more than 60 people connected.

Measurement for continuous improvement

Between November and December 2020, the application of the SSIndex survey was carried out for all collaborators at the regional level. This survey, which measures risks associated with employees' behaviors related to the company's sustainability has shown a clear positive evolution from 2017 to 2020, with increases of 9, 21 and 13 points in Chile, Peru, and Colombia respectively.

Additionally, two questions were included in this index to evaluate the perception of effectiveness regarding the initiatives of the Mallplaza Te Cuida program, showing positive results at the regional level. Likewise, questions related to the protocols and procedures carried out to face the challenges of COVID-19 were included, also with positive results in the three countries.

Meanwhile, in the last PULSO survey of December 2020, a 92% perception of closeness between the collaborators and the senior management was reported, as well as a 96% perception of effective communication in crisis through dialogues and talks with leaders.

The same positive trend was observed in the results of the culture survey 2020, with an average response rate of 89% for the three countries, marking a historical evolution of 6 points in the regional average, in addition to rising results in all the Mallplaza principles, compared to the results of 2019. Particularly positive is the increase observed in the three countries in the principles "We work as a team with total confidence" and "We make it ours with passion and conviction".

Employee turnover

		YEAR			GENDER	
		2018	2019	2020	MEN	WOMEN
CHILE	Income (number of employees)	163	128	66	34	32
	Turnover rate	23%	21%	27%	33%	23%
PERU	Income (number of employees)	28	33	15	8	7
	Turnover rate	14%	18%	19%	25%	15%
COLOMBIA	Income (number of employees)	16	30	21	5	16
	Turnover rate	10%	20%	20%	22%	18%

Integral
development
for employees

Chile

BY JOB CATEGORY				BREAKDOWN 2020		NUMBER OF EMPLOYEES, BREAKDOWN 2020					
	NUMBER OF EMPLOYEES			GENDER		MEMBERS BY AGE RANK					
	2018	2019	2020	MEN	WOMEN	"X"<30	30<«X"<40	41<«X"<50	51<«X»<60	61<«X»<70	70<"X"
Managers and deputy managers	100	103	90	55	35	0	26	46	16	2	0
Professionals and technicians	407	419	369	160	209	109	186	57	16	1	0
Other	35	34	29	4	25	1	13	7	6	2	0
BY TYPE OF CONTRACT											
Indefinite term	529	546	480	218	262						
Fixed term	13	10	8	1	7						
TOTAL	542	556	488								

Peru

BY JOB CATEGORY				BREAKDOWN 2020		NUMBER OF EMPLOYEES, BREAKDOWN 2020					
	NUMBER OF EMPLOYEES			GENDER		MEMBERS BY AGE RANK					
	2018	2019	2020	HOMBRES	MUJERES	"X"<30	30<«X"<40	41<«X"<50	51<«X»<60	61<«X»<70	70<"X"
Managers and deputy managers	23	25	23	14	9	0	5	15	3	0	0
Professionals and technicians	62	77	76	27	49	28	36	11	1	0	0
Other	5	25	0	0	0	0	0	0	0	0	0
BY TYPE OF CONTRACT											
Indefinite term	90	97	94	39	55						
Fixed term	4	5	5	2	3						
TOTAL	94	102	99								

(*) Employees in Peru correspond to the personnel of Mallplaza Perú S.A., a company in which Plaza S.A. owns a 33% stake.

Colombia

BY JOB CATEGORY				BREAKDOWN 2020		NUMBER OF EMPLOYEES, BREAKDOWN 2020					
	NUMBER OF EMPLOYEES			GENDER		MEMBERS BY AGE RANK					
	2018	2019	2020	HOMBRES	MUJERES	"X"<30	30<«X"<40	41<«X"<50	51<«X»<60	61<«X»<70	70<"X"
Managers and deputy managers	14	6	17	11	6	0	10	6	1	0	0
Professionals and technicians	55	66	61	26	35	18	29	13	1	0	0
Other	0	13	11	4	7	8	2	1	0	0	0
BY TYPE OF CONTRACT											
Indefinite term	69	80	85	47	38						
Fixed term	0	5	4	2	2						
TOTAL	69	85	89								

Composition by nationality in Chile

	FEMALE	MALE	TOTAL
Argentine	3	1	4
Bolivian	2	0	2
Chilean	254	211	465
Colombian	2	0	2
Peruvian	2	1	3
Venezuelan	6	6	12
Total	269	219	488

2020

	NUMBER OF MEMBERS BY RANK YEARS IN THE COMPANY				
	"X"<3	3 - 6	6 - 9	9 - 12	12<"X"
Chile	261	85	59	28	55
Peru	53	27	14	5	0
Colombia	53	15	18	2	1

Senior executive compensation in Chile

There is an incentive model (management bonus) for executives that considers qualitative and quantitative variables, both internal and external in line with the Company's strategy. The incentive system captures these efforts and alignments through the definition of individual and group KPIs (key performance indicators), their goals and scales. Variable compensation for the period is determined depending on each executive's compliance.

Integral development for employees

Aware of the value and wealth that employees bring to the company, Mallplaza offers integral development opportunities considering merits, achievements, skills, and performance. To this end, the company employees them with training tools and learning opportunities, as well as performance evaluations that allow them to trace their personal and professional development paths.

The training initiatives in 2020 were mainly concentrated in two directions: the first considered training related to the different protocols implemented during the phases of the pandemic, self-care talks, the Mallplaza al día initiative and the Dialogues for meeting. From this focus, the preparation of employees to face the health crisis in all aspects related to their work was prioritized.



***10,344 hours of training at the
regional level in 2020.***

The second training focus was on migrating some of the face-to-face initiatives to digital format. Training instances such as the Leadership Academy, launched in November 2020, stand out as a self-managed learning instance, with Mallplaza providing the resources, tools, content and path for leadership training available to all employees included in the 360 evaluation.

Another important initiative that migrated to digital format was the program Ser Más, now Ser Más Digital, a training program open to all collaborators at the regional level, with customized contents according to their performance evaluation and whose main pillars are innovation and digital transformation, as well as Mallplaza's leadership and culture principles.

In addition to considering training as an important tool for cultural transformation, Mallplaza complements employees development with the evaluation of competencies and objectives that promote the necessary skills to achieve such transformation.

In 2020, for the first time, the evaluation model is the same for all employees. This model uses the Rankmi digital tool for performance evaluation and it is focused on promoting

the distinctive competencies of the company's culture at all levels, incorporating feedback for talent management.

Average man hours of training per worker

				AVERAGE MAN HOURS 2020				
				BY GENDER (%)		BY JOB CATEGORY		
				MEN	WOMEN	EXECUTIVES	PROFESSIONALS AND TECHNIANS	OTHER
Chile	27	36	2,6	3.3	2	1.4	2.8	NA
Peru	16	40	16	15	18	17	17	0
Colombia	8	29	4.5	5.2	4	4.5	4.5	4.5

% of employees with performance evaluation

				AVERAGE MAN HOURS 2020				
				BY GENDER (%)		BY JOB CATEGORY		
				MEN	WOMEN	EXECUTIVES	PROFESSIONALS AND TECHNIANS	OTHER
Chile	99%	93%	78%	53%	47%	23%	69%	8%
Peru	96%	92%	100%	41%	59%	24%	76%	0%
Colombia	99%	93%	87%	49%	51%	20%	71%	9%

Diversity, inclusion, and equal opportunities

The Mallplaza Integrity Code clearly states the company's commitment to respect, equal opportunities based on the skills, merit, and performance of each employee, as well as the rejection of any type of discrimination.

In terms of diversity and inclusion, the company is moving towards constructing an organizational culture and a diverse and inclusive work environment, promoting the insertion, participation, and well-being of people. To this end, initiatives were carried out during 2020 in order to formalize the procedures and policies approved during the previous year: At first, a Diversity and Inclusion Committee and its worktable were established and started operating with the participation of different areas of the company, in addition to the representatives of the three countries and the presence of the General Manager.

Along the same line, in May 2020 the Four Mallplaza Inclusion Groups were approved, aiming to promote the insertion and participation of disabled people, belonging to LGBTQ groups, and migrants, as well as the promotion of genre equity.

Initiatives in this direction are already progressing, for instance, the implementation of the Inclusive Recruitment Program for disabled people, as well as improvements in accessibility through the remodeling of office spaces; the approval of the Gender Transition Procedure, the internal communication of the policy, government, inclusion groups and initiatives to the entire company, and the completion of the first regional cadaster, among others.

Wage gap

The proportion represented by the average gross base salaries of our female employees with respect to male employees is as follows: for our administrative staff it is 14% higher, a category that represents 6% of the total number of employees. Regarding our professionals and technicians, the gap is -23% which represents 75.7% of the total workforce. Regarding executives, assistant managers, and managers, the gap between women and men is -13%, a category that represents 18.3% of the total number of people in the company.

Benefits and remuneration

Contribute to the quality of life of all its employees and their families is essential for Mallplaza. For this reason, the company has a comprehensive benefits and compensation proposal that constantly seeks to maintain pay equity between men and women.

There are three categories of benefits:

Corporate benefits

Benefits for every Mallplaza employees.

Agreements and discounts:

Applied for various products and services in categories such as health, gastronomy, travel, and tourism, among others.

Flexible benefits

Free day points exchange system applicable for family days, medical day, errands day, and free time.

At the regional level, Mallplaza offers transversal benefits in extents such as:



Work-life balance

- “Yo elijo” program for additional free days
- Early departure on Fridays
- Early departure before a holiday
- Family activities such as: children’s day and mini collaborators’ day



Healthy life

- Medical check-ups
- Talks and workshops
- Healthy life activities such as sports and leisure (at home and at the workplace)



Corporate benefits

- Complementary health and dental insurance
- Performance bonus
- Affiliate agreements (medical, dental and others)
- Christmas gifts for children under 12 year old



Celebrations

- Mallplaza’s Anniversary, National day, among others
- Gifts and recognitions for special days (Mothers’ day, Fathers’ day, Christmas, Marriage day, among others)

Within the framework of the Mallplaza Te Cuida Program, many of the regional benefits of the organization were brought to an online model, which allowed maintaining a connection between collaborators. To this end, initiatives such as indoor sports activities to encourage and improve health, cooking classes to learn new recipes and share them among colleagues, nutritional talks to improve eating habits, games to spend time with family, and a vaccination campaign were successfully carried out on digital platforms for all Mallplaza employees at the regional level.



Compra y Recoge is a new omnichannel solution implemented in Mallplaza Manizales, Colombia.

"Incorporating digital and omnichannel at the center of the business has been a significant change for Mallplaza. Today we have an agile work model, adapted to the reality of the company, and implemented for all projects, which has allowed us fundamental speed and involvement from all areas."

Marina Tannenbaum

DIGITAL STRATEGY AND INNOVATION MANAGER

COMMUNITY ENGAGEMENT

CHAPTER 08



Food supplies donations at Mallplaza in Chile.

Relationships to add value

Mallplaza's community relationship model is deployed from the initial stages of shopping centers' construction and continues throughout its operation. Thus, the company detects and manages risks on time, strengthening those areas that allow co-creating value along with the communities, contributing to the development of the territories and the company's sustainability.

Early-stage relationship

Inclusive but respectful of the differences and local identities of the territories, Mallplaza delivers a value proposition that not only facilitates access to previously non-existent goods, services and experiences, but also seeks to contribute to an inclusive society that values and promote diversity, respect and dignity for all people.



