



GRUPO PATIO

SUSTAINABILITY  
REPORT  
*2019*





# *15 years uniting people and enriching their lives*

Name of the Company: Grupo Patio

Business Name: Grupo Patio SPA

RUT: 76.349.714-3

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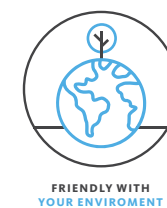
Design: Strong



SUSTAINABLE  
PATIO



PART OF YOUR  
NEIGHBORHOOD



FRIENDLY WITH  
YOUR ENVIROMENT



IMPROVING  
YOUR EXPERIENCE



STRENGTHENING  
OUR TEAM

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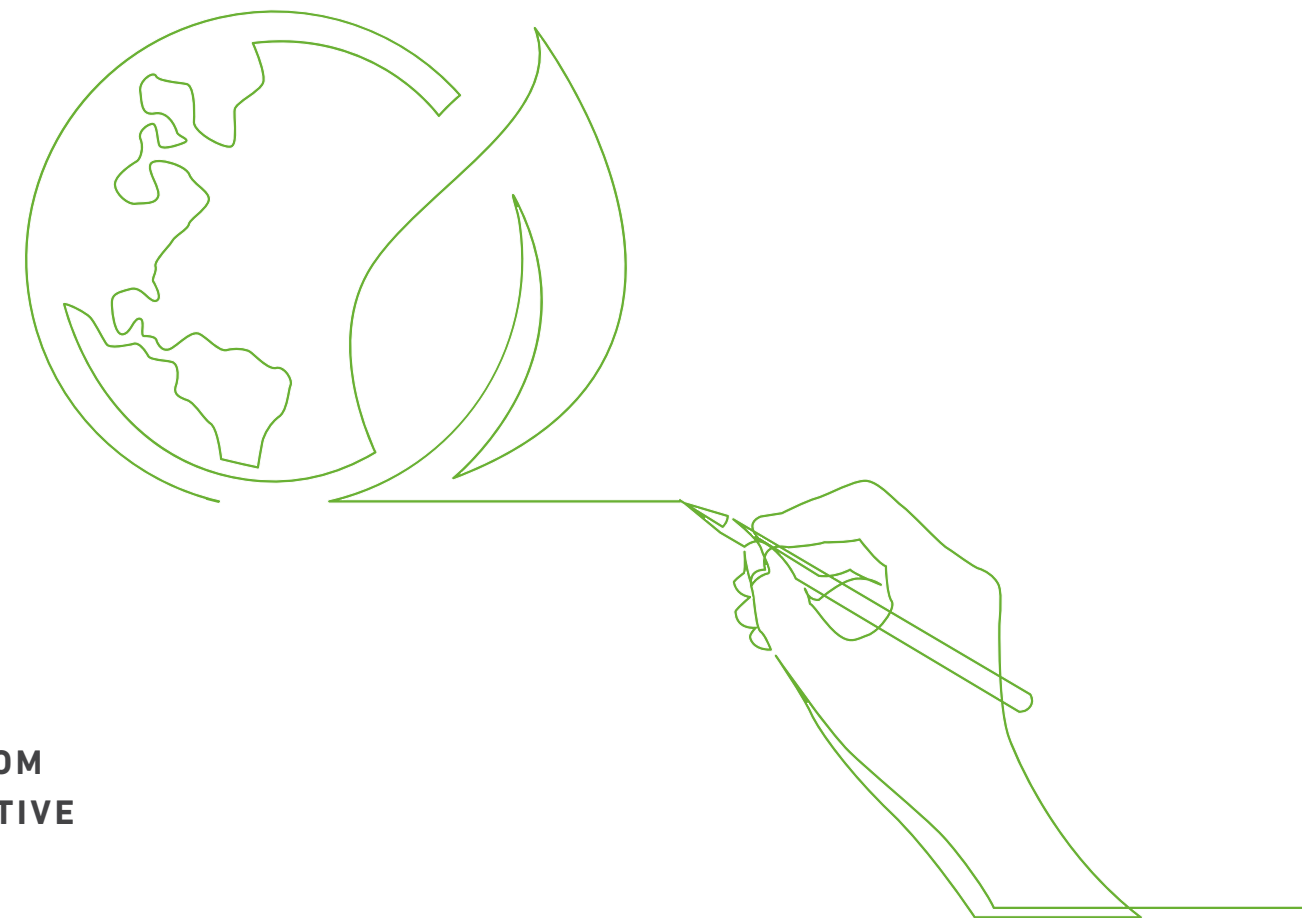
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# *“Sustainable Patio at the heart of the company”*

(GRI 102-14)



## LETTER FROM THE EXECUTIVE DIRECTOR

2019 was a very significant year, since we celebrated 15 years of history as one of the leading real estate rental companies in Chile. This was also the year of our Sustainability Strategy consolidation, which arises thanks to a participatory diagnosis with various actors, where we captured our historical interest in developing cities through real estate projects that become meeting points, generating value with all our stakeholders.

