Document with additional ESG information 2025

Below, we present some details or data related to the Economic, Social and Governance dimensions of Parque Arauco and its subsidiaries. The objective of this document is to provide more context and facilitate the understanding of the Company's progress in sustainability management, complementing the indicators or information already contained in our Annual Integrated Report, as well as in several Policies and other official documents of Parque Arauco.

1. Governance & Economic Dimension

Transparency & Reporting

CSA 1.1.3 Sustainability Taxonomies

In September of this year, Parque Arauco defined and made public its sustainable finance framework. The framework also includes a second-party opinion (SPO) report that mentions its general alignment with the Chilean taxonomy, which was launched in May 2025 and is currently in the full implementation phase in the country. More details in : Parque Arauco S.A.'s Sustainable Financing Framework.

Risk & Crisis Management

CSA 1.4.2 Risk Management Processes

- **Risk Management Process Audit**

External audit:

In 2025, Parque Arauco requested that the company "Asesorías Ortiz & Ramírez Limitada" conduct an audit of the Company's risk management process in accordance with the requirements of the DJSI (Dow Jones Sustainability Index). What was required was a systematic evaluation of the methods, tools, and processes used in the identification, assessment, control, monitoring, and reporting of risks over the last two years.

This audit report corresponds to the "Risk Management" process, in accordance with

ISO31000:2018 and COSO ERM 2017 best practices, whose main objective is: "To analyze and evaluate the Risk Management process, and thus provide the necessary tools to identify potential events that may affect the fulfillment of the process objectives."

The audit process considers the evaluation of clauses 5. Reference Framework and 6. Process of ISO 31000: 2018 and the evaluation of the 5 components and 20 principles of COSO ERM 2017.

In this regard, during the audit, aspects such as Risk Management Governance, Risk Management Methodology, and the Company's Risk Culture were evaluated. This included aspects such as leadership and commitment, understanding the organization and its context, assigning roles, authorities, responsibilities, and accountability, allocating resources, establishing communication and consultation, implementation, assessment, adaptation, and continuous improvement, among other issues.

The results of the audit are contained in the following private documents:

- ➢ Risk Management Process Audit Report.
- ➢ Document ISO 31000 & COSO ERM 2017 matrix.

- **Risk Culture**

Regular risk management education for all non-executive directors:

As part of our commitment to continuous development and excellence in governance, a comprehensive training session on risk management will be conducted for the Board of Directors on Thursday, September 25, 2025. This training continues the series that began with the session held on July 31, 2024, and both are formally documented in the corresponding meeting minutes.

More information about the training provided for 2025:

Date: 09.25.2025
July Board Meeting Parque Arauco S.A - Time: 17:00 - 17:50 pm - Board Meeting Room
7th Floor, Cerro Colorado 5413, Las Condes, Santiago, Chile.

Syllabus:
Title: "Advanced Risk Management: From Uncertainty to Strategic Opportunity"
- Transitioning from a reactive to a proactive and strategic model
- Turning opportunities from risk
- Artificial Intelligence applied to risk management
- Conclusion
- Q&A

Speaker: Alfonso Kaiser

- Academic Degrees
  - Naval Engineer, Naval Polytechnic Academy
  - Master in Naval and Maritime Sciences, Naval War Academy, Chile
  - MBA, Master Business Administration, Pontificia Universidad Católica de Chile
  - Advanced Certificate in Program Management, Cornell University, USA
- Academic field
  He serves as an undergraduate and postgraduate professor at institutions such as TEC de Monterrey, UDD, UAndes, UTFSM, and the National Academy of Political and Strategic Studies. He also teaches about risk as an invited professor at Universidad de Los Andes for the Master of Engineering Management (MEM) and at Universidad Bernardo O'Higgins for the Master of Project Management. Additionally, he is an external professor of risk for diplomas at Universidad Técnica Federico Santa María.
- Professional experience
  Alfonso Kaiser's professional experience spans over 28 years in senior management and consulting roles. He is currently a Senior Consultant for Programs and Projects at Infosys and a Commercial Development Agent for Green Hydrogen at Fichtner. Previously, he served as Manager of Programs, Projects and PMO at Nokia Corporation and as the Program Manager for New Frequencies at WOM.