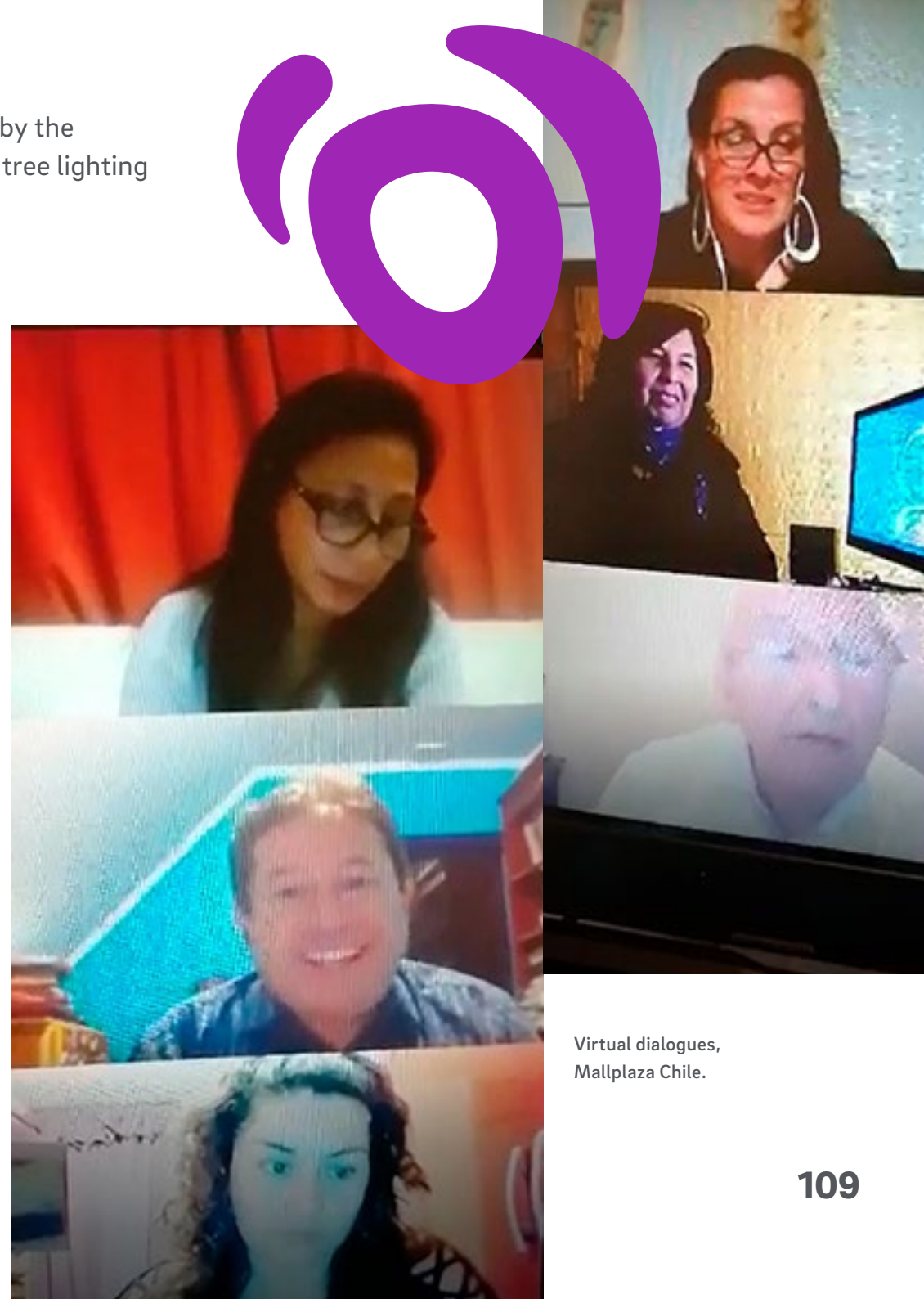
For this reason, through open, honest, and respectful communication established from the first stages of construction, the company develops a relationship and management plan for each process, comprising spaces for listening, dialogue and formal instances of consultation.

In Peru, the relationship carried out in 2020 with the communities surrounding the new Mallplaza Comas demonstrated the value that direct and permanent communication throughout the construction process represents for the company. The arrival of this shopping center to the north of Lima was prepared during two years of community work to establish a direct link with the neighbors, with a strategy based on two fronts: The constant monitoring of the community's perception during the construction process, and activities focused on bonding with the neighbors.

In October, Mallplaza Comas was finally allowed to open its doors to visitors and the positive reception from the community was evident not only in the number of visitors and sales figures registered by business partners, but also through a welcome gift with a strong

local symbolism that was given by the neighbors during the Christmas tree lighting ceremony.

During the pandemic, Mallplaza Comas kept contact with communities through 15 virtual dialogues which allowed two-way communication and, at the same time, provided neighbors with information regarding safety and operating conditions of the new shopping center in the stages prior to the opening.



Virtual dialogues,
Mallplaza Chile.

Another outstanding example of the relationship in the construction stage occurred in 2020 in the city of Cali, Colombia, was the planting of 1,729 new trees as a measure to mitigate the environmental impact of the construction work of the Mallplaza Cali, a coordinated and consensual action along with the local communities.

Relationship with communities during operation

Mallplaza's community relations model actively continues during the operation of its shopping centers, with the purpose of maintaining a permanent analysis of the reality and needs of the nearby communities. In that sense, in 2020 significant advances were made in terms of the analysis, risk matrices and territories' data not only to know and understand the community context of each shopping center, but also to identify strengths, opportunities, and risks.

In the context of the COVID-19 pandemic, Mallplaza focused its contribution to the social reconstruction and economic reactivation of the territories, identifying opportunities to add value and strengthen the company's position as

a contributing actor that supports community development and local economy. To this end, the company developed initiatives articulated through four work focuses: permanent dialogue, support for local employment, entrepreneurship, and culture.

Corporative volunteering

In 2020, face-to-face volunteer work was restricted by confinement, however, Mallplaza carried out the "Share your talent" initiative; a call at the regional level, to carry out activities with

minors from the residence of the María Ayuda Foundation for girls. Within this framework, six workshops on topics suggested by the girls themselves were developed, in which volunteer collaborators from Chile and Peru shared their time and knowledge.

Total amount of contributions (donations, community investment and in-kind contributions)

Total amount:	Chile	Peru	Colombia
Donations	\$191,585,126	PEN 150,000 USD 1500	COL 20,000,000
Community investment	\$ 1,163,380,946	PEN 122,000	COL 92,972,352
In-kind contributions	0	0	0

100% of our shopping centers have listening and evaluation instances regarding community impact.

Virtual dialogues

In order to preserve a valuable source of communication with the communities surrounding Mallplaza, the company adapted the neighborhood encounters to a remote format, holding 85 virtual dialogues and conversations in Chile, Peru and Colombia with 221 participating neighbors. Thanks to these meetings, Mallplaza was able to identify the residents' most urgent needs and respond in an agile, accurate and differentiated way in each territory.

- More than 12,000 boxes of food delivered in coordination with the Municipalities.
- Permanent dissemination of relevant information for communities and neighbors, according to the health stages of the pandemic and the measures adopted by the authorities.
- Contents delivered to help coping with the daily life of the pandemic, such as video tutorials to approach technology (how to use Zoom, WhatsApp and other communication apps),

sending entertainment and leisure activities, as well as food recipes and entertainment scenarios at home, to contribute to the emotional well-being of people.



Local employment support

During 2020, local employment support actions were aimed at reactivating the local economy through the creation of an employment exchange in alliance with public and private institutions. In this way, along with business partners, jobs were allocated to workers living in the same communes where the urban centers are located, identifying those candidates who could meet the required profiles, according to the operation context and the sanitary protocols requested from authorities. Thus, the company managed to connect the needs of business partners and suppliers with the labor management of the municipalities.

In Peru, in addition to hiring local labor for the construction of Mallplaza Comas, prior to the opening, the same initiative was carried out to connect business partners with municipalities, fostering local job opportunities, creating synergies to attract talent to the shopping center.

For its part, in Colombia, Mallplaza Cali is under construction with the participation of more than 1,250 workers from the neighboring communities, who were hired through an alliance with the Comfandi employment exchange.

12 shopping centers
(Chile and Colombia)

961 hirings
(Chile and Colombia)





Local artists complement the Mercado La Colonial proposal in Mallplaza Bellavista, in Peru.

Culture as social axis during the pandemic

Mallplaza is convinced of the positive impact that culture has on people, improving their quality of life and socialization. For this reason, it constantly promotes free and quality cultural activities.

In 2020, prior to the pandemic, cultural activities acquired a unique character, developing initiatives with greater local identity, becoming a way to establish closer relations with neighboring communities, local authorities, and organizations. Prior to the sanitary restrictions, there were more than 115 shows and 500 workshops, with more than 9,000 attendees.

On the other hand, during the pandemic the company found a way to continue delivering quality, entertaining and free culture through all the available digital channels. To this end, different digital content was developed and delivered along with Biblioteca Viva, in addition to streaming the musicals that Mallplaza produced during the last 10 years.

In the progressive reopening of non-essential commerce, cultural activities continued aiming to the local identity of each community. In Peru, within the framework of the #ArteParaTodos campaign, different interventions were carried out by renowned local artists such as Vania Masías and Elliot Tupac, bringing art closer to people and communities.

In Colombia, an attractive cultural intervention by the hand of local graffiti artists was carried out in the surrounding areas of Mallplaza NQS in Bogotá, to celebrate the opening of this shopping center.



"These 30 years are also 30 years in the history of many communities that saw how their neighborhoods improved after the arrival of a Mallplaza, being able to access multiple services, commerce and quality entertainment that they did not have before."

María Irene Soto

CORPORATE AFFAIRS MANAGER

COMMITMENT TO THE ENVIRONMENT

CHAPTER 09

Mallplaza's strategic vision regarding sustainability is materialized in a permanent commitment to the efficient and circular management of its shopping centers, the implementation of innovative actions aimed to protect the environment and the promotion of a growing environmental awareness among visitors, business partners and collaborators.

Sustainable shopping centers

In line with SDG 13, "Climate action", the company adheres to international standards in environmental matters, proactively monitoring and managing objectives, goals, and indicators in business strategic areas. In this way, periodical audits help evidencing compliance, but they also enable identifying risks and opportunities for improvement and taking the necessary preventive control measures.

Regarding sustainable construction, Mallplaza cares about the environment from the early

stages of design and construction of its shopping centers, incorporating the necessary actions and technologies in terms of energy efficiency, emissions, waste management and recycling, and water efficiency, to achieve progressive goals according to international standards such as the LEED certification, granted by the US Green Building Council.

During 2020 the LEED Silver certification under construction was obtained by Mallplaza Buenavista in Barranquilla, Colombia, as well as the LEED certification for Operators in the same country.

Gold LEED certified shopping centers

- Mallplaza Egaña
- Mallplaza Copiapó

Silver LEED certified shopping centers

- Mallplaza Arequipa
- Mallplaza Manizales
- Mallplaza Buenavista

In process of certification

- Mallplaza Los Dominicos
- Mallplaza Arica
- Mallplaza Comas

In 2020, the company revisited its environmental objectives, thus strengthening its strategy to combat climate change, by defining three focuses of action:

1. Regional carbon neutral operation.
2. Waste management by promoting circularity.
3. Reducing the water consumption of all shopping centers.

Additionally, during the last quarter of the year, Mallplaza began the regionalization of its Environmental Management System, incorporating Peru and Colombia in this initiative.



Paneles Fotovoltaicos, Mallplaza Cartagena, Colombia.

Carbon footprint and energy efficiency

In line with Mallplaza's commitment to promote an operation that reduces carbon emissions, the company incorporated Peru and Colombia in the measurement of the carbon footprint in scopes 1, 2 and 3, to later establish objectives based on the Science Balance Target (SBT), starting from 2023.

Along with this, in 2020 the Operations Center (COP) consolidated energy consumption optimization of all Mallplaza's shopping centers, through the monitoring and management of energy in the climate, electric panelboards, lighting and air circulation systems at the regional level.

To ensure a real contribution to energy efficiency and the reduction of the carbon footprint according to international standards and regulations, Mallplaza takes action for the constant technical improvement of employees in this area, in this sense, 11 internal collaborators directly linked to the implementation and maintenance of the environmental and energy management

system received training during 2020, to become internal auditors in the ISO 14001: 2015, ISO 45001: 2018, and ISO 5001: 2018 standards.

Regarding emissions, during 2020 the quantification of GHG emissions was carried out through the Greenhouse Protocol for scopes 1 and 2 of its 17 shopping centers in Chile. Additionally, the incorporation to the Huella Chile program was carried out, verifying the measurement of the carbon footprint by an external entity.

Currently, more than 98% of the energy consumed by shopping centers in Chile comes from non-conventional renewable sources and, as a next step, work on co-generation in Peru and photovoltaic energies in Colombia will be reinforced.

Note 1:
For the 2020 Carbon Footprint measurement, scope3 has been incorporated in the 17 shopping centers operating in Chile. This means an improvement in the methodology, since the emission sources of electrical consumptions are considered separately. Scope 2 considers electrical consumption in common spaces and parking, and scope 3, considers consumption in leased premises.

Note 2:
Scope 3 has been incorporated into 2020 Carbon Footprint measurement for the 17 shopping center in Chile.

Energy Consumption (figures in B)

	CHILE			PERU			COLOMBIA		
	2018	2019	2020	2018	2019	2020	2018	2019	2020
Energy consumption from non-renewable sources (kW/H)	39.3	7.2	0	21.4	22.8	4.1	0.1	4.1	7.2
Energy consumption from renewable sources (kW/H)	228.5	239.9	52.7	0.026	0.018	0	10	1	1
Total energy consumption (kW/H)	267.9	247.2	53.2	21.5	22.8	4.2	10.1	5.2	8.3
Fossil fuel consumption (kW/H)	3.9	3.8	0.5	S/I	S/I	0.08	0.03	0.1	0.2

Energy Intensity

	CHILE			PERU			COLOMBIA		
	2018	2019	2020	2018	2019	2020	2018	2019	2020
Electricity Consumption kW/H (Cifras en MM)	264	243.4	52.7	21.5	22.8	4.1	2,7	5.3	7

*Consumption decreased in 2020 due to opening restrictions during the COVID-19 Pandemic.
This indicator represents only common areas. It does not include the energy consumption of commercial premises.

Carbon footprint in Chile

CARBON FOOTPRINT 2020 (BY LOCATION))	T CO2 EQ
SCOPE 1	2,010
SCOPE 2	20,218
SCOPE 3	312,456
TOTAL	334,634

MORE INFORMATION
ABOUT OUR
ENVIRONMENTAL
MANAGEMENT



Commitment to electromobility

Mallplaza's bet in electromobility responds to the company's permanent commitment to clean transport and mobility within the city, and to the constant effort to promote awareness in people regarding the importance of adopting new environmentally friendly habits.

