BancoEstado
desde 1855

Corporate Sustainability Policy

2025

I. Objective

BancoEstado's Corporate Sustainability Policy sets out the basic principles that determine responsible, trustworthy and transparent behavior, caring for everyone's assets and ensuring its sustainability and reputation.

II. Scope

This Policy applies to BancoEstado's employees. Likewise, its knowledge and application will be disseminated to all the entity's stakeholders.

Given its nature, it will also be shared with BancoEstado Group's subsidiaries, so that each one, considering its culture, business and particularities, will have its own policy in this area.

III. Legal framework

Not applicable.

IV. Responsibilities

BancoEstado's Corporate Sustainability Policy, issued by the Deputy Management of Sustainability, which reports to the Office of Public Affairs and Sustainability, sets out the basic principles that determine the responsible, trustworthy and transparent behavior of the Bank in all its operations and relations with its different stakeholders. The application of this policy is materialized through all the Bank's functional areas and its departments.

The Office of Public Affairs and Sustainability is responsible for updating and monitoring the validity of this policy.

V. Description of the policy

Introduction

Since its creation, BancoEstado has maintained an active and decisive participation in the social and economic development of Chile, responding to its legal mandate to favor the development of national economic activities, established in its Organic Law of 1977 (Decree Law No. 2,079).

BancoEstado's vision is to be the closest, sustainable and innovative financial institution in Chile, as well as a pillar for financial inclusion, digital and green development of the country and the wellbeing of its inhabitants. BancoEstado maintains a faithful commitment to the country's development and social, economic and financial inclusion in its daily work. This commitment is supported and reinforced in this



Corporate Sustainability Policy, which integrates the necessary dimensions to address the economic, governance, social and environmental aspects of its management, as well as the collaborative work with those groups of people, companies and institutions that are directly and indirectly related to BancoEstado in the development of its activities.

Just as the institution seeks to have an efficient and profitable operation, which makes it financially sustainable and enhances its contribution to the country, it also seeks to carry out its activities in a responsible manner with regard to social, economic, environmental and governance issues, incorporating these criteria in decision-making and in its policies, processes and financial products. Likewise, BancoEstado is committed to be accountable for its sustainability management, including the actual and potential impacts that its decisions or actions may cause.

BancoEstado adheres to the Sustainable Development Goals promoted by the United Nations and works to achieve the proposed targets through the promotion of concrete actions.

Policy support and complementary instruments

BancoEstado develops its Corporate Sustainability Policy taking into consideration the principles of the United Nations Global Compact, the United Nations Guiding Principles on Business and Human Rights, the Organization for Economic Cooperation and Development (OECD) Guidelines for Multinational Enterprises, the ISO 26000 standard and the rules of the Net Zero Banking Alliance (NZBA), among other internationally recognized regulatory frameworks. Likewise, this policy is complemented by a series of standards, commitments and policies that materialize BancoEstado's commitments to acting responsibly, among them:

- Ethics Manual
- Crime Prevention Manual of the Criminal Liability of Legal Entities Law
- Policy for the Prevention of Money Laundering and Financing of Terrorism
- People Management and Development Policy
- Asset Procurement Policy
- Securities Market Code of Conduct
- Policy for Dealing with Politically Exposed Persons (PEP)
- Regulation for Order, Hygiene and Safety
- Comprehensive Operational and Technological Risk Management Policy
- Corporate Governance Policy
- Promotion of Free Competition Manual
- Occupational Health and Safety (OHS) Manual
- Gender Equity, Diversity, Inclusion and Work-Life Balance Policy
- Climate Change and Environmental Management Policy

- Social, Environmental, and Climate-Related Risks Policy
- Human Rights Framework Policy
- BancoEstado's Commitment to Zero Net Emissions Objective
- Commitment to Financial Inclusion

General principles of the policy

BancoEstado's strategy and performance in corporate sustainability matters are based on principles that will be promoted and monitored by its corporate governance bodies. These principles are:

Respect for Human Rights

Promote and respect human rights under the guidance of the Universal Declaration of Human Rights, the United Nations Guiding Principles on Business and Human Rights and other internationally recognized frameworks adopted by the State of Chile. BancoEstado prohibits any harassment, abuse or inappropriate treatment, and any type of discrimination in all areas of its operations, both with respect to employees, customers, potential customers, suppliers, contractors or any person with whom it interacts.