Policy Influence

CSA 1.6.3 Lobbying and Trade Associations - Climate Alignment

As part of the content of the Company's Corporate Sustainability Policy, we have a section that states an explicit commitment to not engage in political lobbying or participate in trade associations that oppose decarbonization commitments aligned with the Paris Agreement.

More details in: Sustainability Policy.

On pages 187 and 188 of our Annual Corporate Report Parque Arauco details all the trade organizations in which the Company participated during the last fiscal year. These organizations were formally consulted to corroborate that during the same period, they did not engage in political lobbying initiatives or actions that are in opposition to the Paris Agreement. All (100%) of the reported institutions indicated their alignment with this segment of our Corporate Sustainability Policy.

Supply Chain Management

CSA 1.7.2 Supplier ESG Programs

Since 2024, Parque Arauco, in collaboration with EY, has established guidelines for the selection of suppliers to be evaluated on ESG criteria. The goal is to focus the evaluation on strategic suppliers, considering both their impact on our operations and their potential ESG risks.

To ensure the rotation and efficiency of the process, a satisfactory-performing supplier will not be re-evaluated the following year. This allows for the prioritization of new suppliers in the analysis.

- **Calculation of the number of suppliers evaluated**

When reporting the total number of evaluated suppliers, we consider those included in both the current year and the previous year. If a supplier has been evaluated in both periods, they are counted only once to avoid duplication in the total.

- **Prioritization and Exclusion Criteria**
    - We prioritize evaluating suppliers who have not been previously assessed for ESG risks and whose activities or location could pose a higher risk.
    - Suppliers who received "Basic" or "In development" scores are included again to monitor their progress.
    - We also consider strategic suppliers with three to five-year contracts who have not been evaluated in the last two years.
    - Suppliers with a satisfactory evaluation and demonstrated improvements are excluded from the immediate evaluation cycle to allow for the rotation and inclusion of new suppliers.
    - Suppliers who perform poorly in their second evaluation receive special communication with detailed feedback. This communication explains why they are being re-evaluated and emphasizes the importance of implementing specific improvements.
    - For suppliers with poor results in two consecutive evaluations, we schedule a follow-up meeting to verify the completion of their improvement plan instead of a third formal evaluation. The formal evaluation will resume the following year.

CSA 1.7.3 Supplier Screening

- **Purchase and Anomaly Model**

This model aims to detect suppliers exhibiting anomalous behavior that could indicate risk or fraud, using two predictive models. The ultimate goal is to identify and escalate suspicious cases to the relevant departments (Corporate Compliance or Supplier Management) for investigation and handling. The model operates on a monthly basis and was launched in May 2025, which is why it was not included in the 2024 integrated report.

1. **Predictive Modeling:** Two models are applied monthly to all company data related to suppliers, purchases, and payments.
    - **Supervised Model:** This model analyzes historical data (which may include ethical breaches, violations of the code of conduct, or anti-competitive situations between suppliers, among others) to calculate the probability of a current supplier being anomalous.
    - **Unsupervised Model**: This model groups similar suppliers together (clustering) and assigns an "anomaly score" to those that deviate significantly from their peers.

2. **Risk Analysis:** The Risk department selects a subset of suppliers with the highest probability and/or score for a detailed review. At this stage, they examine multiple characteristics such as:
    - Correlation and frequency of invoices.
    - Geographic location of the service.
    - Industry or sector.
    - Years in the market.
    - Purchase fragmentation.
    - Competitors they bid or quote against.
    - Service requestors, purchase order approvers, and HES approvers.
    - Among many others.