This commitment makes even more sense today, at a time when Chile and the entire world have been shaken by social, health and economic challenges that have also interpellated us as a company to reflect on what type of organization we want to be: a flexible company, able to adapt to the demands of society. In this

context, we are even more convinced that sustainability is undoubtedly a fundamental support that must be at the heart of the company to face current and future challenges.

Today we are proud to present our first Sustainability Report, which concretely represents our aspiration to be a socially and environmentally responsible company through the management and advancement of our Sustainability Strategy, which is approached from a multidisciplinary perspective, transversal to the organization and whose main objective is to connect people and create the best spaces for everyone.

We know that without the effort of all those who make up Grupo Patio it would not have been possible to

successfully reach these 15 years of experience. We want to thank and stand out each one of them for helping us to move forward together and thus make real and achieve our goal of **“uniting people and enriching their lives”**.

**ANTONIO JALAUFF**  
GRUPO PATIO  
EXECUTIVE DIRECTOR



# Methodology of this report

(GRI 102-50)

*This document presents the first Sustainability Report of Grupo Patio, introducing the most important sustainability issues to all our stakeholders. The reportability term includes the time elapsed between January 1, 2018 and December 31, 2019, focusing on our operations in Chile*

*This document has been elaborated using the Sustainability Reports Methodology Preparation proposed by the Global Reporting Initiative (GRI) as a reference, and complementing these standards with our own Sustainability Indicators.*

## A/ LIST OF STAKEHOLDER GROUPS

(GRI 102-40, 102-42, 102-43)



Shareholders and investors



Collaborators



Providers



Clients and users



Community



Environment

## B/ MATERIALITY 2018-2019

(GRI 102-44, 102-46, 102-47, 102-53, 102-54, 102-56, 102-52, 103-1)

*The preparation of this document was based on a materiality process, which considered the review of secondary sources of information and the carrying out of a consultation process with our stakeholders.*

### Sources of information consulted:

- Benchmark of local and global industry
- Review of press appearances
- Review of internal documents

### Consultation of interest groups:

- Interview with Managers and Assistant Managers of Grupo Patio
- Employee survey
- Survey to suppliers and contractors
- Client survey

This complete process allowed us to establish 9 material issues for the sustainable management of Grupo Patio.

MATERIAL ISSUE	EXPLANATION	SCOPE
Sustainable management and leadership	We are a company led by a team that is governed by the highest demands on corporate governance. We design a structure that allows integrating sustainability management to the core of our business, encouraging regular and transparent reportability.	Internal and external
Strengthening teams	Within Grupo Patio we know that our performance is closely connected to the well-being of our teams; therefore, we have formalized a series of initiatives that promote its development based on the valorization of talent and its merits.	Internal
Diversity and inclusion	We are a young company that promotes innovation, seeks to be at the forefront and values the heterogeneity of its teams. At Grupo Patio we understand that diverse and inclusive human groups are more creative, collaborative and related to the demands of our clients and users.	Internal
Responsible value chain	Our suppliers and contractors are part of our team, our concern being to work collaboratively with each of them, especially if they are SMEs that contribute to local development.	Internal and external
Differentiating experience	From our beginnings we have always had the conviction and objective of creating a unique company in Chile with the capacity to renew the real estate market, from the operation to the experience of clients and users. At Grupo Patio we work to improve the experience in our assets, anticipating the demands and needs of our clients and consumers in an innovative way.	Internal and external
Client service and claims management	Our clients and users are at the center of our operation, being a priority to know how they expect us to respond to their requirements, along with understanding the aspects that cause them discomfort and / or discomfort.	Internal and external
Business related to territories	Seeking to bring our assets closer together and generate rewarding experiences for all our stakeholders, we have implemented a series of mechanisms that allow us to develop as a company, tuning in to the interests and expectations of the territories in which we are inserted. It follows from this, our closeness to the communities and our vocation to promote initiatives of shared value.	External
Incident Management	Given the nature of our business, we are very aware that we are not oblivious to the generation of externalities that may affect our stakeholders. Therefore, we work on a series of measures that allow us to tackle them in a responsible manner, seeking to mitigate and / or compensate for the impacts generated.	External
Environmental care	The development and operation of projects that generate the least possible impact on the environment is a challenge that Grupo Patio has adopted with firmness and conviction. Our efforts to grow in the use of renewable energies, measure our carbon footprint and optimize our waste management follow from this.	Internal and external