That is why in December 2020 the first electromobility space was enabled in Mallplaza Tobalaba, developed in conjunction with the Chilean Electric Vehicle Association, Copec (Voltex), Automovil Club de Chile, and other relevant actors behind electromobility.

Soon, the First Electromobility District will be open in a 500 m2 area in Mallplaza Norte, becoming an unprecedented pole for the development and promotion of this kind in Chile. The proposal considers the best exponents of the industry as well as an area of experience and information.

Mallplaza has the largest electric stations network in shopping centers nationwide.



Smartcargo is the first electromobility partner of Mallplaza Tobalaba that has a wide range of utility cars and electric scooters.



Biodigestor, Mallplaza Los Dominicos, Chile.

Comprehensive waste management and recovery

Strengthening waste management by promoting circularity is part of the environmental strategy focus for the next five years. As the beginning of the path to reach zero waste, by 2025, the company aims to increase the waste recovery by 60%.

Among the 2020 initiatives taken to advance this path are Chile's participation in the Plastics Pact, as well as strategic and technical committees, circular design worktables, and the adherence of 100% of the Food & Beverages operators from Mallplaza Los Dominicos, Mallplaza Egaña, and Mallplaza Norte, to the Reciclo Orgánico program, that uses biodigesters to transform organic waste into a nutrient-rich liquid that is subsequently used in the shopping centers' gardens.

Also in this line, Mallplaza Cartagena opened a new recycling point, which encourages waste management among visitors and food court business partners, ensuring responsible and effective waste management through specialized companies.

In Mallplaza Los Dominicos, the recycling point was reopened on September 10, 2020 in alliance with Triciclos and Sodimac. Access to this point was controlled by the App “Re-economía circular”, that generates a QR code the visitor must present at the entrance, where the COVID-19 security measures are taken, such as temperature, mask, and gloves control, then the waste is sanitized to be disposed of in the spaces

intended for it. This biosafety protocol seeks to create a safe environment for the reactivation of recycling.

Waste (ton)

	CHILE			PERU			COLOMBIA		
	2018	2019	2020	2018	2019	2020	2018	2019	2020
Hazardous (Ton)	11	11	8	0	0	0	4	85	0
Non-hazardous (Ton)	24,867	24,375	11,087	801	819	340	475	1,116	1,351
WASTE MANAGEMENT:									
• Recycling	3,951	3,366	1,656	226	310	167	69	173	194
• Composting	765	1,062	553	0	0	0	0	0	82
• Energy recovery	4,451	6,046	2,878	0	0	0	0	0	0
• Municipal waste	15,609	13,818	6,000	575	509	174	406	943	1,075
• Other	91	83	0	0	0	0	0	0	0

This indicator represents only common areas. It does not include the energy consumption of commercial premises.

Water footprint and efficient water use

Mallplaza is aligned with the LEED and ISO 14001 certification standards that require protocols regarding water use, disposal, and discharge. To this end, the company is constantly looking for technologies and opportunities to implement in water measurement and management.

Actions to maximize efficiency in water management resources in the green areas of shopping centers have been implemented, such as the use of lower consumption plant species and plants typical of each region and the use of liquid nutrients collected with biodigesters for organic waste in shopping centers in Chile.

The next step includes the measurement of the Water Footprint in two urban centers, to update the management and in this way continue promoting improvements, in the face of the next 5 years goals.

Utilized water (MM m³)

	CHILE			PERU			COLOMBIA		
	2018	2019	2020	2019	2019	2020	2020	2019	2020
Municipal water	2,825,495	2,624,218	1,656,922	61,376	52,774	31,680	78,884	53,221	53,009
Fresh surface water	0	0	0	0	0	0	0	0	0
Fresh well water	148,159	199,569	93,377	240,980	264,065	145,267	0	0	0
Water returned to source	0	0	0	0	0	0	0	0	0
Total net fresh water	2,973,654	2,823,787	1,750,299	302,356	316,839	176,947	78,884	53,221	53,009

At Mallplaza we developed various actions for climate change management, such as:

Climate change action focuses

Emissions reduction	Reduce demand for high carbon energy	Reduce impacts to climate change
<p>Use of technology and data analytics for more efficient energy use, in real time in all shopping centers, through the Operations Center.</p> <p>Joint work with business partners to share consumption information to be more efficient (Power Monitoring Expert software).</p> <p>Identification and measurement of direct and indirect sources of GHG emissions.</p> <p>ISO14001, ISO50001, and LEED certifications for new construction.</p>	<p>More than 98% of the energy used in our shopping centers in Chile comes from NCER.</p> <p>1,348 parking spaces enabled for bicycles.</p> <p>42 exclusive parking spaces for electric cars.</p> <p>21 electric stations.</p>	<p>Permanent environmental education and awareness campaigns towards the community.</p> <p>Training for collaborators.</p> <p>1,729 trees planted in 2020 in Cali, Colombia.</p> <p>Responsible waste management, with actions such as the use of biodigesters that transform organic waste into nutrients for gardens, participation in the Chilean Pact for plastics, among others.</p> <p>Responsible and more efficient water management, with the goal of reducing water resources by 30% by 2025.</p> <p>Recycling points in the shopping centers, open to the community.</p> <p>Participation and support for the Green Building Council and the Plastics Pact.</p>



"A milestone in these 30 years is the design and strategy of Mallplaza Egaña. In it, many of the values and missions of how to build the value proposition of a shopping center of the future were embodied".

Cristián Muñoz

CORPORATE COMMERCIAL MANAGER



CORPORATE INFORMATION

CHAPTER 10

Mallplaza Alameda, Estación Central, Chile.

Company's change of trade name

The company's Trade Name did not suffered modifications during 2020.

Changes in the company's control

During 2019, there were no changes in the Company's Control.

Legal address

Commune and City of Santiago

Plaza S.A. contact information

**phone (56 2) 225857000
fax (56 2) 225857001
plaza@mallplaza.com
www.mallplaza.com**

Company Identification

Plaza S.A. is a public limited company, registered under registration number 1,028 in the Commission for the Financial Market (CMF). Unique Tax Role is 76.017.019-4; address is located at Américo Vespucio N ° 1737 floors 7, 8, 9 and 10, in the commune of Huechuraba.

Plaza S.A. was constituted by means of a public deed dated on April 16, 2008, executed by the Santiago notary public, Mr. Iván Torrealba Acevedo. An extract of this deed was registered on page 17,353 number 11,761 of the Santiago Registry of Commerce in 2008 and was published in the Official Gazette on April 21 of the same year.

The last modification of its statutes was agreed in an extraordinary shareholders meeting held on April 24, 2020, minutes were reduced to a public deed at the Santiago Public Notary of Don Juan Ricardo San Martín Urrejola on May 26, 2020. An Extract of this deed was registered on page 34525 number 16896 of the Commercial Registry of the Santiago Real Estate Custodian and published in the Official Gazette on June 12, 2020.

Corporate purpose

Plaza S.A.'s purpose is: a) development, construction, administration, management, exploitation, leasing and subleasing, in all cases with or without furniture, of shopping centers of the mall type, understood as a set of commercial premises built in a same physical ground, that at least two department stores and in which there can be any other type of commercial development, real estate or another type, without limitation, both in Chile and abroad, either directly or through participant companies; b) development, construction, administration, management, exploitation, leasing and subleasing, in all cases with or without furniture, of properties destined for sale and commercialization of motor vehicles and provision of related services, both in Chile and abroad, either directly or through participant companies; and c) the provision of services to participant companies, in the field of research and market studies, consultancies for investment and financial services, commercial, accounting, electronic data processing, network and database administration, computer technical support, development and implementation of systems, management and business administration, economic analysis

and project evaluation, advertising and marketing services, both in Chile and abroad.

Activities and business

Plaza S.A. is the holding that groups all the proprietary companies of shopping centers operating under the Mallplaza brand in Chile and Colombia, and the business operating under the brands Autoplaza and Motorplaza, in Chile and Perú, respectively.

Plaza S.A. develops its activity through subsidiaries, by leasing premises for commercial activities, as well as the provision of associated services, such as rental of advertising space and dissemination activities in its shopping centers. This way, the Company's clients are the tenants of commercial premises, not representing any of them individually 10% or more of the income of the society. Notwithstanding that, considering Grupo Falabella as a single client, it exceeds 10% but does not exceed 20%. During 2020, no new activities and businesses were incorporated. During the year Mallplaza NQS was acquired, a significant investment for the company. No asset sales or mergers were made.

Furthermore, in the course of 2020 no subsidiaries, parent divisions or relevant affiliates were created.

Industry sector

Plaza S.A. participates in the real estate sector of commercial use, designing, building, and managing urban centers that provide an offer of a set of stores called Anchor Stores, plus a variety of independent shops and services of assorted items (clothing, electronics, decoration, home, etc.), adding an entertainment offer (food court, cinemas, restaurants, cafes and libraries) and services (medical centers, educational centers, banks, post offices and pharmacies).

The main brand of the Company is Mallplaza, which is registered before the Department of Industrial Property of the Ministry of Economy, along with other owned brands. The main attribute of Mallplaza's urban centers is to provide a diverse range of products, services, and entertainment with accessibility, parking, security, and advertising positioning attractive for the public.

According to quantitative studies conducted in households in the nearby areas of the different Mallplaza urban centers, the competition of Plaza S.A. is mall type shopping centers, power centers,

outlet malls, lifestyle malls, strip centers and the traditional commerce located in the main arteries and districts of the different communes. In this way, the market share of Mallplaza in retail trade in Chile is estimated at 3.8%. To determine such participation, the total sales made within the shopping centers Mallplaza were considered, excluding sales in the automotive, supermarket, home, and health store sectors.

There are no suppliers that individually represent 10% of the total supplies of goods and services. There is only one customer that represents more than 10% of income from ordinary activities.

Ownership and concessions

Through its subsidiary companies, Plaza S.A. owns almost all its shopping centers, the only remaining concession being the subsidiary Plaza Antofagasta S.A. On May 20, 2004, the subsidiary signed a concession contract with Empresa Portuaria de Antofagasta, to develop, maintain and exploit exclusively the so-called Port Concession Area of an initial area of 71,020 m², which can be increased in the future by incorporating optional areas. In this location, Plaza Antofagasta S.A. built and is currently operating

Mallplaza Mall Antofagasta. The term of the concession is 30 years counted from the date of lands delivery. Plaza Antofagasta S.A. must pay to Empresa Portuaria de Antofagasta a monthly canon that corresponds to the largest amount between a denominated Minimum Monthly Amount, Commercial Amount Monthly and the Minimum Monthly Insured Amount plus a Payment for Contributions, which is a percentage of contributions that correspond to Territorial Tax of the concession area.

Patents

Plaza S.A. and its subsidiaries do not have property patents registered under their name.

Foreign market

Plaza S.A. has no registered or listed securities in the foreign market.

Investment plan

In addition to the investment projects described above, the company has land in Chile in the Valparaíso Region and in the Libertador Bernardo O'Higgins Region, totaling approximately 28 hectares.

Regulatory framework

The industry is regulated by specific rules in labor matters. First, in accordance with the provisions in article 203 of the Labor Code, all shopping centers administered under the same corporate name or legal personality with more than twenty female workers are indebted to supply a nursery room. This legal obligation is fulfilled if the employer pays day care expenses directly to the establishment to which the female worker brings her children. Plaza S.A. has opted for the latter option and signed agreements with several children's day care centers to pay directly for child's care.

In terms of weekly rest, in accordance with the provisions of article 38, clause 7, of the Labor Code, trade and service establishments that directly serve the public are exempt from weekly rest. Also, in accordance with the provisions of Article 2 of Law 19,973, on May 1, September 18 and 19, December 25 and January 1 each year, are paid holidays, undeniable for all commerce workers, except for those who work in clubs, restaurants, entertainment establishments, such as, cinemas, live shows, nightclubs, pubs, gambling casinos and other places of legally authorized

games. Additionally, Article 169 of Law No. 18,700 establishes that the elections and plebiscite days will be legal holidays and following the policy of the Directorate of Work about these holidays, the exception of weekly rest does not apply for workers in shopping centers administered under one company name or legal personality. Thereby, in compliance with this regulation, our shopping centers operate every day of the year, except for obligatory and irrevocable holidays when our restaurants, cinemas, pubs, and clubs, are the only open premises and they remain totally closed on election and plebiscites days.

Ownership, shareholders and control

The Company Desarrollos Inmobiliarias SpA, which is a subsidiary of S.A.C.I. Falabella S.A., owns 59.28% of the shares, thereby controlling Plaza S.A. There have been no changes in the control of the Company during 2020. The shares of Plaza S.A. correspond to only one series.

Total shares
1.960.000

Total of shareholders up to
December 31 2020:
306

SHAREHOLDER DISTRIBUTION OF THE 12 MAIN SHAREHOLDERS OF MALLPLAZA S.A.