Respect for the environment

To take care of the planet, through an adequate management of its consumption and emissions, as well as considering environmental variables in all its decision-making processes and in the development of products and services, thus contributing to the preservation of ecosystem services and climate stability.

Compliance with legislation

Comply with current legislation and promote free competition and market conduct, and regularly review and strengthen our corporate governance practices.

Prevention of unlawful conduct

Establish the necessary measures to prevent and avoid that BancoEstado's products and services can be used for the practice of illicit conduct, such as the financing of terrorism, money laundering and fraud. Additionally, and with the same objective, to actively collaborate with regulators.



Risk management

Optimally manage financial and non-financial risks through prevention and supervision mechanisms included in the corporate risk map, constantly seeking to detect and mitigate emerging risks, including those related to climate and nature.

Integration of social and environmental criteria

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

Due process of complaints

Maintain at the disposal of employees, suppliers, clients, community and any interested party, a channel that allows them to report those conducts that do not comply with the standards set forth in the legislation in force or in the codes of conduct established by the Bank.

Transparency and information

Promote transparency by establishing satisfactory communication channels to clearly and accurately disseminate information that has an impact on society.

Commitments to our main stakeholders

In accordance with national and international standards on corporate sustainability, we understand a stakeholder or interested party to be any human group that affects or may be affected by BancoEstado's decisions, policies and, in general, its performance. Accordingly, BancoEstado relates to these groups on the basis of the principles stated above and as follows:

Customers

Our clients are at the core of what we do. We work to provide them with more and better financial services that facilitate their access to a better quality of life and allow them to better develop their economic activities. We want to continue innovating and for our products to increasingly facilitate the economic empowerment of all segments of companies and individuals, promoting the inclusion of micro, small and medium-sized enterprises (MSMEs) and the most vulnerable social groups. Likewise, we seek to have a presence throughout the country and that in all our channels and points of contact (both digital and face-to-face), all customers feel attended to by a bank with a strong social role.

In this sense, BancoEstado is committed to:

· Promote the financial inclusion of all individuals, companies and organizations, through access, availability and variety of products, services and assistance modalities aimed at improving the quality of life of all the inhabitants of the country, with special emphasis on supporting segments and/or groups that face barriers to their incorporation into economic activities and, consequently, to their economic empowerment.

· Incorporate the principle of accessibility and universal design so that our products, services, channels and forms of attention can be used fully, autonomously and under equal conditions by all the inhabitants of the country, particularly by minority groups, such as people with disabilities, the elderly and indigenous peoples, among others.

· Contribute with financial and non-financial products in the transition to a low-carbon and climate-resilient economy throughout the different sectors of the economy, with special emphasis on making it easier for people and MSMEs to access technologies and processes with less climate impact.

· Prioritize the development of simple, accessible and easy-to-operate financial products and services.

· Promote the protection of consumer rights through clarity in contract clauses and in the pricing of products and services.

· Promote counseling and delivery of information on the attributes of the bank's financial products and services, as well as financial and digital education, seeking a higher degree of knowledge of our customers, for an informed and independent decision making and responsible indebtedness.

· Ensure responsible advertising practices, so as to avoid stereotypes of gender, race, sexual identity, or any that affect people's dignity.

· Maintain adequate safety standards in operations, products and services.

· Contribute with all our capabilities to maintain the continuity of services and payment chains, especially in the event of a contingent event of any kind.

· Protect the privacy and confidentiality of customer data.

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

· Facilitate the means to receive suggestions, claims and complaints, trying to resolve them in reasonable minimum times and incorporating such learning in the continuous improvement of processes.

· Maintain an active dialogue with customers, permanently monitoring their satisfaction with our products, services and channels, and receiving feedback that allows us to improve our management.

Employees

BancoEstado's mission can only be fulfilled through the commitment of its employees, which is why we foster a dignified and inclusive work environment, promoting professional, technical and human excellence, so that our teams can develop to their full potential and enjoy high levels of responsibility and motivation. In addition, as the bank of all and for all, we seek to be a reflection of Chile at all times, promoting, among others, gender equity, diversity and inclusion of the different racial groups, nationalities, generations and cultures that coexist in our country.

In accordance with the objectives described above, BancoEstado is committed to:

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

· Generate decent, safe and positive labor conditions that promote occupational health, personal wellbeing and balance between work and personal and family life.

· Promote development opportunities for employees through education, training and territorial mobility alternatives that promote professional growth and strengthen an internal culture aligned with the general principles of this policy.