3. **Case Escalation:**
    - **Report to Compliance:** If the analysis uncovers a significant finding that suggests potential fraud, the case is reported as a formal complaint to the Corporate Compliance department.
    - **Supplier Management Review:** If the anomaly doesn't appear to be fraud but could indicate a breach of internal policies, the case is forwarded to the Supplier Management department for review.

CSA 1.7.4 Supplier Development

- **School of Service**

The **School of Service** aims to standardize and elevate the quality of service provided by our suppliers. We want every person who interacts with our visitors to represent our values of service excellence, fostering a welcoming and professional environment in all our shopping centers.

- **Program Structure**

The School of Service consists of a total of **8 training modules**. These modules cover a variety of essential topics to ensure service excellence:

  - **Who We Are:** This module provides participants with a deep understanding of our corporate identity and values.
  - **Service Topics:** This covers customer service practices and service standards.
  - **Types of Customers:** This helps suppliers identify and understand the different needs and expectations of our visitors.
  - **Diversity, Equity, and Inclusion (DEI):** This fosters an inclusive and respectful environment.
  - **Sign Language Module:** This offers communication tools to improve service for people with hearing impairments.

We began rolling out this program in March 2024 and had trained 647 people by the end of last year.

We are currently working on the creation and launch of two important new modules:

  - A module dedicated to our pet policy, to ensure suppliers are aware of the guidelines and can properly assist visitors with their pets.
  - A module aimed specifically at our tenants, which we are close to launching. This module will seek to strengthen our relationship with our tenants and align them with our service standards.

Information Security

CSA 1.9.3 Information Security Management Programs

- **Business continuity plans related to information security**

The company has a specific “Business Continuity Management” policy that forms part of its Information Security Policy. In addition, for critical assets such as ERP, there is a DRP (Disaster Recovery Plan) that is tested twice a year to ensure the recovery of information in the event of a contingency.

- **Information security vulnerability analysis**

A stress test was conducted in December 2024 to assess the security of its IT infrastructure and data, identifying and categorizing vulnerabilities. It also uses a cloud security platform that provides comprehensive coverage for all associated risks, such as misconfigurations and vulnerabilities. In addition, ethical hacking was performed on the platforms. Critical systems such as SAP ERP have ISO/IEC 27001:2013 security certification.

- **Internal audits of IT infrastructure and/or information security management systems:**

The company has an Internal Audit department that conducts periodic reviews of IT internal controls, in accordance with the department's own audit plan.

- **External audits are independent of IT infrastructure and/or information security management systems:**

External audits and updates to the security master plan are carried out every three years.

- **Escalation process for employees to report incidents, vulnerabilities, or suspicious activities**

The security policy establishes a specific channel within the document **“Information Security Incident Management.”** There is an internal box for reporting cybersecurity events.

- **Information security awareness training**

The company has mandatory outreach and training programs to strengthen risk management throughout the organization. In 2024, the IT Security department trained 100% of employees through a specialized platform, covering topics such as data protection and phishing attack prevention.

In addition, optional in-depth cybersecurity training is available on a monthly basis.

- **Disclosure of the total number of violations that occurred in the last fiscal year**

During 2024, there were no security incidents. Nor were there any penalties imposed for non-compliance with Law No. 20,393.

2. Environmental Dimension

Environmental Policy & Management

CSA 2.1.2 Environmental Management Systems Verification

We aim to have our Environmental Management System (EMS) externally certified under the ISO 14001 standard. The ISO 14001 certification currently covers our entire portfolio in Colombia and Peru. In the Chile Division, we have certified the most important shopping centers: Parque Arauco Kennedy, Arauco Maipú, and Arauco Estación. For the other assets in Chile, we have implemented an internal environmental management system based on the ISO 14001 standard. The team is currently in the process of documentation to seek ISO 14001 certification in the future for the shopping centers that do not yet have official certification.