NAME OR TRADE NAME	TAX ID NUMBER	ADDRESS	SHARES	% PARTICIPATION
Desarrollos Inmobiliarios Spa	99,593,960	Huerfanos 1011 Oficina 118	1,161,849,244	59.2780%
Inversiones Avenida Borgono Spa	79,566,150	Gertrudis Echenique 30 Of.172	274,704,252	14.0155%
Rentas Tissa Limitada	76,271,008	Presidente Errázuriz 2999 Piso 5	225,485,062	11.5043%
Credicorp Capital Sa Corredores De Bolsa	96,489,000	Av Apoquindo 3721 Piso 16	56,382,393	2.8767%
AFP HABITAT S A PARA FDO PENSION C	98,000,100	Huérfanos N° 770, Piso 22	28,131,296	1.4353%
AFP HABITAT S A FONDO TIPO A	98,000,100	Huérfanos N° 770, Piso 22	18,169,405	0.9270%
AFP PROVIDA S.A. PARA FDO. PENSION C	76,265,736	Agustinas 640 Piso 18	17,754,715	0.9059%
AFP HABITAT S A FONDO TIPO B	98,000,100	Huérfanos N° 770, Piso 22	13,314,978	0.6793%
AFP HABITAT S A FONDO TIPO E	98,000,100	Huérfanos N° 770, Piso 22	12,305,539	0.6278%
BANCO SANTANDER POR CUENTA DE INV EXTRANJEROS	97,036,000	MatíasCousiño 167 Piso 1	11,090,181	0.5658%
AFP HABITAT S A FONDO TIPO D	98,000,100	Huérfanos N° 770, Piso 22	10,659,361	0.5438%
Afp Provida S.a. Para Fdo. Pension B	76,265,736	Agustinas 640 Piso 18	9,754,501	0.4977%
TOTAL 12 Main			1,839,600,927	93.86%
Other minor shareholders (294)			120,399,073	6.14%
TOTAL			1,960,000,000	100.00%

DIRECTORS AND SENIOR EXECUTIVE'S PARTICIPATION OF PLAZA S.A.

NAME	PARTICIPATION IN PROPERTY
Sergio Cardone Solari	No direct participation (1)
José Pablo Arellano Marín	No participation
Fernando de Peña Iver	0,00004490 (2)
Pablo Eyzaguirre Court	No participation
Claudia Manuela Sánchez Muñoz	No participation
Paul Fürst Gwinner	No direct participation (3)
Juan Pablo Montero Schepeler	No direct participation (4)
Tomás Müller Benoit	No direct participation (5)
Alejandro Puentes Bruno	No participation
Carlo Solari Donaggio	No direct participation (6)

- (1) Has indirect participation through the controller, as indicated in pare 132 of this document.
- (2) Additionally, has an indirect participation equivalent to 0.025% through Inversiones La Florida SpA.
- (3) The director and his family have indirect participation equivalent to 14.02% through Inversiones Avenida Borgoño Limitada.
- (4) Additionally has an indirect participation equivalent to 0.00895% through shares of S.A.C.I. Falabella.
- (5) The director and his family have an indirect participation equivalent to 11.5% through Rentas Tissa Limitada partner companies.
- (6) Has indirect participation through controller, in the manner iindicated on page 132 of this document.

Information about
controller group

The company is controlled by the groups of shareholders detailed below. The controllers have a joint action agreement in accordance with the final and consolidated text of the Shareholders' Agreement that was signed on September 24, 2013. This agreement contains limitations on the free availability of the shares.

Name of the reporting company
Plaza S.A.

Tax ID number
76.017.019-4

Financial period
31-12-2020

Grupo Auguri	Tax ID	Shares	%
María Cecilia Karlezi Solari	7.005.097-8	14,000,000	0.56%
Inversiones Auguri Limitada This company is controlled by the following natural persons:	78.907.330-9	37,533,331	1.50%
Maria Cecilia Karlezi Solari Sebastian Arispe Karlezi	7.005.097-8 15.636.728-1		
Lucec Tres S.A. This company is controlled by the following natural persons:	99.556.440-8	267,803,642	10.67%
Maria Cecilia Karlezi Solari Sebastian Arispe Karlezi	7.005.097-8 15.636.728-1		

Bethia	Tax ID	Shares	%
Bethia S.A. This company is controlled by the following natural persons:	78.591.370-1	230,537,025	9.19%
Liliana Solari Falabella	4.284.210-9		
Carlos Alberto Heller Solari	8.717.000-4		
Andrea Heller Solari	8.717.078-0		
Pedro Heller Ancarola	17.082.751-1		
Alberto Heller Ancarola	18.637.628-5		
Paola Barrera Heller	15.960.799-2		
Felipe Rossi Heller	18.637.490-8		

Bethia	Tax ID	Shares	%
Inbet S.A. This company is controlled by the following natural persons:	85.487.000-9	2,678,697	0.11%
Liliana Solari Falabella	4.284.210-9		
Carlos Alberto Heller Solari	8.717.000-4		
Andrea Heller Solari	8.717.078-0		
Pedro Heller Ancarola	17.082.751-1		
Alberto Heller Ancarola	18.637.628-5		
Paola Barrera Heller	15.960.799-2		
Felipe Rossi Heller	18.637.490-8		
Grupo Corso	Tax ID	Shares	%
Juan Carlos Cortes Solari	7.017.522-3	2,081,442	0.08%
Teresa Matilde Solari Falabella	4.661.725-8	2,229,487	0.09%
María Francisca Cortes Solari	7.017.523-1	2,082,186	0.08%
Inversiones Mapper Dos Limitada This company is controlled by the following natural persons:	76.839.460-1	6,180,193	0.25%
Teresa Matilde Solari Falabella	4.661.725-8		
Juan Carlos Cortes Solari	7.017.522-3		
Maria Francisca Cortes Solari	7.017.523-1		

Grupo Corso	Tax ID	Shares	%
Inversiones Quitafal Limitada This company is controlled by the following natural persons:	76.038.402-K	18,300,200	0.73%
Teresa Matilde Solari Falabella	4.661.725-8		
Juan Carlos Cortes Solari	7.017.522-3		
Maria Francisca Cortes Solari	7.017.523-1		
Inversiones Don Alberto Cuatro SpA This company is controlled by the following natural persons:	99.552.470-8	151,079,494	6.02%
Teresa Matilde Solari Falabella	4.661.725-8		
Juan Carlos Cortes Solari	7.017.522-3		
Maria Francisca Cortes Solari	7.017.523-1		
Mapcor Cuatro SpA This company is controlled by the following natural persons:	99.556.480-7	45,000,000	1.79%
Teresa Matilde Solari Falabella	4.661.725-8		
Juan Carlos Cortes Solari	7.017.522-3		
Maria Francisca Cortes Solari	7.017.523-1		
Mapcor Cuatro Alfa SpA This company is controlled by the following natural persons:	77.112.738-K.	63,247,346	2.52%
Teresa Matilde Solari Falabella	4.661.725-8		
Juan Carlos Cortes Solari	7.017.522-3		
Maria Francisca Cortes Solari	7.017.523-1		

Grupo San Vitto Limitada	Tax ID	Shares	%
Inversiones San Vitto Limitada This company is controlled by the following natural persons:	77.945.970-5	243,698,146	9.71%
Piero Solari Donaggio	9.585.725-6		
Sandro Solari Donaggio	9.585.729-9		
Carlo Solari Donaggio	9.585.749-3		
Asesorías e Inversiones Brunello Limitada This company is controlled by the following natural persons:	78.907.380-5	8,852,268	0.35%
Piero Solari Donaggio	9.585.725-6		
Sandro Solari Donaggio	9.585.729-9		
Carlo Solari Donaggio	9.585.749-3		
Asesorías e Inversiones Barolo Limitada This company is controlled by the following natural persons:	78.907.350-3	8,852,288	0.35%
Piero Solari Donaggio	9.585.725-6		
Sandro Solari Donaggio	9.585.729-9		
Carlo Solari Donaggio	9.585.749-3		
Asesorías e Inversiones Brunello Limitada This company is controlled by the following natural persons:	78.907.380-5	8,852,268	0.35%
Piero Solari Donaggio	9.585.725-6		
Sandro Solari Donaggio	9.585.729-9		
Carlo Solari Donaggio	9.585.749-3		
Sandro Solari Donaggio	9.585.729-9	360,000	0.01%

Grupo Liguria	Tax ID	Shares	%
Inversiones Los Olivos SpA This company is controlled by the following natural persons:	76.360.576-0	219,228,581	8.74%
Juan Cuneo Solari	3.066.418-3		
Paola Cuneo Queirolo	8.506.868-7		
Giorgianna Cuneo Queirolo	9.667.948-3		
Grupo Amalfi	Tax ID	Shares	%
Importadora y Comercializadora Amalfi SpA This company is controlled by the following natural persons:	87.743.700-0	45,224,102	1.80%
Sergio Cardone Solari	5.082.229-K		
Ines Fantuzzi	6.066.811-6		
Macarena Cardone	10.091.903-6		
Matias Cardone	10.091.901-K		
Valentina Cardone	15.642.572-9		
Josefina Cardone	17.406.681-7		
Francisco de Pablo	12.265.592-K		
Cristian de Pablo	12.585.617-9		
Nicolas de Pablo	13.550.768-7		
Inversiones Vietri S.A. This company is controlled by the following natural persons:	76.182.636-0	11,217,037	0.45%
Sergio Cardone Solari	5.082.229-K		
Ines Fantuzzi	6.066.811-6		
Macarena Cardone	10.091.903-6		
Matias Cardone	10.091.901-K		
Valentina Cardone	15.642.572-9		
Josefina Cardone	17.406.681-7		
Francisco de Pablo	12.265.592-K		
Cristian de Pablo	12.585.617-9		
Nicolas de Pablo	13.550.768-7		

Grupo San Vitto Dersa	Tax ID	Shares	%
Dersa S.A. This company is controlled by the following natural persons:	95.999.000-K	136,444,501	5.44%
Jose Luis del Rio Goudie	4.773.832-6		
Barbara del Rio Goudie	4.778.798-K		
Juan Pablo del Rio Goudie	5.898.685-2		
Felipe del Rio Goudie	5.851.869-7		
Ignacio del Rio Goudie	6.921.717-6		
Sebastian del Rio Goudie	6.921.716-8		
Carolina del Rio Goudie	6.888.500-0		
DT Carrera SpA This company is controlled by the following natural persons:	76.338.127-7	35,877,447	1.43%
Felipe del Rio Goudie	5.851.869-7		
Mariana de Jesus Arteaga Vial	6.695.852-3		
Luis Felipe del Rio Arteaga	13.234.925-8		
Andres Antonio del Rio Arteaga	14.118.360-5		
Martin del Rio Arteaga	15.642.668-7		
Javier del Rio Arteaga	16.605.546-6		
Jose Pablo del Rio Arteaga	17.703.172-0		
Mariana Teresita Carmen del Rio Arteaga	18.641.820-4		
Quilicura S.A. This company is controlled by the following natural persons:	76.338.077-7	22,415,828	0.89%
Jose Luis del Rio Goudie	4.773.832-6		
Barbara del Rio Goudie	4.778.798-K		
Juan Pablo del Rio Goudie	5.898.685-2		
Felipe del Rio Goudie	5.851.869-7		
Ignacio del Rio Goudie	6.921.717-6		
Sebastian del Rio Goudie	6.921.716-8		
Carolina del Rio Goudie	6.888.500-0		

Grupo San Vitto Dersa	Tax ID	Shares	%
El Roquerio S.A. This company is controlled by the following natural persons:	76.338.125-0	22,415,828	0.89%
Jose Luis del Rio Goudie	4.773.832-6		
Barbara del Rio Goudie	4.778.798-K		
Juan Pablo del Rio Goudie	5.898.685-2		
Felipe del Rio Goudie	5.851.869-7		
Ignacio del Rio Goudie	6.921.717-6		
Sebastian del Rio Goudie	6.921.716-8		
Carolina del Rio Goudie	6.888.500-0		
DT D y D SpA This company is controlled by the following natural persons:	76.338.126-9	34,105,996	1.36%
Juan Pablo del Rio Goudie	5.898.685-2		
Patricia Edwards Braun	5.711.271-9		
Elisa del Rio Edwards	12.628.617-1		
Diego del Rio Edwards	13.234.004-8		
Ana del Rio Edwards	13.435.488-7		
Pedro del Rio Edwards	15.382.612-9		
Sara del Rio Edwards	15.641.769-6		
Paula del Rio Edwards	16.371.405-1		
BFD S.A This company is controlled by the following natural persons:	76.338.129-3	22,415,828	0.89%
Jose Luis del Rio Goudie	4.773.832-6		
Barbara del Rio Goudie	4.778.798-K		
Juan Pablo del Rio Goudie	5.898.685-2		
Felipe del Rio Goudie	5.851.869-7		
Ignacio del Rio Goudie	6.921.717-6		
Sebastian del Rio Goudie	6.921.716-8		
Carolina del Rio Goudie	6.888.500-0		