*This document has not been subjected to external verification. To resolve doubts or queries about this Sustainability Report and the information it contains, you can contact Rodrigo Medina, Sustainability and Public Affairs Manager at [rmedina@patio.cl](mailto:rmedina@patio.cl)*





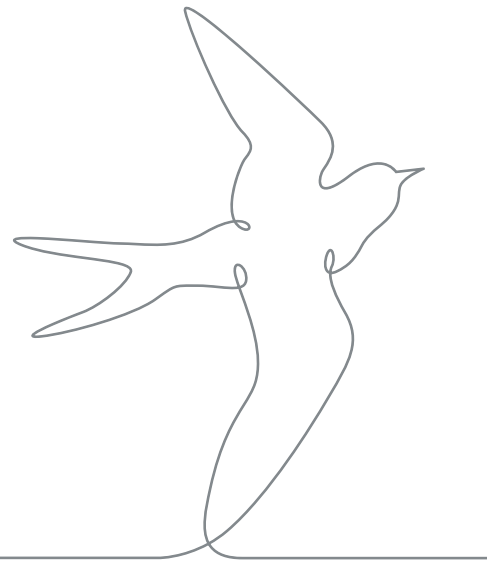
(GRI 102-1, 102-2, 102-3, 102-4,  
102-5, 102-6, 102-7, 102-8, 102-12,  
102-13, 102-16, 102-18, 405-1)

*WE ARE*

Grupo Patio



*\_We are a company led by a team governed by the highest demands on corporate governance, being pioneers in designing a structure that allows integrating sustainability management at the core of our business, promoting periodic and transparent reporting.*



We are Grupo Patio, a leading company in the real estate rental market in Latin America and one of the fastest growing platforms in the region.

Our multi-format model allows us to respond to all kinds of needs through our different assets, such as strategically located shopping malls, high-class office buildings, custom warehouse spaces and residential buildings, always integrating with our environment.

At Grupo Patio we have a clear objective: to create spaces for better businesses with a distinctive signature that stands out for the way of doing things that is not just about assets or square meters. Our contribution is on a human level, we work for people and provide them with experiences.

Hence our interest in continuing to grow through innovative projects that are inserted to improve the quality of life of those around us.

In 2020 we will celebrate 15 years of operation, which has established itself as a platform focused on generating value

in its real estate assets through active management of our portfolio and innovative development of different formats. Our approach has always been marked by productivity and efficiency.

Along with our solid growth, we have focused on delivering profitability and a high standard of integrated service with all those who accompany us, whether they are tenants or investors and that results in providing a better user experience.

In line with global trends, we want to improve day by day through innovation, which allows us to dream without limits and cross borders. In this way, we transform dreams into profitability, growing both in Chile and in Latin America through our offices in Peru and Mexico.

We have more than **44.5 MM of assets** under management, which are invested in our **106 real estate assets** focused on income and operating through our **5 business units**.

# 1.1/

## OUR 5 BUSINESS DIVISIONS



**PATIO** COMERCIAL

We have 77 shopping centers for rent, of different formats and sizes, distributed throughout Chile and Peru. In recent times we have added to our portfolio of assets, larger formats, such as regional malls and outlets. In 2019 we added 19 new assets to our portfolio.



**PATIO** OFICINAS

Division that specializes in the development and rental of office buildings, where excellence and location are the main axes of each of our projects. We have 16 offices for rent, 13 are in Chile and 3 in Peru.



**PATIO** INDUSTRIAL

In the area of industrial parks we have 15 assets distributed in the form of tailor-made projects ("built to suit") and warehouses for rent for both large industry and SMEs and individuals.



**PATIO** RESIDENCIAL

This division seeks to capitalize on our experience in real estate income oriented to the housing market, specifically apartments. This division focuses on the investment and development of residential buildings for rent, in a market that is in full development in Chile.

