

Inclusion, non-discrimination and respect diversity Policy

People and Organization

Division

Corporate Affairs and
Sustainable Development
Department

For public use

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TABLE OF CONTENTS

1	INTRODUCTION.....	3
1.1	OBJECTIVE.....	3
1.2	SCOPE.....	3
1.3	RESPONSIBLE PARTIES.....	3
2	ROLES, RESPONSIBILITIES, GOVERNANCE AND STRUCTURE.....	3
2.1	CHIEF EXECUTIVE OFFICER.....	3
2.2	CORPORATE AFFAIRS AND SUSTAINABLE DEVELOPMENT DEPARTMENT.....	4
2.3	DIVERSITY AND INCLUSION TECHNICAL WORKING GROUP.....	4
2.4	DIVERSITY AND INCLUSION ADVISORY WORKING GROUP.....	4
3	DIVERSITY MANAGEMENT.....	5
3.1	MAIN PROCESSES.....	5
3.2	MANAGEMENT PRIORITIES.....	5
4	PENALTIES AND EXCEPTIONS.....	7
5	DOCUMENT GOVERNANCE.....	7
6	RELATED DOCUMENTS.....	7
7	CHANGE HISTORY.....	7

1 Introduction

Banco de Chile is committed to developing the country and its people. We are defined by our corporate values of respect, integrity, commitment, responsibility and fairness within the organization, striving to become the best place to work and the best bank for our customers.

We understand "inclusion" as the Corporation's ability to attract and actively involve all its members in the creation of value, based on their skills and abilities; "diversity" as a set of characteristics that make us different and, therefore, "unique and unrepeatabe"; and "non-discrimination" as a guarantee of equal treatment. Thus, for the purposes of this Policy, discrimination is defined as the unequal treatment of a person or group of people based on race, religion, politics, sex, sexual orientation, age, physical or mental condition, or any other arbitrary element or factor.

The purpose of this policy is to promote and encourage a work environment of respect for diversity, based on duties and rights, for equal opportunities and the participation of all Banco de Chile employees.

1.1 Objective

Define the conceptual framework and outline actions for building an inclusive, non-discriminatory and diverse organizational culture, establishing principles and priorities for the next three years.

1.2 Scope

This policy applies to all personnel of Banco de Chile and its subsidiaries.

1.3 Responsible Parties

This policy is managed by the People and Organization Division.

2 Roles, Responsibilities, Governance and Structure

Banco de Chile will maintain the following governance structure to properly comply with this policy:

2.1 Chief Executive Officer

Issues guidelines to the People and Organization Division, and suggestions for updates to the Corporate Affairs and Sustainable Development Department, permanently striving to promote a diverse and inclusive culture.

Banco de Chile	Inclusion, non-discrimination and respect for diversity Policy	August 2022	Code No. D. 59
		Version 2.0	

2.2 Corporate Affairs and Sustainable Development Department

Responsible for updating the policy, its dissemination, processes, monitoring and promoting procedures, plans and programs that promote compliance in the management of the Bank's different areas and stakeholders. It is supported by the Inclusion, Non-Discrimination and respect for Diversity Technical Group and the Inclusion, Non-Discrimination and respect for Diversity Advisory Group.

2.3 Inclusion, Non-discrimination and respect for Diversity Technical Group

Made up of members from different areas, its mission is to identify gaps, instruments and tools that promote a respectful, inclusive and discrimination-free work environment within its operations and in its relations with stakeholders.

2.4 Inclusion, Non-discrimination and respect for Diversity Advisory Group

Made up of members from different areas, its mission is to review and propose improvements to the Inclusion, Non-Discrimination and respect for Diversity Policy.