Grupo San Vitto Dersa	Tax ID	Shares	%
DT Peñuelas SpA This company is controlled by the following natural persons:	76.338.177-3	33,784,036	1.35%
Carolina del Rio Goudie	6.888.500-0		
Victor Pucci Labatut	6.474.224-8		
Victor Pucci del Rio	15.643.671-2		
Pablo Pucci del Rio	15.637.474-1		
Rodrigo Pucci del Rio	16.371.133-8		
Felipe Pucci del Rio	18.392.648-9		
Inversiones Torca Limitada This company is controlled by the following natural persons:	79.875.040-2	5,327,767	0.21%
Ignacio del Rio Goudie	6.921.717-6		
Inversiones Vitacura S.A. This company is controlled by the following natural persons:	88.494.700-6	5,376,695	0.21%
Jose Luis del Rio Goudie	4.773.832-6		
Barbara del Rio Goudie	4.778.798-K		
Juan Pablo del Rio Goudie	5.898.685-2		
Felipe del Rio Goudie	5.851.869-7		
Ignacio del Rio Goudie	6.921.717-6		
Sebastian del Rio Goudie	6.921.716-8		
Carolina del Rio Goudie	6.888.500-0		

Grupo San Vitto Dersa	Tax ID	Shares	%
Inversiones Austral Limitada This company is controlled by the following natural persons:	94.309.000-9	14,255,119	0.57%
Jose Luis del Rio Goudie	4.773.832-6		
Barbara del Rio Goudie	4.778.798-K		
Juan Pablo del Rio Goudie	5.898.685-2		
Felipe del Rio Goudie	5.851.869-7		
Ignacio del Rio Goudie	6.921.717-6		
Sebastian del Rio Goudie	6.921.716-8		
Carolina del Rio Goudie	6.888.500-0		
Inpesca S.A. This company is controlled by the following natural persons:	79.933.960-9	49,343,681	1.97%
Jose Luis del Rio Goudie	4.773.832-6		
Barbara del Rio Goudie	4.778.798-K		
Juan Pablo del Rio Goudie	5.898.685-2		
Felipe del Rio Goudie	5.851.869-7		
Ignacio del Rio Goudie	6.921.717-6		
Sebastian del Rio Goudie	6.921.716-8		
Carolina del Rio Goudie	6.888.500-0		
Total Controladores		1,770,800,439	70.58%

Dividend's policy

The Shareholders' Meeting agreed a minimum distribution of 40% of the earnings obtained in the last year, and at most, a percentage whose distribution does not means to exceed the limits established in the policy of indebtedness defined by the Board, all of that without prejudice to the corresponding decisions adopted by the Board of Directors and to the Shareholders' Meetings.

Dividends paid per share

Year	\$
2020	15,45
2019	24,00
2018	21,65

One single series

Essential facts

ESSENTIAL FACT N ° 1/2020

Santiago, February 05, 2020

On May 30, 2011, Plaza SA obtained the registration of the 10-year bond line for an amount of up to UF 3,000,000, registered in the Securities Registry of the Commission for the Financial Market, with the number 669.

On February 5, 2020, the Company made the third placement in the local market of dematerialized and bearer bonds, charged to the aforementioned line. Its most relevant conditions are the following:

Series P bonds issued against bond line No. 669, for a total sum of UF 2,000,000, maturing on January 15, 2045, at an obtained placement rate of 2.08%.

Forty percent of the proceeds from the placement of Series P Bonds will be used to refinance the maturity of bank debt and corporate bonds in Chile, and sixty percent to finance project investments in Chile.

ESSENTIAL FACT N ° 2/2020

Santiago, March 30, 2020

At the Company's Board of Directors meeting, held on March 30, 2020, the following was agreed:

11. Call an ordinary shareholders' meeting (hereinafter, the "Ordinary Meeting") for April 24, 2020, at 10:00 am, at the Municipal Theater, at Agustinas 794, commune and city of Santiago, for dealing with all matters within its competence in accordance with the law, including the following:
- i. Statement on the report, the balance sheet, and the consolidated and audited income statement corresponding to the year ended December 31, 2019.
 - ii. Statement on the opinion of external auditors corresponding to the year ended December 31, 2019.
 - iii. Payment of dividends and distribution of profits for the year 2019.
 - iv. Dividend policy for fiscal year 2020.
 - v. Determination of the remuneration of directors.
 - vi. Appointment of an external audit company for the financial year 2020.
 - vii. Designation of risk rating agencies for the 2020 financial year.
 - viii. Designation of the newspaper where the publications of the Company will be made.

ix. Account of the transactions with related parties referred to in article 147 of Law No. 18,046, held during 2019. x. Directors' Committee management account during 2019. xi. Determination of the remuneration of the members of the Directors' Committee. xii. Determination of the expenses budget of the Directors' Committee.

2. Propose to the Ordinary Meeting that from the distributable net profits for the year 2019 (hereinafter, the "2019 Profits"), the sum of \$ 30,282,000,000, equivalent to 30%, be allocated to the payment of a definitive dividend and final of \$15.45 per share, to be paid on May 4, 2020, to the shareholders registered in the Register of Shareholders on April 27, 2020, at Los Conquistadores N ° 1730, 24th floor, Providencia, through the various usual payment methods, which include: bank deposits, certified dispatches and direct withdrawal at branches of Banco de Crédito Inversiones, BCI.

3. Call an Extraordinary Shareholders' Meeting of Plaza S.A. to be held at the Municipal Theater, at Agustinas 794, municipality and city of Santiago, immediately following the Ordinary Meeting

mentioned above, in order to submit to shareholders' consideration, the modification of the second article of the statutes, in the sense of changing the current domicile of the Company, expanding it to the city of Santiago.

Shareholders registered in the Company's Register of Shareholders by midnight on the fifth business day prior to the set date, that is, until midnight on April 18, 2020, shall have the right to participate in the Ordinary and Extraordinary Meetings. In the event of not being able to attend, the shareholders may be represented at the respective Meetings by another person, whether or not a shareholder. The qualification of powers for the Meetings, if applicable, will be carried out on the same day and place the meetings are held. The first notice of summons to the Ordinary Meeting and the Extraordinary Meeting will be published in the digital newspaper <http://www.latercera.com> and in the newspaper *El Mercurio* on April 6, 2020. Shareholders may obtain a copy of the documents that explain, substantiate, and detail the different matters submitted to the board's knowledge and approval in the registered office, located at

Américo Vespucio 1737, 9th Floor, Huechuraba, city of Santiago, as of the date of publication of the first summons notice. Likewise, they will be available to shareholders on the website www.mallplaza.com as of that same date.

IMPACT OF THE COVID-19 PANDEMIC ON THE MEETING

Shall the Company accesses a viable, reliable and duly verified service that, complying with the indicated standards and information security, allows the remote participation of shareholders in the Ordinary Meeting and in the Extraordinary Meeting, before April 6, 2020, the Company will choose to use such service during the Meetings and this will be announced and included in the three summon notices that will be published during the 20 days prior to its celebration in the electronic newspaper <http://www.latercera.com> and newspaper *El Mercurio*. In this case, the remote participation methodology in the referred Shareholders' Meetings will be available on the website www.mallplaza.com

ESSENTIAL FACT N ° 3/2020

Santiago, April 16, 2020

By means of an essential fact dated March 30 of this year, the Company communicated the call to the Ordinary Shareholders Meeting and the Extraordinary Shareholders Meeting (hereinafter, the "Meetings"), for Tuesday, April 24, 2020, from 10:00 am, at the Municipal Theater of Santiago, at Agustinas 794, commune and city of Santiago. Given the restriction measures decreed by the authority regarding movement of people, the place designated for the meeting will not be accessible and considering the provisions of General Regulation No. 435 and the Official Letter Circular N ° 1,141, both in the CMF, the Company's Board of Directors agreed to make technological means available to the Company's shareholders for the Meeting to be held remotely. Thus, in order to remotely participate in the Meeting, shareholders must first register in accordance with the instructions published as of this date on the Company's website <https://www.mallplaza.com>. This prior enrollment must be done until 2:00 p.m. on April 23, 2020. Registered shareholders will receive by email, at the address provided

on enrollment, the link and access code that will allow them to participate and vote remotely in the Meeting. On the day of the Meeting, the shareholder must access the web platform that will be available for this purpose with the access code (control number) that will be given to them. The electronic registration and voting service used is provided by DCV Registros S.A., a subsidiary of Depósito Central de Valores S.A.

ESSENTIAL FACT N ° 4/2020

Santiago, April 24, 2020

1. At the Ordinary Shareholders' Meeting of Plaza S.A., held on April 24, 2020, the following resolutions were adopted:

- a) Approve the Annual Report, Balance Sheet, and Income Statement for Fiscal Year 2019, as well as the report issued by the Company's external auditors.
- b) That the amount of \$ 30,282,000,000 of the distributable net profits for fiscal year 2019, which amounted to \$ 100,074,800,477 will be allocated to the payment of a definitive and final dividend of \$15.45 per share, to be paid on the

day May 4, 2020 to shareholders registered in the Register of Shareholders on the fifth business day prior to that date. For this purpose, the Form No. 1 of Circular 660 of the Commission for the Financial Market is attached. The remaining balance, amounting \$ 69,729,800,477 will be used to increase the accumulated profit fund of the Company.

c) As a dividend policy, distribute during each fiscal year, at least 40% of the net distributable profits of each fiscal year, to the extent that the situation of the corporate business so permits and considering the projects and plans development of the Company.

d) Approve as remuneration of the Board of Directors for the year 2020 a fixed monthly allowance for the equivalent in pesos of UF90 gross for each month or fraction of a month during the time in which the corresponding director is in office as of the present Meeting of Shareholders; and, in the case of the Chairman of the Board, his fixed monthly allowance will be the equivalent in pesos of UF180 for each month or fraction of a month during the time in which he holds office as of the present Meeting.

- e) Appoint as external auditors the firm EY Servicios Profesionales de Auditoría y Asesoría SpA.
 - f) Appoint as Risk Classifiers the companies Feller Rate Classifier of Limited Risk and Fitch Chile Classifier of Limited Risk.
 - g) Approve that notices of summons to future Shareholders' Meetings will be published in the digital newspaper *La Tercera On line* and in the newspaper *El Mercurio*.
 - h) Approve, as compensation for the members of the Directors' Committee, a fixed monthly allowance for the equivalent in pesos of gross UF30 and a supplementary monthly allowance of gross UF30 for its president.
 - i) Approve, as a budget for the Directors' Committee, an amount equivalent to the sum of annual remunerations of its members.
 - j) Finally, the other matters pertaining to this type of assemblies were discussed.
2. At the Extraordinary Shareholders' Meeting of Plaza SA, held on April 24, 2020, it was agreed to modify the bylaws by replacing the second article with the following: «Second Article: The Company is domiciled in the city of Santiago, Metropolitan Region, without prejudice to which,

the Company may establish branches, agencies, representations or delegations both in other parts of the country and abroad.

ESSENTIAL FACT N ° 5/2020

Santiago, June 19, 2020

On November 15, 2019, Plaza SA obtained the registration of the 30-year bond line for an amount of up to UF 10,000,000 registered in the Securities Registry of the Commission for the Financial Market, with the number 980.

As of today, the Company made the first placement in the local market of dematerialized and bearer bonds, charged to the aforementioned line with the following most relevant conditions:

The placement corresponded to Series S, issued against bond line No. 980, for a total sum of UF 4,000,000, maturing on December 1, 2029, in which a placement rate of was obtained. UF +1.30% per year.

The funds from the placement of the Series S Bonds will be used 100% to refinance the bank liabilities of Plaza S.A. in Chile.

ESSENTIAL FACT NO. 6/2020

Santiago, August 5, 2020

1. On August 5, 2020, Mallplaza, through Compartment One of the Mallplaza Private Capital Fund, has signed the binding documents necessary to acquire 66,000 square meters of the Calima Shopping Center, in the city of Bogotá, Colombia, which has a total leasable area of 93,000 square meters.
2. The aforementioned acquisition amounts to a total of 485,000 million Colombian pesos, equivalent to approximately US \$ 128 million.
3. As of this date, it is not possible to quantify the results of the operation described.

ESSENTIAL FACT N ° 7/2020 S.A.

Santiago, September 15, 2020

In order to refinance its liabilities, the Company has chosen to offer to all holders of Series C bonds issued against the line of bonds registered in the CMF's Securities Registry under No. 584 dated April 30 April 2009 (the "BPLZA-C Bonds"), the voluntary exchange of such securities for

Series U bonds issued against the line registered in the CMF Securities Registry under No. 767 dated September 23, 2013 (the "BPLZA-U Bonds"); all this in the terms and conditions that will be communicated to the public by means of a notice to be published tomorrow (September 16, 2020) in the financial newspaper (the "Exchange").

The text of the Exchange notice is attached to this communication as Annex I (the "Exchange Notice").

Through this voluntary rescue, Plaza S.A. will grant all BPLZA-C bondholders the option to exchange such bonds for BPLZA-U bonds, at an exchange ratio of 1 (one) BPLZA-U Bond for every 1 (one) BPLZA-C Bond and under conditions identical for all holders by virtue of the provisions of Article 130 of the Securities Market Law No. 18,045, in accordance with the terms and subject to the conditions indicated in the Exchange Notice.

ESSENTIAL FACT N ° 8/2020 S.A.