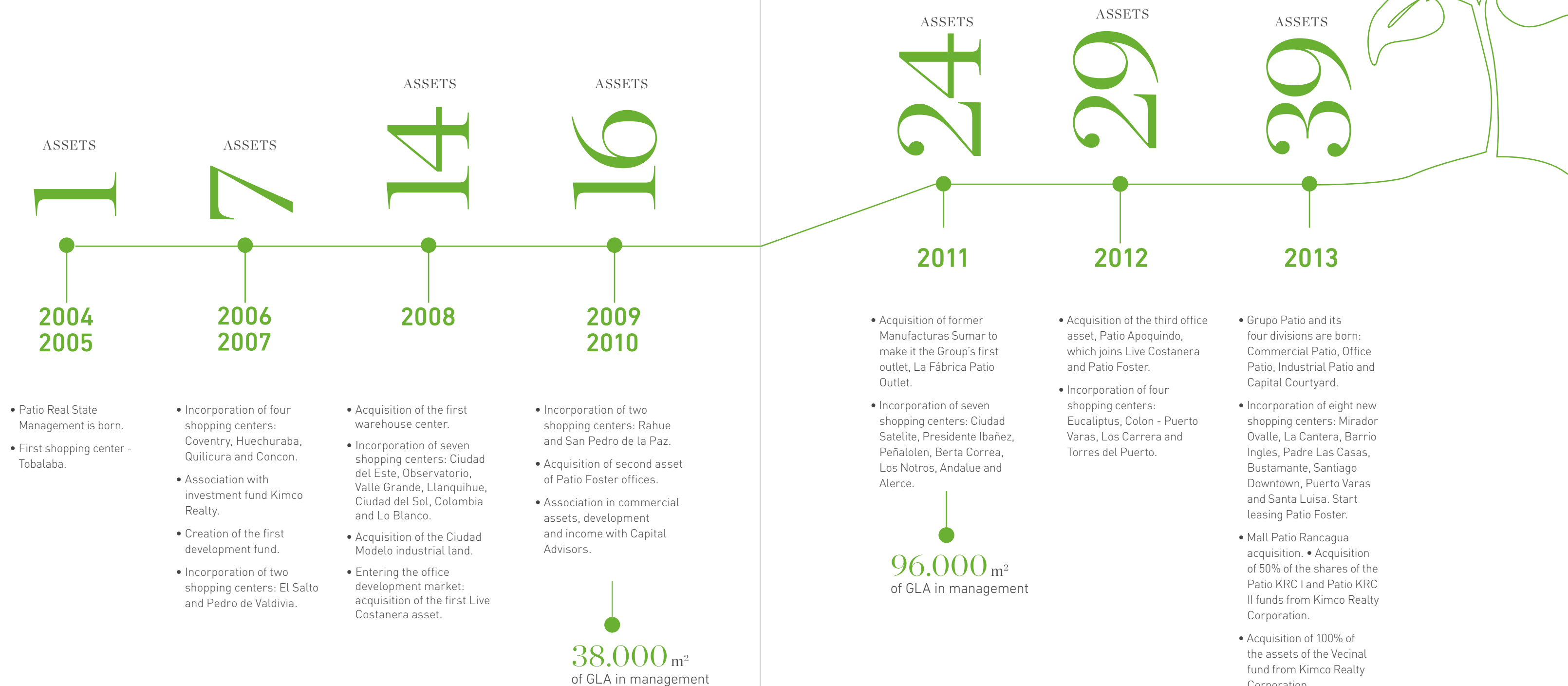


**PATIO** CAPITALES

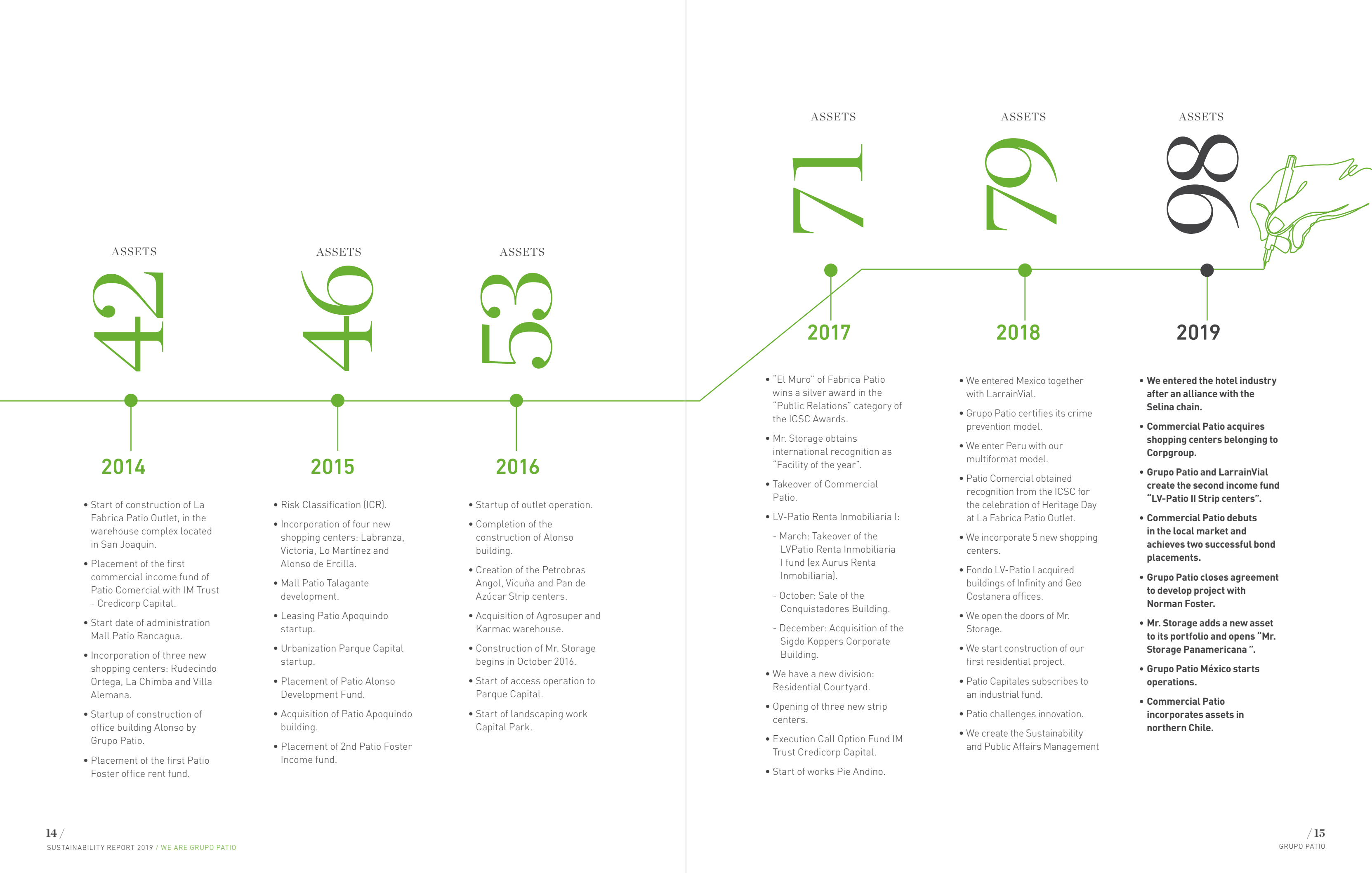
Grupo Patio also has this financial division that allows us to provide advice for the best projects to investors, seeking high rates of return.



## OUR 15 YEARS OF HISTORY







ASSETS

42

2014

- Start of construction of La Fabrica Patio Outlet, in the warehouse complex located in San Joaquin.
- Placement of the first commercial income fund of Patio Comercial with IM Trust - Credicorp Capital.
- Start date of administration Mall Patio Rancagua.
- Incorporation of three new shopping centers: Rudecindo Ortega, La Chimba and Villa Alemana.
- Startup of construction of office building Alonso by Grupo Patio.
- Placement of the first Patio Foster office rent fund.

ASSETS

46

2015

- Risk Classification (ICR).
- Incorporation of four new shopping centers: Labranza, Victoria, Lo Martínez and Alonso de Ercilla.
- Mall Patio Talagante development.
- Leasing Patio Apoquindo startup.
- Urbanization Parque Capital startup.
- Placement of Patio Alonso Development Fund.
- Acquisition of Patio Apoquindo building.
- Placement of 2nd Patio Foster Income fund.

ASSETS

53

2016

- Startup of outlet operation.
- Completion of the construction of Alonso building.
- Creation of the Petrobras Angol, Vicuña and Pan de Azúcar Strip centers.
- Acquisition of Agrosuper and Karmac warehouse.
- Construction of Mr. Storage begins in October 2016.
- Start of access operation to Parque Capital.
- Start of landscaping work Capital Park.

ASSETS

71

2017

- "El Muro" of Fabrica Patio wins a silver award in the "Public Relations" category of the ICSC Awards.
- Mr. Storage obtains international recognition as "Facility of the year".
- Takeover of Commercial Patio.
- LV-Patio Renta Inmobiliaria I:
  - March: Takeover of the LVPatio Renta Inmobiliaria I fund (ex Aurus Renta Inmobiliaria).
  - October: Sale of the Conquistadores Building.
  - December: Acquisition of the Sigdo Koppers Corporate Building.
- We have a new division: Residential Courtyard.
- Opening of three new strip centers.
- Execution Call Option Fund IM Trust Credicorp Capital.
- Start of works Pie Andino.