Management of Diversity and Inclusion

2.5 Main Policy Processes:

- a) Identification, prioritizing and measurement: Identification of the main guidelines to address Inclusion, Non-Discrimination and respect for Diversity. Priorities are set according to the interests of the business and its stakeholders. Finally, metrics are defined to quantify the impact of the policy on the respective spheres of action.
- b) Target setting and responsible parties: Targets and the parties responsible for reaching them are identified. Resources are allocated for the formulation, evaluation and implementation of associated projects.
- c) Monitoring and reporting: Periodic monitoring and management reporting, in line with Banco de Chile's standards.
- d) Training and communication: We provide our employees with tools to strengthen their competencies in matters of Inclusion, Non-Discrimination and respect for Diversity.
- e) Reporting and dissemination: Provide reports on initiatives to the Bank's main stakeholders: suppliers, customers, employees and the community at large.

2.6 Management Priorities

- 1) Respect and promotion of Human Rights
 - a) Apply human rights procedures to proactively identify and assess potential human rights impacts and risks.
 - b) Promote and enforce provisions related to respect for freedom of association and the right to collective bargaining; no discrimination on employment and occupation; the elimination of forced or compulsory labor; the prohibition of child labor in any case and under any circumstances.
- 2) Fair treatment
Promote a work environment free of workplace and/or sexual harassment, through the strengthening of preventive measures, training and the dissemination of the Bank's existing complaint channels.
- 3) Gender equality
Promote equal treatment, opportunities and development for all employees of Banco de Chile.
- 4) Quality of life, work-life balance and co-accountability
Promote work-life-family balance for our employees, helping to reconcile roles and co-responsibility.

This framework will be used to address customers, suppliers, employees and community stakeholders.

2.7 Stakeholder Engagement:

a) Customers

Promote full and timely service by fostering financial inclusion.

b) Employees

- Provide equal employment and development opportunities regardless of gender, religion, ethnicity, age, among others.
- Strengthen the processes of attracting and selecting talent, ensuring that there are no distinctions based on gender, religion, ethnicity, age, among others.
- Foster a safe working environment free of discrimination.
- Promote equal opportunities and benefits for all workers throughout the work life cycle.

c) Suppliers

Foster a culture that favors diversity, inclusion and non-discrimination among our suppliers.

d) Community

Develop community relations actions aimed at promoting gender parity, support for migrants, generations and people with disabilities.

3 Penalties

- Reprimands for non-compliance with this policy, in accordance with the provisions of the Internal Regulations for Order, Hygiene and Safety.
- Termination of Employment Agreement. Causes established in Section 160 1b) of the Labor Code (Sexual Harassment Conducts); Section 160 1f) of the Labor Code (Workplace Harassment Conducts).

4 Document Governance

Document owner:	Cristián Lagos Contardo
Position of responsible party:	People and Organization Division Manager
Responsible for policy:	Cristián Lagos Contardo
Review frequency:	1 year
Document route:	Policy Site / Policy Library / People and Organization Division

5 Related Documents

Internal related documents	
Name of Document	Published on company intranet
Internal Regulations on Order, Hygiene and Safety and Code of Conduct: <ul style="list-style-type: none"> • Section Twenty. Fundamental rights of workers, principle of non-discrimination and the full right to file claims and pursue legal actions. • Section Twenty-One. On the investigation and punishment of workplace harassment. • Section Twenty-Two. Procedure for sexual harassment cases. • Section Twenty-Three. Procedure in the event of claims for violation of the Principle of Equal Pay for men and women performing the same job. • Section Twenty-Five. On workplace inclusion of persons with disabilities. • Code of Conduct. II.8 Personal Integrity. 	Updated on February 2021
Inclusion Policy for Persons with Disabilities.	April 2017
Customer Service Protocol for Persons with Disabilities.	Updated on May 2021

6 Change History

Version	Responsible Division or Department	Modifications	Date Approved	Approved by
V1.0	People and Organization Division / Corporate Affairs and Sustainable Development Department	First draft	August 26, 2021	Board Meeting No. BCH 2952
V2.0	División de Personas y Organización / Gerencia Asuntos Corporativos y Desarrollo Sostenible	Aprobada en Directorio sin cambios	25 Agosto 2022	Directorio sesión N° BCH 2.974