Santiago, September 23, 2020

1. On August 5, 2020, Mallplaza communicated that, through Compartment One of the Mallplaza Private Capital Fund, it had signed the binding documents necessary to acquire 66,000 square meters of the Calima Shopping Center, in the city of Bogotá, Colombia, which has a total leasable area of 93,000 square meters. This acquisition amounted to a total of 485,000 million Colombian pesos, equivalent to approximately US \$ 128 million.

2. As of this date, all the processes, procedures and registrations required to materialize the acquisition, assuming Mallplaza, through its subsidiary in Colombia, the majority ownership, control, and administration of the aforementioned shopping center.

ESSENTIAL FACT N ° 9/2020 S.A.

Santiago, September 23, 2020

In line with the information provided by the Company's Essential Fact dated September 15, 2020 to the Commission, Plaza SA, on September

23, 2020, exchanged the Series C bonds issued by the Company against the line of bonds registered in the Commission's Securities Registry under No. 584 on April 30, 2009 (the "BPLZ-C Bonds"). As of this date, approximately 87.58% of the BPLZ-C Bonds, corresponding to the current sum of UF 2,388,636, were exchanged for Series U bonds issued against the line registered in the Securities Registry of the Commission under No. 767 dated September 23, 2013 (the "BPLZA-U Bonds") in an exchange ratio of 1 (one) BPLZA-U Bond for every 1 (one) BPLZA-C Bond.

Main Risks

Group companies are exposed to certain risks that could impact, to a greater or lesser extent, the fulfillment of their objectives. Given this, the Group has developed a Risk Management Model that allows risk identification, evaluation, mitigation, and supervision.

A. Inherent risks

1. Financial Risks.

The main risks of this type are: (i) liquidity risk and (ii) credit risk. Market risk was included in the general market risk section. The Board of Directors of Plaza S.A. has approved policies and procedures to manage and minimize exposure to these risks. Likewise, monitoring activities have been established for the evolution of such risks, so that internal standards are continuously reviewed to adapt to the changing business and market scenario where the Company operates.

Indication of the stock exchanges in which shares are listed, by country, price, stock market presence, volume and amount traded quarterly and annually.

PERIOD	CLOSING PRICE	STOCK MARKET PRESENCE	SHARES (AMOUNT OF SHARES)	VOLUME (TRADED AMOUNT)	PARTICIPATION
Quarter 1	1,090	98.33%	67,577,776	90,133,667,640	Santiago Stock Exchange, Chile
Quarter 2	1,385	98.33%	102,846,582	130,966,653,380	Santiago Stock Exchange, Chile
Quarter 3	1,099	98.33%	31,882,753	42,199,269,990	Santiago Stock Exchange, Chile
Quarter 4	1,107	98.33%	21,590,017	24,442,102,504	Santiago Stock Exchange, Chile
Total 2020	1,107		223,897,128	287,741,693,514	Santiago Stock Exchange, Chile

2. Real estate market conditions.

The local conditions of the real estate market in each country, such as: excessive supply or reduced demand for commercial space, could negatively affect the rental of premises in our Shopping Centers. The Group mitigates this risk through the signing of long-term lease contracts and in the case of the development of a new shopping center or extensions, it does so through an in-depth analysis of the market involved and the prior signing of binding agreements with the relevant operators.

3. Changes in current laws and regulations.

An eventual change in the current regulatory framework, or a change in the interpretation of the regulatory authorities could affect the income or costs of Plaza S.A. For example, a change in labor regulations could restrict the opening hours of shopping centers on holidays or public holidays. On the other hand, profitability could be affected by a negative change in the regulations associated with land or construction.

4. Environmental risks.

As real estate owners, the shopping centers could face liabilities for pollution within communities where they are located. Plaza S.A. has established policies and procedures in order to ensure compliance in environmental regulations and, in addition, ensure a sustainable operation of its urban centers, based on best practices.

5. Retail Sales through the Internet.

In recent years, retail sales have increased through electronic commerce via the Internet, which could eventually affect the number of visitors. Plaza S.A. manages this risk by strengthening a high diversification in its proposal to visitors, concentrating a relevant mix of non-retail uses in its shopping centers, such as restaurants, playgrounds, cinemas, clinical buildings, education centers, service centers, offices, and Car sales. In turn, the remaining space associated with retail is distributed in department stores, supermarkets, home improvement stores and specialized retail trade. This diversification enables Mallplaza shopping centers to generate multiple reasons for visits, offering multiple interactions to customers.

B. General Market risks

1. Business cycle.

In general, our tenants' sales are highly correlated with the evolution of gross domestic product and consumption. A drop in people's income caused by a possible economic contraction, could affect our Shopping Centers' occupancy rate and income. However, the commercial policy of Plaza S.A. is focused on mainly fixed collections not associated with the sales of its tenants, so revenue is less sensitive to the economic cycle of our tenants' income generated by sales. Also, the Company is continuously monitoring process' indicators and goals. In addition, rental income comes from different types of operators, whose business cycles are in an inverse correlation, such as: supermarkets, home improvement, services, specialized premises, medical and health buildings, offices, education centers and entertainment (cinemas and restaurants), among others.

2. Market Risk.

The main market risks to which Plaza S.A. is exposed are exchange rate, interest rates and inflation.

2.1.1. Exchange rate risk.

The Company is exposed to two sources of risk of adverse movements in the price of currencies. The first corresponds to financial debt issued in currencies other than the functional business currency, while the second corresponds to investments abroad. Given the above, the company bases its financing only in the currencies of the business in each country, and if this is not possible, hedging derivatives are used.

2.1.2. Interest rate risk

Plaza S.A. has most of its financial debt after currency hedges, at a fixed interest rate and long term, in order to avoid exposure to fluctuations that may occur in variable interest rates and that may increase financial expenses.

2.1.3. Inflation risk.

Most of the Company's revenues are readjusted for the respective inflation in Chile, Peru, and Colombia. In the case of Chile, the main income source, these are denominated in Unidades de Fomento (UF), and considering that most of the consolidated financial debt after hedging is indexed to the same readjustment unit, it is possible to establish that the Company maintains a natural economic hedge that protects it from the inflation risk present in consolidated debt after hedging (income indexed to the UF in Chile or IPC in Peru and Colombia).

3. Risks of nature.

This type of risk is outsourced by the Company through the contracting of insurance policies that broadly cover the operational risks of all its investment properties (shopping centers in operation and construction) and the income streams associated with them, through top-tier insurance companies.

4. Information and technology security risks.

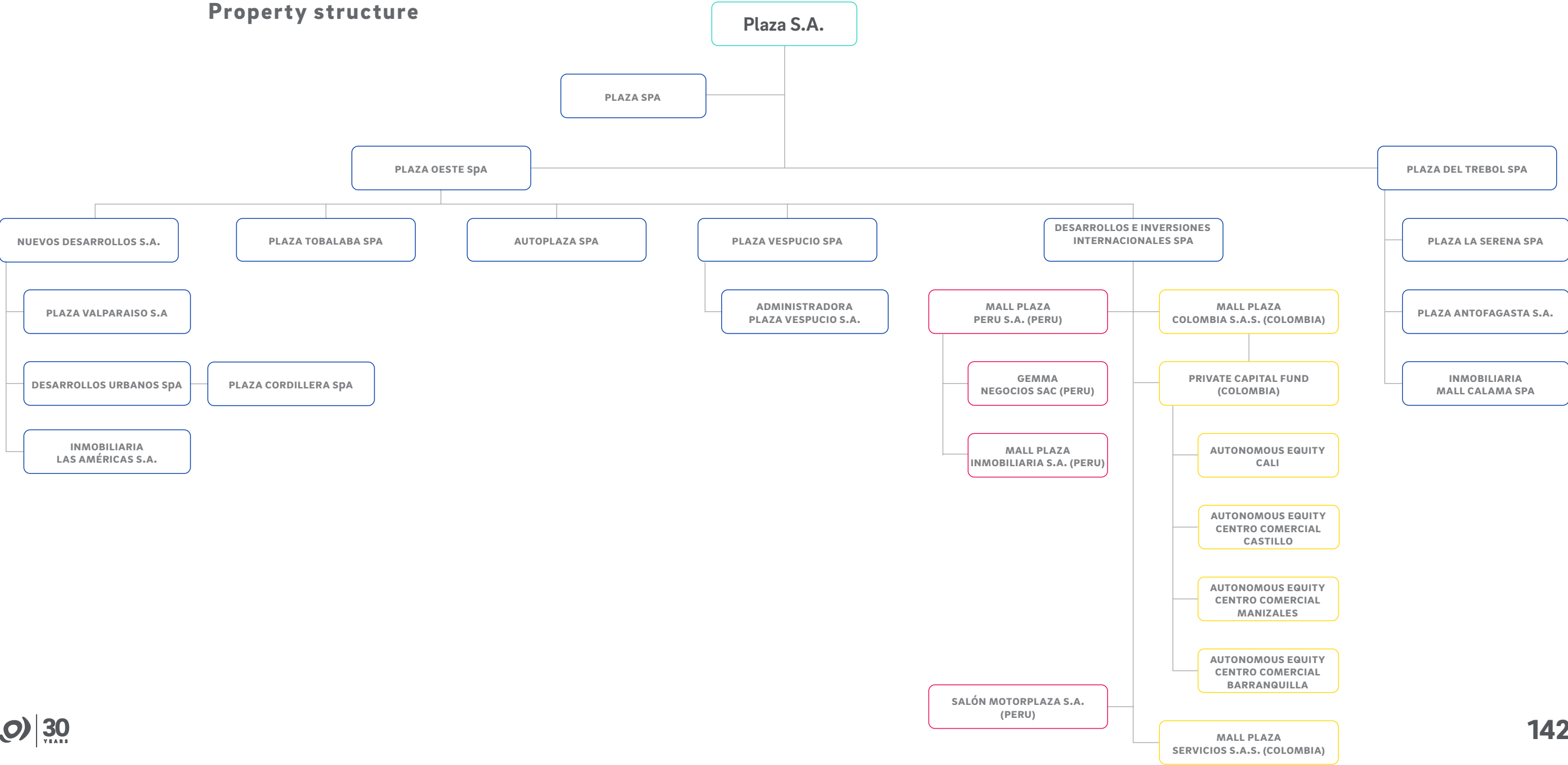
There are potential risks associated with digital security breaches, whether through cyber attacks, malware, computer viruses, files

attached to emails, among others. In this regard, Plaza S.A. manages the security and integrity of its IT networks and related systems to minimize the effect of an eventual interruption of the continuity of the systems, relying on companies specialized in these risks.

5. Pandemic - COVID-19.

COVID-19 generated a global health crisis, and the countries where Mallplaza is located were no exception. The impact has been transversal to a large number of risks, where the actions taken have been focused on each of them, as indicated in some of the previous risks. In a cross-sectional manner, a regional heat map of the risks associated with Covid-19 was created, where the inherent risk was evaluated, the main controls / mitigation actions were identified and the residual risk was determined, in order to confirm whether the measures they were sufficient or additional were needed.

Property structure



Information about branches and subsidiaries

Name and legal nature	Currency	Suscribed capital	Paid-up capital	Percentage of parent company's total participation in the subsidiary or associate's capital 31/12/2019	Percentage of parent company's total participation in the subsidiary or associate's capital 31/12/2018	Percentage of investment over parent's total assets	Corporate purpose and main activities	Directors or administrators	General Manager	Plaza S.A.'s executives working for the subsidiary	Commercial relationship with Plaza S.A.	Significant contracts with Plaza S.A.
Plaza SpA	Chilean Peso	129,078	129,078	100	100	0.00	Shopping centers development and administration	The Company does not have a Board of Directors, it is managed by Plaza S.A.	Oscar Munizaga Delfin	Fernando de Peña Iver, General Manager at Plaza S.A.; Pablo Cortés de Solminihac, Corporate Finance and Administration Manager Plaza, S.A.; Cristián Somarriva Labra, Corporate Projects and Experience Manager at Plaza S.A., Oscar Munizaga Delfin, Corporate Business Development and Operations Manager at Plaza S.A.	Plaza S.A. provides comprehensive advisory services in construction, operation, administration, marketing and development of shopping centers.	There have been no acts or contracts with subsidiaries that have significantly influenced the operation and results of the parent.
Plaza Oeste SpA	Chilean Peso	546,560,754,388	546,560,754,388	100	100	26.04	Shopping centers development and administration	The Company does not have a Board of Directors, it is managed by Plaza S.A.	Oscar Munizaga Delfin	Oscar Munizaga Delfin Corporate Business Development and Operations Manager at Plaza, S.A.	Plaza S.A. provides comprehensive advisory services in construction, operation, administration, marketing and development of shopping centers.	There have been no acts or contracts with subsidiaries that have significantly influenced the operation and results of the parent .
Plaza del Trébol SpA	Chilean Peso	22,619,566,849	22,619,566,849	100	100	14.81	The Company does not have a Board of Directors, it is managed by Plaza S.A.	Oscar Munizaga Delfin	Oscar Munizaga Delfin Corporate Business Development and Operations Manager at Plaza, S.A.	Plaza S.A. provides comprehensive advisory services in construction, operation, administration, marketing and development of shopping centers.	There have been no acts or contracts with subsidiaries that have significantly influenced the operation and results of the parent .	There have been no acts or contracts with subsidiaries that have significantly influenced the operation and results of the parent .