ASSETS

79

2018

- We entered Mexico together with LarrainVial.
- Grupo Patio certifies its crime prevention model.
- We enter Peru with our multiformat model.
- Patio Comercial obtained recognition from the ICSC for the celebration of Heritage Day at La Fabrica Patio Outlet.
- We incorporate 5 new shopping centers.
- Fondo LV-Patio I acquired buildings of Infinity and Geo Costanera offices.
- We open the doors of Mr. Storage.
- We start construction of our first residential project.
- Patio Capitales subscribes to an industrial fund.
- Patio challenges innovation.
- We create the Sustainability and Public Affairs Management

ASSETS

88

2019

- **We entered the hotel industry after an alliance with the Selina chain.**
- **Commercial Patio acquires shopping centers belonging to Corpgroup.**
- **Grupo Patio and LarrainVial create the second income fund "LV-Patio II Strip centers".**
- **Commercial Patio debuts in the local market and achieves two successful bond placements.**
- **Grupo Patio closes agreement to develop project with Norman Foster.**
- **Mr. Storage adds a new asset to its portfolio and opens "Mr. Storage Panamericana".**
- **Grupo Patio México starts operations.**
- **Commercial Patio incorporates assets in northern Chile.**



*Our Corporate Governance is composed of experienced directors, with high standards of responsibility and excellence.*

Despite having diverse visions, skills and experience, the complementarity of our Corporate Governance in terms of work trajectory, age group and profession allows us to strengthen Grupo Patio and fulfill our purpose.

We have a series of general and specific objectives for each of our divisions.



**Sergio Jalaff /**  
Honorary President  
78 years



**Darío Calderón /**  
President  
72 years



**Andrés Solari /**  
Vice president  
46 years



**Álvaro Jalaff /**  
CEO  
39 years



**Antonio Jalaff /**  
Executive Director  
46 years



**Cristián Cahe /**  
Director  
50 years



**Alberto Selman /**  
Director  
58 years



**Patricio Rojas /**  
Director  
58 years



**Sebastián Khamis /**  
Director  
38 years



**Cristián Abumohor /**  
Director  
42 years



**Raimundo Ducci /**  
Director  
34 years



**Ignacio Botelli /**  
Secretary  
39 years





## CORPORATE

Consolidate our position as one of the main real estate rental companies in Chile.

Become a brand recognized for its quality, efficiency, sustainability and its unique management model.

Increase the ability to compete in today's markets.

## FINANCIAL

Maximize the value of the company and the capital of the shareholders.

Find the best solutions for long- term sustainable growth.

## COLLABORATORS

Go for the quality and training of employees.

Encourage wellness and patio spirit.

Being an optimal organizational structure, capable of responding to all the needs of each of our clients.

## CLIENTS

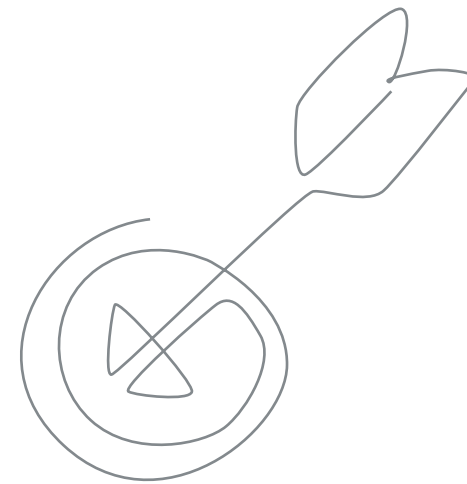
Understand and retain customers in each of our business areas, offering them the best solutions to their real estate requirements.

## CONSUMERS

Provide a solution to the needs of consumers, bringing closer the offer of products and services, contributing to the reactivation of neighborhoods and cities.

## SUSTAINABILITY

Developing cities through real estate projects that become meeting points, generating value with all our stakeholders.



Be positioned as a key player in the market, offering integrated management and solutions different from those provided by the competition.

Diversify new industrial business areas with solutions for different types of clients: individuals, SMEs and large corporations.



Be positioned as an international category real estate agency and be recognized as such

Offer exclusive, high- quality, unique products with added value and different from the competition.

Build customers loyalty with the main Chilean and multinational companies that add value to our assets.



Offer solutions with profitability superior to the market, with quality products, low risk, diversified and transparent.

Maintain a strong capital structure.



Consolidate the leadership position in neighborhood shopping centers throughout Chile.

Replicate the successful business model in the diversification of larger assets, such as malls and outlets.

Capture, respond and retain the largest customers in the retail area.



Become the main developer and operator of residential buildings 100% dedicated to leasing in Chile.

Provide housing for rent with a high standard in both design and services required by tenants.

Manage projects as a centralized unit and deliver comprehensive solutions to its inhabitants.