The ISO 14001 certification corresponds to 78% of ABL, equivalent to 83% of the company's net income. The internal environmental management system is implemented in most of the remaining assets of the Chile division, which represent 19% of ABL, equivalent to 14% of the company's net income. Arauco Express are excluded from EMS.

Our commitment to environmental management is strong and reflected in the following actions:

1. **Environmental Policy**: We have developed a clear environmental policy that is communicated at all levels of the organization. This policy establishes our objectives and commitments to environmental management and the protection of our surroundings.
2. **Planning**: We identify and assess the significant environmental aspects and applicable legal requirements. We establish specific, measurable, achievable, relevant, and time-bound (SMART) environmental objectives and targets.
3. **Implementation and Operation**: We have documented procedures to control operations and activities that may have a significant impact on the environment. Additionally, we provide ongoing training to our stakeholders to ensure they understand their responsibilities within the system.
4. **Control and Monitoring**: We conduct periodic internal audits to assess the compliance of our environmental management system with the requirements of the ISO 14001 standard. These audits allow us to identify areas for improvement and take necessary corrective actions.
5. **Management Review**: The corresponding management teams regularly review the environmental management system to ensure its adequacy, sufficiency, and effectiveness. This review includes the evaluation of internal audit results, the fulfillment of environmental objectives and targets, and the identification of opportunities for continuous improvement.

Through these practices, we ensure that our environmental management system not only complies with the principles of the ISO 14001 standard but also drives continuous improvement in our environmental performance.

CSA 2.1.3 Environmental Programs for Real Estate Portfolio

Before purchasing a property, Parque Arauco conducts a detailed analysis that integrates legal, financial, and physical assessments of the asset. This is done to mitigate risks, (determine) liability, or identify opportunities associated with the acquisition of a new property. For this process, third-party experts are hired for each of the issues, and they provide reports on the main red flags before making the purchase.

In legal aspects, at least the following points are reviewed:

- Real Estate: all information related to the legal and ownership history of the asset, building permits, and certificates of urban planning.
- Business: lease agreements, contracts with third parties involved with the property.
- Labor: review of all employees of the company that owns the asset.
- Legal: lawsuits and legal proceedings associated with the asset, among others.
- Environment: verification that all environmental commitments, required by law and by acquired commitments, are being fulfilled at the asset.
- Asset Description: in terms of square meters, Gross Leasable Area (GLA), technical specifications, accessibility compliance, associated insurance, and financial information.

In terms of environmental assessment, we have developed a standard for operational consumption efficiency, which is a baseline for energy consumption, water usage, and waste generation based on the type of asset. This will allow us to identify the operational efficiency of a project during its evaluation and how it would perform in relation to the portfolio. Additionally, it is complemented by a tool that helps project the consumption of the asset in question to allow for a more precise evaluation.

Green leases or ESG specific requirements in lease contracts

Parque Arauco establishes a contractual commitment with its tenants that considers specific environmental sustainability requirements. This obligation is formalized through documents that are attached as **appendices** to the tenants' lease agreements, which vary depending on the division: **General Rules** (Chile), **Internal Regulations** (Peru), and **Tenant Manual** (Colombia). By signing the contract, tenants accept the conditions and requirements detailed in these annexes, which contain guidelines on environmental sustainability and waste management, and include the respective penalties for non-compliance.

Energy

CSA 2.2.1 Energy Management Programs

At Parque Arauco, we are committed to energy efficiency and have implemented an Energy Management System that allows us to optimize energy use, continuously improve our performance and comply with legal requirements. Our EMS is based on ISO 50.001 requirements and recommendations. We have made progress in the audit and certification with this standard across our portfolio of shopping centers. Currently, the certification covers 57% of the GLA at a Company level, equivalent to 61% in revenue. This corresponds to the portfolio in Peru and 4 shopping centers in Chile, including Parque Arauco Kennedy, our most relevant shopping center in the country.