Name and legal nature	Currency	Suscribed capital	Paid-up capital	Percentage of parent company's total participation in the subsidiary or associate's capital 31/12/2019	Percentage of parent company's total participation in the subsidiary or associate's capital 31/12/2018	Percentage of investment over parent's total assets	Corporate purpose and main activities	Directors or administrators	General Manager	Plaza S.A.'s executives working for the subsidiary	Commercial relationship with Plaza S.A.	Significant contracts with Plaza S.A.
Nuevos Desarrollos S.A.	Chilean Peso	268,690,754,733	268,690,754,733	77.5	77.5	15.32	Shopping centers development and administration	Fernando De Peña Iver, Nicolás Lewin Muñoz, Eduardo Rodríguez Grau, Pablo Cortés De Solminihac	Oscar Munizaga Delfin	Fernando de Peña Iver, General Manager at Plaza S.A.; Pablo Cortés de Solminihac, Corporate Finance and Administration Manager at Plaza S.A.; Oscar Munizaga Delfin, Corporate Business Development and Operations Manager at Plaza S.A.	Plaza S.A. provides comprehensive advisory services in construction, operation, administration, marketing and development of shopping centers.	There have been no acts or contracts with subsidiaries that have significantly influenced the operation and results of the parent.
Plaza Tobalaba SpA	Chilean Peso	5,224,152,133	5,224,152,133	100	100	2.72	Shopping centers development and administration	The Company does not have a Board of Directors, it is managed by Plaza S.A.	Oscar Munizaga Delfin	Oscar Munizaga Delfin Corporate Business Development and Operations Manager at Plaza, S.A.	Plaza S.A. provides comprehensive advisory services in construction, operation, administration, marketing and development of shopping centers.	There have been no acts or contracts with subsidiaries that have significantly influenced the operation and results of the parent.
Plaza Vespucio SpA	Chilean Peso	3,725,583,546	3,725,583,546	100	100	9.85	Shopping centers development and administration	The Company does not have a Board of Directors, it is managed by Plaza S.A.	Oscar Munizaga Delfin	Oscar Munizaga Delfin Corporate Business Development and Operations Manager at Plaza, S.A.	Plaza S.A. provides comprehensive advisory services in construction, operation, administration, marketing and development of shopping centers.	There have been no acts or contracts with subsidiaries that have significantly influenced the operation and results of the parent.

Name and legal nature	Currency	Suscribed capital	Paid-up capital	Percentage of parent company's total participation in the subsidiary or associate's capital 31/12/2019	Percentage of parent company's total participation in the subsidiary or associate's capital 31/12/2018	Percentage of investment over parent's total assets	Corporate purpose and main activities	Directors or administrators	General Manager	Plaza S.A.'s executives working for the subsidiary	Commercial relationship with Plaza S.A.	Significant contracts with Plaza S.A.
Plaza Antofagasta S.A.	Chilean Peso	5,229,502,223	5,229,502,223	100	100	2.46	Shopping centers development and administration	Fernando de Peña Iver Cristián Somarriva Labra Pablo Cortés de Solminihac	Oscar Munizaga D.	Oscar Munizaga Delfin, Gerente Corporativo de Desarrollo de Negocios y Operaciones Plaza S.A.; Fernando de Peña Iver, Gerente General Plaza S.A.; Pablo Cortés De Solminihac, Gerente Corporativo de Administración y Finanzas y Cristián Somarriva Labra, Gerente Corporativo de Experiencia y Proyectos Plaza S.A.	Plaza S.A. provides comprehensive advisory services in construction, operation, administration, marketing and development of shopping centers.	There have been no acts or contracts with subsidiaries that have significantly influenced the operation and results of the parent.
Desarrollos e Inversiones Internacionales SpA	Chilean Peso	200,067,258,514	200,067,258,514	100	100	3.56	Shopping centers development and administration	The Company does not have a Board of Directors, it is managed by Plaza S.A.	Oscar Munizaga Delfin	Oscar Munizaga Delfin Corporate Business Development and Operations Manager at Plaza, S.A.	Plaza S.A. provides comprehensive advisory services in construction, operation, administration, marketing and development of shopping centers.	There have been no acts or contracts with subsidiaries that have significantly influenced the operation and results of the parent.
Plaza La Serena SpA	Chilean Peso	4,291,200,056	4,291,200,056	100	100	3.31	Shopping centers development and administration	The Company does not have a Board of Directors, it is managed by Plaza S.A.	Oscar Munizaga Delfin	Oscar Munizaga Delfin Corporate Business Development and Operations Manager at Plaza, S.A.	Plaza S.A. provides comprehensive advisory services in construction, operation, administration, marketing and development of shopping centers.	There have been no acts or contracts with subsidiaries that have significantly influenced the operation and results of the parent.

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Plaza Valparaíso S.A.	Chilean Peso	26,541,678,618	26,541,678,618	77.5	77.5	-0.07	Shopping centers development and administration	Fernando de Peña Iver, Oscar Munizaga Delfin Pablo Cortés de Solminihac	Oscar Munizaga Delfin	Oscar Munizaga Delfin, Corporate Business Development and Operations at Plaza S.A.; Fernando de Peña Iver, General Manager at Plaza S.A., Pablo Cortés de Solminihac, Corporate Finance and Administration Manager at PlazaS.A.	Plaza S.A. provides comprehensive advisory services in construction, operation, administration, marketing and development of shopping centers.	There have been no acts or contracts with subsidiaries that have significantly influenced the operation and results of the parent.
Inmobiliaria Mall Calama SpA.	Chilean Peso	3,782,211,889	3,782,211,889	100	100	2.08	Shopping centers development and administration	The Company does not have a Board of Directors, it is managed by Plaza S.A.	Oscar Munizaga Delfin	Oscar Munizaga Delfin Corporate Business Development and Operations Manager at Plaza, S.A.	Plaza S.A. provides comprehensive advisory services in construction, operation, administration, marketing and development of shopping centers.	There have been no acts or contracts with subsidiaries that have significantly influenced the operation and results of the parent.
Administradora Plaza Vespucio S.A.	Chilean Peso	416,808,502	416,808,502	99.95676	99.95676	3.28	Shopping centers development and administration	Fernando de Peña Iver, Oscar Munizaga Delfin Pablo Cortés de Solminihac	Oscar Munizaga Delfin	Fernando de Peña Iver, General Manager at Plaza S.A.; Pablo Cortés de Solminihac, Corporate Finance and Administration Manager at Plaza S.A.; Oscar Munizaga Delfin, Corporate Business Development and Operations Manager at Plaza S.A.	Plaza S.A. provides comprehensive advisory services in construction, operation, administration, marketing and development of shopping centers.	There have been no acts or contracts with subsidiaries that have significantly influenced the operation and results of the parent.

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Desarrollos Urbanos SpA.	Chilean Peso	272,380,899,742	272,380,899,742	77.5	77.5	2.01	Shopping centers development and administration	The Company does not have a Board of Directors, it is managed by Plaza S.A.	Oscar Munizaga Delfin	Oscar Munizaga Delfin Corporate Business Development and Operations Manager at Plaza, S.A.	Plaza S.A. provides comprehensive advisory services in construction, operation, administration, marketing and development of shopping centers.	There have been no acts or contracts with subsidiaries that have significantly influenced the operation and results of the parent.
Plaza Cordillera SpA.	Chilean Peso	449,377,082	449,377,082	77.5	77.5	0.76	Shopping centers development and administration	The Company does not have a Board of Directors, it is managed by Plaza S.A.	Oscar Munizaga Delfin	Oscar Munizaga Delfin Corporate Business Development and Operations Manager at Plaza, S.A.	Plaza S.A. provides comprehensive advisory services in construction, operation, administration, marketing and development of shopping centers.	There have been no acts or contracts with subsidiaries that have significantly influenced the operation and results of the parent.
Autoplaza SpA.	Chilean Peso	990,137	990,137	100	100	0.22	Shopping centers development and administration	The Company does not have a Board of Directors, it is managed by Plaza S.A.	Oscar Munizaga Delfin	Oscar Munizaga Delfin Corporate Business Development and Operations Manager at Plaza, S.A.	Plaza S.A. provides comprehensive advisory services in construction, operation, administration, marketing and development of shopping centers.	There have been no acts or contracts with subsidiaries that have significantly influenced the operation and results of the parent.

Name and legal nature	Currency	Suscribed capital	Paid-up capital	Percentage of parent company's total participation in the subsidiary or associate's capital 31/12/2019	Percentage of parent company's total participation in the subsidiary or associate's capital 31/12/2018	Percentage of investment over parent's total assets	Corporate purpose and main activities	Directors or administrators	General Manager	Plaza S.A's executives working for the subsidiary	Commercial relationship with Plaza S.A.	Significant contracts with Plaza S.A.
Inmobiliaria Mall Las Américas S.A.	Chilean Peso	5,824,837,241	5,824,837,241	76.15	76.15	0.69	Shopping centers development and administration	Fernando de Peña Iver, Oscar Munizaga Delfin, Pablo Cortés de Solminihac	Oscar Munizaga Delfin	Fernando de Peña Iver, General Manager at Plaza S.A.; Pablo Cortés de Solminihac, Corporate Finance and Administration Manager at Plaza S.A.; Oscar Munizaga Delfin, Corporate Business Development and Operations Manager at Plaza S.A.	Plaza S.A. provides comprehensive advisory services in construction, operation, administration, marketing and development of shopping centers.	There have been no acts or contracts with subsidiaries that have significantly influenced the operation and results of the parent.
Mall Plaza Colombia S.A.S. en liquidación	Colombian peso	50,000,000,000	48,476,869,000	100	100	2.71	Shopping centers development and administration in Colombia	Fernando de Peña Iver, Oscar Munizaga Delfin, Pablo Cortés de Solminihac Fernando de Peña *Cristian Somarriva (S) *Cristian Muñoz (S)	Pablo Pulido Sierra	Fernando de Peña Iver, General Manager at Plaza S.A.; Pablo Cortés de Solminihac, Corporate Finance and Administration Manager at Plaza S.A.; Oscar Munizaga Delfin, Corporate Business Development and Operations Manager at Plaza S.A.	Plaza S.A. provides comprehensive advisory services in construction, operation, administration, marketing and development of shopping centers.	There have been no acts or contracts with subsidiaries that have significantly influenced the operation and results of the parent.
Mall Plaza Servicios S.A.S	Colombian peso	50,000,000,000	1,165,215,000	100	-	0.03	Shopping centers development and administration in Cali	Fernando de Peña Iver, Oscar Munizaga Delfin, Pablo Cortés de Solminihac	Pablo Pulido Sierra.	Fernando de Peña Iver, General Manager at Plaza S.A.; Pablo Cortés de Solminihac, Corporate Finance and Administration Manager at Plaza S.A.; Oscar Munizaga Delfin, Corporate Business Development and Operations Manager at Plaza S.A.	Plaza S.A. provides comprehensive advisory services in construction, operation, administration, marketing and development of shopping centers.	All contracts of Regional back office and ICT services.

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Mall Plaza Perú S.A.	New Peruvian Sol	838,605,176.00	838,605,176.00	33.33	33.33	2.27	Shopping centers development and administration	Fernando de Peña Iver, Juan Pablo Montero Schepeler, Juan Xavier Roca Mendenhall, Juan Fernando Correa Malachowski	Mauricio Mendoza Jenkin	Fernando de Peña Iver, Gerente General de Plaza S.A.; Juan Pablo Montero Schepeler, Director Plaza S.A.	Plaza S.A. provides comprehensive advisory services in construction, operation, administration, marketing and development of shopping centers.	There have been no acts or contracts with subsidiaries that have significantly influenced the operation and results of the parent.
Salón Motor Plaza Perú S.A.	New Peruvian Sol	3,619,397.26	3,619,397.26	100	100	0.06	Shopping centers development and administration	Oscar Munizaga Delfín, Cristián Muñoz Gutiérrez, Hernán Silva Villalobos,	Paulina Etcheverry Alvarez	Oscar Munizaga Delfin, Corporate Business Development Manager at Plaza S.A.; Cristián Muñoz Gutiérrez, Corporate Commercial Manager at Plaza, S.A.; Hernán Silva Villalobos, General Counselor at Plaza S.A.; Paulina Etcheverry Álvarez, Commercial Manager of Advertising Spaces at Autoplaza, Plaza S.A.	Plaza S.A. provides comprehensive advisory services in construction, operation, administration, marketing and development of shopping centers.	There have been no acts or contracts with subsidiaries that have significantly influenced the operation and results of the parent.
Mall Plaza Inmobiliaria S.A.	New Peruvian Sol	123,037,311.00	123,037,311.00	33.33	33.33	0.21	Shopping centers development and administration	Fernando de Peña Iver, Oscar Munizaga Delfin, Cristián Somarriva Labra	Mauricio Mendoza Jenkin	Fernando de Peña Iver, General Manager at Plaza S.A.; Cristián Somarriva Labra, Corporate Projects and Experience Manager at Plaza S.A., Oscar Munizaga Delfin, Corporate Business Development and Operations Manager at Plaza S.A.	Plaza S.A. provides comprehensive advisory services in construction, operation, administration, marketing and development of shopping centers.	There have been no acts or contracts with subsidiaries that have significantly influenced the operation and results of the parent.