*As a company we participate in various instances relevant to the real estate industry and our country, always pondering and joining forces to make a real contribution. We know that we are key players and we want to have a leadership role in these spaces:*

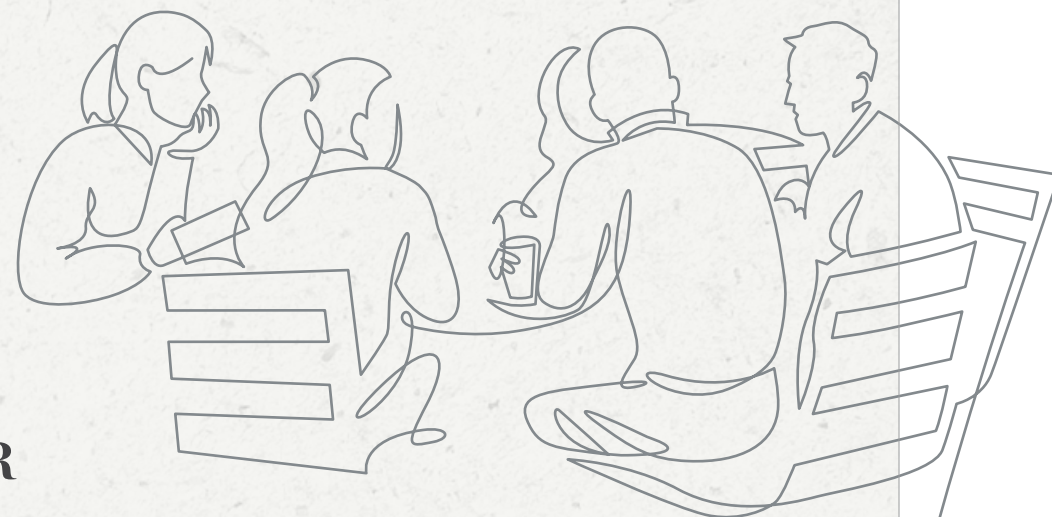
- Chilean Chamber of Construction
- Chilean Chamber of Shopping Centers
- International Council of Shopping Centers (ICSC)
- GRI Club
- Contribute to the Real Estate Industry

# 1.4/

## OUR PEOPLE

GRUPO PATIO IS INTEGRATED BY A TOTAL OF 216 EMPLOYEES.

177 PEOPLE WORK IN CHILE AND 38 AT OUR HEADQUARTERS IN PERU AND 1 IN MEXICO.



**\_86**  
TOTAL  
WOMEN



**73** Chile  
**13** Perú

**\_130**  
TOTAL  
MEN



**104** Chile  
**25** Perú  
**- 1** México

# 1.5/

## MISSION, VISION AND VALUES

*Our projects and businesses are more than a plan or a building. At Grupo Patio we have a clear purpose:*

***“To unite people and enrich their lives.”***

*In order to meet the objectives that we have set as a company, our mission, vision and values are the guidelines that defines our daily actions and let us face each of our stakeholders.*

### MISSION

Develop, design, build and manage real estate projects, achieving a management of the highest standard. Invest in international real estate assets that ensure stability and profitability, and thus be able to achieve strong brand recognition and a solid reputation.

### VALUES

Our values move and guide us to become a better company for all of us who work at Grupo Patio, and thus demonstrate it to customers, investors, our environment and the communities in which we are present.

### VISION

Becoming the first REIT (Real Estate Investment Trust) in the Chilean market, emerging as the leading company in the real estate rental market in our country, through an integrated model of investment and management in world-class assets based on recurring and countercyclical income.

#### **1. Independence:**

We make decisions based on our deepest convictions, one of which is to be good news for the communities closest to our operations.

#### **2. Excellence:**

We are driven by a job well done and that is why we base our work on high standards of quality and service, which are reflected in the link and initiatives that we develop with organizations located in the surroundings of our operations.

#### **3. Transparency:**

We promote and build a culture of good practices, building a close, direct and horizontal relationship with the main interest groups in a territory, where the delivery of relevant, useful and timely information is essential.





# 1.6/

## COMPLIANCE

In line with the value of transparency in our actions, we have established mechanisms and regulations to avoid breaches of legality and ethics in our daily work and in certain economic activities such as real estate management.

This is how we adopt and implement a real and effective organization, administration and supervision model aimed at crime prevention that is contemplated in Law 20.393 (Criminal Liability of Legal Entities), which allows mitigating external risks and turns our company into a active body in favor of legal and ethical business practices.

At Grupo Patio we have a Crime Prevention Model, certified since 2018, by the consulting firm Prelafit Compliance. This model allows us to position ourselves as a company that has high standards, both nationally and internationally, in the area of Compliance.

Along with the above mentioned, we have a Report Channel, open to all our stakeholders, that seeks to be an online, telephone and email tool to prevent and detect crime related to Law 20.393, harassment and fraud.