CSA 2.2.3 On-Site Energy Generation

In recent years, we have progressively transitioned to the use of clean energy in the operation of our portfolio. This has been accredited through I-REC certification that validates that the energy used comes from 100% renewable sources. We have made progress on the adaptation of some of our shopping centers, implementing solar energy self-generation projects.

The Company expects to complete new self-generation projects in other assets of the portfolio in the near future. We are developing self-generation projects that are being evaluated for both operating and future assets in a 20% of our portfolio, these energy self-generation projects produce from 7% up to 25% of total energy used by the asset. We do not have projects designed to meet net-zero energy standards yet.

Waste & Pollutants

CSA 2.3.1 Construction Waste Management

At Parque Arauco, sustainability is a fundamental pillar of our mission and a key driver of our strategy. In our main construction projects, we are implementing a Sustainability Plan to ensure comprehensive waste management and the use of responsible materials in project design. This plan outlines requirements for our construction companies to help us achieve our goals and allows us to evaluate the environmental criteria that will be implemented in the design and construction of the shopping center early on, considering measures that will reduce the carbon footprint during both construction and future operation.

Based on the principles of the circular economy, our main construction and demolition projects have a waste management plan that includes on-site waste separation and the establishment of specific recycling, reuse, and reduction targets. To ensure these goals are met, contractors are directly responsible for waste management, including its potential valorization. Additionally, training sessions on waste management techniques are provided for the workforce and contractors.

In our material selection process, we focus on using materials with a low environmental footprint, avoiding red-list materials that are harmful to human health and the environment. We prioritize materials that have an Environmental Product Declaration (EPD), which allows us to use materials with low embodied carbon.

We also actively promote the use of products with recycled or rapidly renewable content, packaging that can be easily recycled during construction, and materials with low Volatile Organic Compound (VOC) emissions. This contributes to the health of our occupants and reduces our environmental impact. In many of our projects, we prioritize the purchase of steel with recycled content. In Peru, for example, we work with Aceros Arequipa, a company that manufactures this type of steel. The reuse of rubble for the construction of other equipment such as ramps and access platforms for machinery and vehicles is also implemented in some projects, reducing the need for new materials on-site.

Furthermore, to ensure a responsible supply chain, we prioritize materials from local suppliers and third-party certified wood, guaranteeing it comes from sustainably managed sources. In particular, certified wood is being used in certain areas of the expansion of Parque Arauco Kennedy in Chile and the construction of the Calle 94 Multifamily building in Colombia.

Climate Strategy

CSA 2.5.13 Internal Carbon Pricing

During 2024, we established a roadmap for the next five years that is aligned with our SBTi decarbonization goals approved in 2023. We set annualized targets in areas complementary to emissions reductions through 2029, together with an investment plan for the levers that will help us achieve emissions reductions. Advances in this area will be reported in accordance with the TCFD standard.

In this context, we have design of a short- and medium-term investment plan (2025-2029) that considers the prioritization of investments in projects with or without financial return aligned with emission reduction, the carbon abatement curve and SBTi targets, so as to make strategic decisions considering the impact and cost of GHG emissions.

As part of this development, the Sustainability and Finances Departments has analyzed the implementation of a shadow price to prioritize these projects through the aforementioned reduction curve, assigning a price to the cost or return of carbon reduction per project type. At this stage, we have evaluated capex mitigation initiatives, including energy and water efficiency, as well as waste management, in order to quantify the impact of this policy in project evaluation (Scope 1, 2 and 3). We have already started implementing this methodology and are now focused on strengthening its use in large-scale projects to make it a relevant factor in future decision-making and project evaluation, considering Scope 1, 2 and 3. Through internal carbon price analysis, we hope to ensure proper preparation for future carbon tax scenarios and GHG regulation as well as further understanding of environmental impacts of internal teams and managers. The internal carbon price setting approach is based on the International Carbon Pricing Floor (ICPF) scenario (CLP 24.803 in 2024; corresponding to 25 USD).