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Gemma Negocios S.A.C	New Peruvian Sol	14,822,450.00	14,822,450.00	23.33	23.33	0.04	Shopping centers development and administration	Fernando de Peña Iver, Oscar Munizaga Delfin, Cristián Somarriva Labra, Hernán Silva Villalobos, Pablo Cortés de Solminihac, Juan Carlos Córdova del Carpio.	Mauricio Mendoza Jenkin	Fernando de Peña Iver, General Manager at Plaza S.A.; Pablo Cortés de Solminihac, Corporate Finance and Administration Manager Plaza, S.A.; Cristian Somarriva Labra, Corporate Projects and Experience Manager at Plaza S.A., Oscar Munizaga Delfin, Corporate Business Development and Operations Manager at Plaza S.A.; Hernán Silva Villalobos, General Counserlor at Plaza, S.A.	Plaza S.A. provides comprehensive advisory services in construction, operation, administration, marketing and development of shopping centers.	There have been no acts or contracts with subsidiaries that have significantly influenced the operation and results of the parent.



"There is always the idea of going as far as possible, but from that time until now, it seems incredible that we have been in business for 30 years."

Genaro Gómez

ADMINISTRATIVE ASSISTANT

GRI TABLE

CHAPTER 12



About this report

With the aim of communicating the financial and non-financial information significant to our stakeholders in a single document, Mallplaza publishes for the first time an Integrated Report this year, which was prepared in accordance with the requirements of NCG No. 30 of the Commission for the Chilean Financial Market (CMF), in addition to the recommendations and principles of the International Integrated Reporting Council (IIRC) and the GRI Standards Guide, of the Global Reporting Initiative.

The contents identification process considered determining the most relevant issues for Mallplaza's stakeholders as well as its growth strategy (materiality). This process involved identifying, evaluating, prioritizing, and reviewing the issues to be disclosed through this document, developing the following actions:

- 1. Identification of the most important topics:**
An extensive review of the material issues of the shopping center and Mallplaza industry was carried out, including trends in sustainability, management standards and benchmarks, as well as various studies of listening to the company's stakeholders, studies of ESG information expectations of Mallplaza investors, as well as interviews with executives and internal collaborators.
- 2. Assessment of importance and prioritization:**
Next, the importance of the issues was evaluated and prioritized based on the impact for the business and stakeholders.
- 3. Validation:** The results of the exercise were presented to the Sustainability Committee, where the prioritization of topics was analyzed, evaluated and validated, defining the material topics to be reported in the period.

As a result, this year the following material topics were validated as to account for the Company's economic, social and environmental performance, as well as those aspects that could exert a substantial influence on the shareholder's evaluations and decisions.

MATERIAL TOPICS	COVERAGE	IMPLICATION
1. Employment	IO	DI
2. Local Communities	IOO	DI / IN
3. Diversity and Equal Opportunities	IO	DI
4. Cybersecurity	IO	DI / IN
5. Occupational Health and Safety	IO	DI
6. Training and Development	IO	DI
7. Suppliers Social Assessment	IOO	DI / IN
8. Energy	IO	DI / IN
9. Procurement Practices	IO	DI
10. Anti-corruption	IOO	DI
11. Water	IO	DI / IN
12. Effluents and Waste	IO	DI / IN
13. Anti-competitive behavior	IOO	DI
14. Emissions	IOO	DI / IN
15. Indirect economic impacts	IOO	DI / IN
16. Sustainable construction	IO	DI
17. Climate change	IO	DI / IN
18. ESG risk control	IOO	DI / IN
19. Corporate governance	IO	DI
20. Non discrimination	IOO	DI / IN
21. Human rights evaluation	IOO	DI / IN
22. Customers' health and safety	IOO	DI
23. Economic performance	IO	DI

Coverage:
IO: Inside the Organization OO: Outside the Organization
IOO: Inside and Outside the Organization

Implication:
DI: (Direct) The organization is directly linked to the impact.
IN: (Indirect) The organization is linked to the impact through business relationships.

General standards	Code	Disclosure	Page
Organization profile	102-1	Name of the organization	1
	102-2	Activities, brands, products, and services	17
	102-3	Location of headquarters	125
	102-4	Location of operations	17
	102-5	Ownership and legal form	126
	102-6	Markets served	17
	102-7	Scale of the organization	17
	102-8	Information on employees and other workers	101
	102-9	Supply chain	92
	102-10	Significant changes to the organization and its supply chain	There were no significant changes
	102-11	Precautionary principle or approach	36, 245
	102-12	External initiatives	83
	102-13	Membership of associations	83
Strategy	102-14	Statement from senior decision-maker	7
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	102-17	Mechanisms for advice and concerns about ethics	33
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	102-20	Executive-level responsibility for economic, environmental, and social topics	80
	102-22	Composition of the highest governance body and its committees	27
	102-23	Chair of the highest governance body	28
	102-32	Highest governance body's role in sustainability reporting	80
Stakeholders engagement	102-40	List of stakeholder group	82
	102-41	Collective Bargaining Agreements	Mallplaza does not have trade unions
	102-42	Identifying and selecting stakeholders	82
	102-43	Approach to stakeholder engagement	82
	102-44	Key topics and concerns raised	74, 82,97, 100, 111, 261

General standards	Code	Disclosure	Page
Organization profile	102-1	Name of the organization	1
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	102-9	Supply chain	92
	102-10	Significant changes to the organization and its supply chain	There were no significant changes
	102-11	Precautionary principle or approach	36, 245
	102-12	External initiatives	83
	102-13	Membership of associations	83
Strategy	102-14	Statement from senior decision-maker	7
Ethics and integrity	102-16	Values, principles, standards, and norms of behavior	5
	102-17	Mechanisms for advice and concerns about ethics	33
Governance	102-18	Estructura de gobernanza	28,31
	102-20	Responsabilidad a nivel ejecutivo de temas económicos, ambientales y sociales	80
	102-22	Composición del máximo órgano de gobierno y sus comités	27
	102-23	Presidente del máximo órgano de gobierno	28
	102-32	Función del máximo órgano de gobierno en la elaboración	80
Stakeholders engagement	102-40	List of stakeholder group	82
	102-41	Collective Bargaining Agreements	Mallplaza does not have trade unions
	102-42	Identifying and selecting stakeholders	82
	102-43	Approach to stakeholder engagement	82
	102-44	Key topics and concerns raised	74, 82,97, 100, 111, 261

General standards	Code	Disclosure	Page
Reporting practices	102-45	Entities included in the consolidated financial statements	164
	102-46	Defining report content and topic boundaries	261
	102-47	List of material topics	261
	102-48	Restatements of information	There are no changes
	102-49	Changes in reporting	Integrated annual report
	102-50	Reporting period	2020
	102-51	Date of most recent report	2019
	102-52	Reporting cycle	yearly
	102-53	Contact point for questions regarding the report	125
	102-54	Claims of reporting in accordance with the GRI standards	Essential
	102-55	GRI content index	262
	102-56	External assurance	Yes, for indicators, go to https://www.mallplaza.com/politica-de-sostenibilidad.html

Economic standars	Code	Disclosure	Page
Economic performance	103-1	Explanation of the material topic and its Boundary	152, 261
	103-2	The management approach and its components	152
	103-3	Evaluation of the management approach	18
	201-1	Direct economic value generated and distributed	159
Indirect economic impacts	102-18	Governance Structure	78, 261
	103-1	Explanation of the material topic and its Boundary	67-70, 112, 113
	103-2	The management approach and its components	81,82
	103-3	Evaluation of the management approach	69,70,112,113
	203-2	Significant indirect economic impacts	78, 261
Procurement practices	103-1	Explanation of the material topic and its Boundary	78, 261
	103-2	The management approach and its components	81,82
	103-3	Evaluation of the management approach	69,70,112,113
	204-1	Proportion of spending on local suppliers	94
Anti-corruption	103-1	Explanation of the material topic and its Boundary	78, 261
	103-2	The management approach and its components	92, 94
	103-3	Evaluation of the management approach	81,82
	205-1	Operations assessed for risks related to corruption	35
	205-2	Communication and training about anti-corruption policies and procedures	35
	205-3	Confirmed incidents of corruption and actions taken	35
Anti-competitive behavior	103-1	Explanation of the material topic and its Boundary	261
	103-2	The management approach and its components	34
	103-3	Evaluation of the management approach	81,82
	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	35

Social standars	Code	Disclosure	Page
Employment	103-1	Explanation of the material topic and its Boundary	261
	103-2	The management approach and its components	98,101
	103-3	Evaluation of the management approach	81,82,100
	401-1	New employee hires and employee turnover	100
	401-2	Benefits provided to full time employees	105
Occupational health and safety	103-1	Explanation of the material topic and its Boundary	261
	103-2	The management approach and its components	98
	103-3	Evaluation of the management approach	81,82,100
	403-2	Types of injury and rates of injury, occupational disease, lost days, and absents, and number of work-related fatalities	98
Training and education	103-1	Explanation of the material topic and its Boundary	261
	103-2	The management approach and its components	102,103
	103-3	Evaluation of the management approach	81,82,100
	404-1	Average hours of training by employee	103
Diversity and equal opportunity	404-3	Percentage of employees receiving regular performance and career development reviews	103
	103-1	Explanation of the material topic and its Boundary	261
	103-2	The management approach and its components	104
	103-3	Evaluation of the management approach	81,82,100
	405-1	Diversity of governance bodies and employees	28, 101
Non-discrimination	405-2	Ratio of basic salary and remuneration of women to men	104
	103-1	Explanation of the material topic and its Boundary	261
	103-2	The management approach and its components	104
	103-3	Evaluation of the management approach	81,82
Human rights assessment	406-1	Incidents of discrimination and corrective actions taken	36
	103-1	Explanation of the material topic and its Boundary	261
	103-2	The management approach and its components	104
	103-3	Evaluation of the management approach	81,82
	412-1	Operations that have been subject to human rights reviews or impact assessments	36

Social standars	Code	Disclosure	Page
Local communities	103-1	Explanation of the material topic and its Boundary	261
	103-2	The management approach and its components	108-110
	103-3	Evaluation of the management approach	81,82
	413-1	Percentage of operations with implemented local community engagement, impact assessments, and/or development programs.	110
Supplier social assessment	103-1	Explanation of the material topic and its Boundary	261
	103-2	The management approach and its components	92-94
	103-3	Evaluation of the management approach	81,82
	414-1	New suppliers that were scanned using social criteria	94
Customer health and safety	103-1	Explanation of the material topic and its Boundary	261
	103-2	The management approach and its components	64,66
	103-3	Evaluation of the management approach	81,82
	416-1	Assessment of the health and safety impacts of product and service categories	66



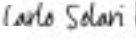







Environmental standars	Code	Disclosure	Page
Energy	103-1	Explanation of the material topic and its Boundary	261
	103-2	The management approach and its components	116-118
	103-3	Evaluation of the management approach	81,82
	302-1	Energy consumption within the organization	118
	302-3	Energy intensity	118
Water	103-1	Explanation of the material topic and its Boundary	261
	103-2	The management approach and its components	122
	103-3	Evaluation of the management approach	81,82
	303-1	Water withdrawal by source	122
Emissions	103-1	Explanation of the material topic and its Boundary	261
	103-2	The management approach and its components	116-118
	103-3	Evaluation of the management approach	81,82
	305-1	Emissions Scope 1	118
	305-2	Emissions Scope 2	118
	305-3	Emissions Scope 3	118
Effluents and waste	103-1	Explanation of the material topic and its Boundary	261
	103-2	The management approach and its components	120,121
	103-3	Evaluation of the management approach	81,82
	306-2	Waste by type and disposal method	121
Certified construction	CRE8	Construction by type	116



DECLARACIÓN DE RESPONSABILIDAD

RUT: 76.017.019-4
Razón Social: PLAZA S.A.

En sesión de Directorio celebrada el 31 de marzo de 2021, los Directores y el Gerente General de PLAZA S.A. indicados a continuación, declaran que han tomado conocimiento de la Memoria de la sociedad, y se hacen responsables respecto de la veracidad de toda la información incorporada en ella.

Nombre	RUT	Cargo	Firma
Sergio Cardone Solari	5.082.229-K	Presidente	
Juan Pablo Montero Schepeler	9.357.959-3	Director	
Carlo Solari Donaggio	9.585.749-3	Director	
Pablo Eyzaguirre Court	8.878.318-2	Director	
Claudia Manuela Sánchez Muñoz	9.306.718-5	Directora Independiente	
Paul Fürst Gwinner	6.979.383-5	Director	
Alejandro Puentes Bruno	8.860.493-8	Director	
José Pablo Arellano Marín	6.066.460-9	Director	
Tomás Müller Benoit	10.994.040-2	Director	
Fernando de Peña Yver	7.556.207-1	Gerente General	

Esta declaración es efectuada en cumplimiento de la Circular N°1924, emitida por la Comisión para el Mercado Financiero.

Santiago, 5 de abril de 2021