· Avoid any situation that affects people's dignity, ensuring that there is no discriminatory activity based on race, sex, gender identity, ethnic origin, religion, creed, political affinity, union membership or participation in trade organizations, nationality, citizenship, language, personal appearance, illness or disability, age, marital status, socioeconomic status or any other cause.

· Encourage and promote diversity and inclusion in the Bank, not only because of our respect for human rights, but also because we recognize these values as a contribution to the services we provide to our customers, as we constitute ourselves as a bank of all and for all.

· Integrate the perspective of gender equity and empowerment, taking into consideration the United Nations principles for the women's empowerment.

· Promote positive labor relations based on listening, dialogue, participation and collaboration as a central path towards the achievement of our mission.

Community

We want to actively participate in the communities in which we operate, becoming a relevant actor in each locality and working together with other state entities to support the deployment and execution of public policies that enhance their economic and social development, with an active role in the integration of cities,



municipalities and towns. To this end, we work at the level of local, regional and national public policies.

In consideration of this objective, BancoEstado is committed to:

· Strengthen different areas of interaction with the state administration to improve its offer and facilitate the deployment of public policies throughout the national territory.

· Promote territorial integration, especially in the most remote or less developed areas, providing them with coverage and availability through the different service channels.

· Actively participate in the communities where we are present, mainly in localities where we are the only bank, with an integrating role within each ecosystem, contributing to the construction of the social fabric, together with civil society organizations and state agencies and institutions.

· React urgently to the occurrence of contingencies and natural disasters, contributing with all our capabilities to give continuity to the payment and financial services chains.

Suppliers

Our suppliers are an essential part of our value chain. We seek to relate with them proactively, to enhance their growth and participation in our value chain, as well as to share good sustainability practices and make them part of our progress in social and environmental matters.

Under this principle, BancoEstado is committed to:

· Guarantee transparency in contracting, through robust purchasing processes that are especially careful to avoid conflicts of interest and promote freedom of competition.

· Work only with those suppliers that respect human rights, reject child labor and unsafe, forced or compulsory adolescent labor, provide decent working conditions and apply fair and transparent practices in the exercise of their activity. As a bank, we will incorporate mechanisms that allow us to demonstrate such compliance.

· Promote sustainable procurement and contracting aimed at an adequate balance between social, economic and environmental aspects, using selection criteria that, under equal conditions, favor suppliers responsible for sustainability.

· Establish a constructive dialogue that allows suppliers to know the conditions and requirements that the bank is applying, and the bank to share responsible practices.

Commitment to the environment

We are aware of our responsibility for the potential impacts of our operations on the environment, the preservation of natural environments and the ecosystem services they provide and, in particular, the role we can play in promoting and facilitating the transition to a low-carbon and climate-resilient economy, in order to contribute to the national goal of achieving carbon neutrality by 2050. BancoEstado adheres to this goal, committing to achieve carbon neutrality within the same timeframe. Through this commitment, we seek to adapt our operations, products and services to align them with our climate ambition and our commitment to the natural environment.

With this objective, BancoEstado is committed to:

· Integrate the analysis of environmental and social risks in the financing of our clients, their projects and activities, considering both direct and indirect impacts. In particular, considering climate risks, both physical and transitional, as well as risks related to natural capital and ecosystem services.

· Generate massive and accessible "green" financial products, in all customer segments (individuals and companies), especially considering the particularities and challenges of MSMEs in the transition to a low-carbon economy, and seeking to generate the greatest economic, environmental and social value to our society.

· To articulate actions with other agents and entities in order to promote and facilitate effective access to new technologies and processes with a lower environmental impact.

· Strengthen the relationship with institutions and government agencies for the deployment of environmental public policies.

· Mitigate the environmental impacts of our operations and infrastructure, including headquarters and branch offices. In this area, we will prioritize the deployment of effective programs to reduce our carbon footprint, especially with respect to energy efficiency.

· Promote environmentally responsible behavior throughout our value chain, including our employees, contractors, customer portfolio, suppliers and other stakeholders.

· Encourage our suppliers to adopt measures to mitigate their environmental impact, establishing minimum responsible requirements for those who carry out activities within the bank's facilities.



Monitoring and supervision of corporate sustainability practices

The Executive Committee will supervise the application of this policy and promote a culture of corporate sustainability within BancoEstado and its subsidiaries. BancoEstado will also have a Corporate Sustainability Committee to monitor and apply the commitments assumed, establish management measures and facilitate decision making.




BancoEstado
desde 1855