Product Stewardship

CSA 2.7.2 Attributes of Building Materials

At Parque Arauco, sustainability is a fundamental pillar of our mission and a key driver of our strategy. In our main construction projects, we are implementing a Sustainability Plan to ensure comprehensive waste management and the use of responsible materials in project design. This plan outlines requirements for our construction companies to help us achieve our goals and allows us to evaluate the environmental criteria that will be implemented in the design and construction of the shopping center early on, considering measures that will reduce the carbon footprint during both construction and future operation.

In our material selection process, we focus on using materials with a low environmental footprint, avoiding red-list materials that are harmful to human health and the environment. We prioritize materials that have an Environmental Product Declaration (EPD), which allows us to use materials with low embodied carbon.

We also actively promote the use of products with recycled or rapidly renewable content, packaging that can be easily recycled during construction, and materials with low Volatile Organic Compound (VOC) emissions. This contributes to the health of our occupants and reduces our environmental impact. In many of our projects, we prioritize the purchase of steel with recycled content. In Peru, for example, we work with Aceros Arequipa, a company that manufactures this

type of steel. The reuse of rubble for the construction of other equipment such as ramps and access platforms for machinery and vehicles is also implemented in some projects, reducing the need for new materials on-site.

Furthermore, to ensure a responsible supply chain, we prioritize materials from local suppliers and third-party certified wood, guaranteeing it comes from sustainably managed sources. In particular, certified wood is being used in certain areas of the expansion of Parque Arauco Kennedy in Chile and the construction of the Calle 94 Multifamily building in Colombia.

CSA 2.7.3 Revenues from Energy Efficient Buildings

Energy efficient buildings are the buildings that have energy certification, considering certifications available in the region where we operate (Chile, Perú, Colombia). We have energy seals given by Agencia de Sostenibilidad y Cambio Climático from Energy Ministry (government).None of the reference certifications are available on our region. We also have green building certification, such as Leed (see next chapter).

Energy seals for the following assets:

Asset name	Country	2021	2022	2023	2024
		Energy efficient buildings			
		Energy seal			
Arauco Coronel	Chile	1	1	1	
Arauco El Bosque	Chile		1	1	
Premium Outlet Buenaventura	Chile		1	1	
Premium Outlet Coquimbo	Chile				1
Arauco Estación	Chile	1			
Arauco Maipú	Chile	1			1
Arauco Quilicura	Chile				1
Parque Arauco Kennedy	Chile	1			1
Parque Angamos	Chile		1	1	

Other sustainable products or services: We rely on the Sustainable Revenues Guidance to identify our shopping centers that align with being a sustainable product or service, meaning they contribute to the following criteria: climate change mitigation, sustainable use and protection of water resources, and transition to a circular economy. This approach aligns with the "substantial contribution" criterion defined in the EU Taxonomy, which describes products or services that substantially contribute to a green economy.

In particular, we include in the scope the revenues from those assets that have solar panels for self-generation of energy, wastewater treatment plants, rainwater harvesting, energy-efficient technology, energy telemetry, and green walls.

Indicator	Unit measure	2021	2022	2023	2024
Energy efficient buildings	Revenues -> % of revenues corresponding to the coverage of building/projects with recognized energy ratings/levels in the last fiscal years.	84.187	39.329	45.367	131.801
	% of buildings Gross Asset Value -> total % of portfolio's Gross Asset Value with a specific energy rating level or total % of buildings, homes (for HOM industry) or projects (for CON industry) with a specific energy rating level.	54%	16%	20%	47%
Other sustainable products or services	Revenues	26.429	38.348	49.530	120.046
Total revenues from sustainable products or services	Revenues	110.616	77.677	94.897	251.847
Percentage of sustainable revenues	% of Revenues	65,12%	33,60%	35,90%	79,50%

CSA 2.7.4 Certified Sustainable Buildings

Our portfolio has increased the amount of assets that have green certification. The assets are listed below:

- Arauco Quilicura LEED Silver Certification
- Parque La Colina LEED Gold Certification
- Parque Arauco Colombia Offices LEED Gold Certification
- Parque Fabricato LEED Silver Certification
- Outlet Arauco Lurin LEED Silver Certification
- Parque La Molina LEED Gold Certification

And there are other projects that are going through the certification process.

Indicator	Unit measure	2021	2022	2023	2024
% of buildings certified	Total % of portfolio's Gross Asset Value with a specific energy rating level or toTl % of buildings, homes (for HOM industry) or projects (for CON industry) with a specific energy rating level.	10%	9%	14%	15%
Revenue from certfied buildings (MM CLP)	Certifications used to assess and recognize buildings which meet certain sustainability requirements or standards.	19.285	24.876	28.809	41.403
Percentage of sustainable revenues	% of revenues corresponding to the coverage of building/projects with recognized energy ratings/levels in the last fiscal year	11%	11%	11%	13%

3. Social Dimension

Human Rights

CSA 3.2.3 Human Rights Assessment

The company has implemented various tools to monitor and mitigate **Human Rights** risks that could affect its stakeholders. Detailed information on this scope is available in the **Additional Information Section** of the Annual Corporate Report.

To ensure risk management within our value chain, the company annually assesses its strategic service providers through a third-party firm. This process determines the maturity level of the suppliers' sustainability practices. A key part of this review focuses on **Human Rights practices**.

- **Scope:** Over the past three years, an average of 178 suppliers were part of the company's strategic supplier base. Of this total, **38%** underwent at least one in-depth ESG risk assessment, which included a specific section on Human Rights.
- **Results: 100%** of the assessed suppliers received a specific rating for their maturity level in this area. Only **6%** of them required a special support plan over the last three years to address gaps identified in their risk management.

In addition, the company manages social risks through its **community engagement system**. This system monitors the potential impacts of our assets on their direct surroundings. As of the end of 2024, **42 portfolio assets**, representing **95%** of the company's revenue, are integrated into this system. This coverage includes risk identification tools and the definition of action plans for all assets within the system.

These plans are segmented based on the required level of mitigation. In most cases, they involve follow-up and monitoring plans rather than extensive mitigation measures. The Annual Corporate Report details specific examples of working groups where plans have been addressed with local communities to manage impacts at assets with the highest risk levels.

Occupational Health & Safety

CSA 3.4.2 OHS Programs

In 2025, we successfully completed the audit process for ISO 45001, ISO 14001, and ISO 50001, covering all our shopping centers and administrative offices in the Peru division which represent 24% of the company's revenues. As a result, we obtained certification from Bureau Veritas, a firm with extensive expertise ranging from regulatory compliance to tailored verification approaches.

Customer Relations

CSA 3.5.3 Customer Satisfaction Measurement

Transactional vs. relational NPS:

In 2023, we changed the calculation methodology and standardized it. We moved from measuring NPS transactionally to measuring it relationally. This means that we began to survey end customers, with certain contact rules, on a post-visit basis.

Community Relations

CSA 3.6.1 Social Integration Programs

At Parque Arauco, the safety and well-being of our employees, tenants, and visitors are a fundamental priority. That is why we are constantly working to train our teams and update our emergency protocols, with the aim of always being prepared to act quickly, in a coordinated and effective manner, in the event of any contingency that may arise in our shopping centers at the regional level.

We have robust emergency response plans designed according to the specific characteristics of each center, taking into account its geographical location, infrastructure, associated risks, and foot traffic. These plans are not only aligned with current regulations, but are also reviewed and reinforced periodically to ensure their effectiveness.

As part of our commitment, we conduct evacuation drills and simulations on a regular basis, which allow us to continuously evaluate and improve established procedures. These activities involve both our internal teams and external tenants and emergency agencies, fostering a culture of prevention, collaboration, and shared responsibility.