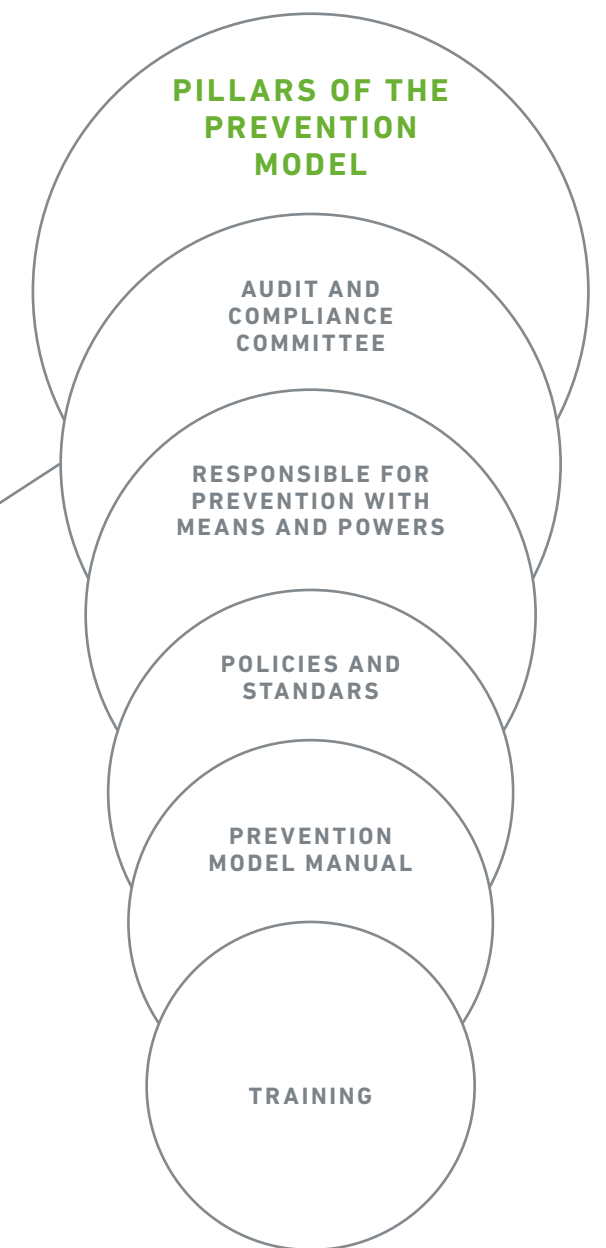
In addition to the Report Channel, we have an ethics committee, integrated by 3 people from the company and led by the Compliance Area, it seeks to responsibly manage the ethics and procedures associated with the Report Channel. In the search to promote a transparent and integral culture within Grupo Patio, during 2019 we incorporated the themes of ethics and Compliance into our talks and trainings.

## REPORT CHANNEL

@ [etica.grupopatio@resguarda.com](mailto:etica.grupopatio@resguarda.com)

800 835 133

A **RESGUARDA** operator will take your call and guide you through the development of your complaint. At the end you will be provided with a report number and a password to the able to follow up.



*As for our suppliers, as Grupo Patio we give special relevance to **responsible, transparent and excellent management** with them, thus in 2019 we established a supplier evaluation and contracting system that incorporates a series of aspects related to ethical, social and sustainable behavior.*

The contracting process of our new suppliers has an internal procedure that seeks to eliminate possible conflicts of interest or any other act that attempts against the transparency of the process and selection.

Some of our new requirements for contracting suppliers are related to ensuring compliance with Grupo Patio Codes, Policies and procedures at all

times, especially the Crime Prevention System Manual. In addition, we have a supplier selection process that requires them to submit at least 3 quotes, which guarantees diversity and equality.

Once the supplier is selected, they must undergo a periodic review of its internal practices and towards its various stakeholders, based on ethical, social and sustainable criteria.





SUSTAINABLE  
PATIO



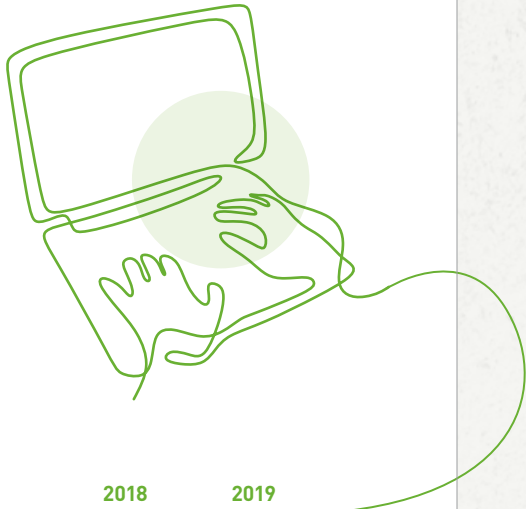
# 2.1/

## HOW WE WORK AND CREATE VALUE

(GRI 201-1)



Seeking to be a contribution to all the stakeholders we interact with, we distribute our economic value as follows.

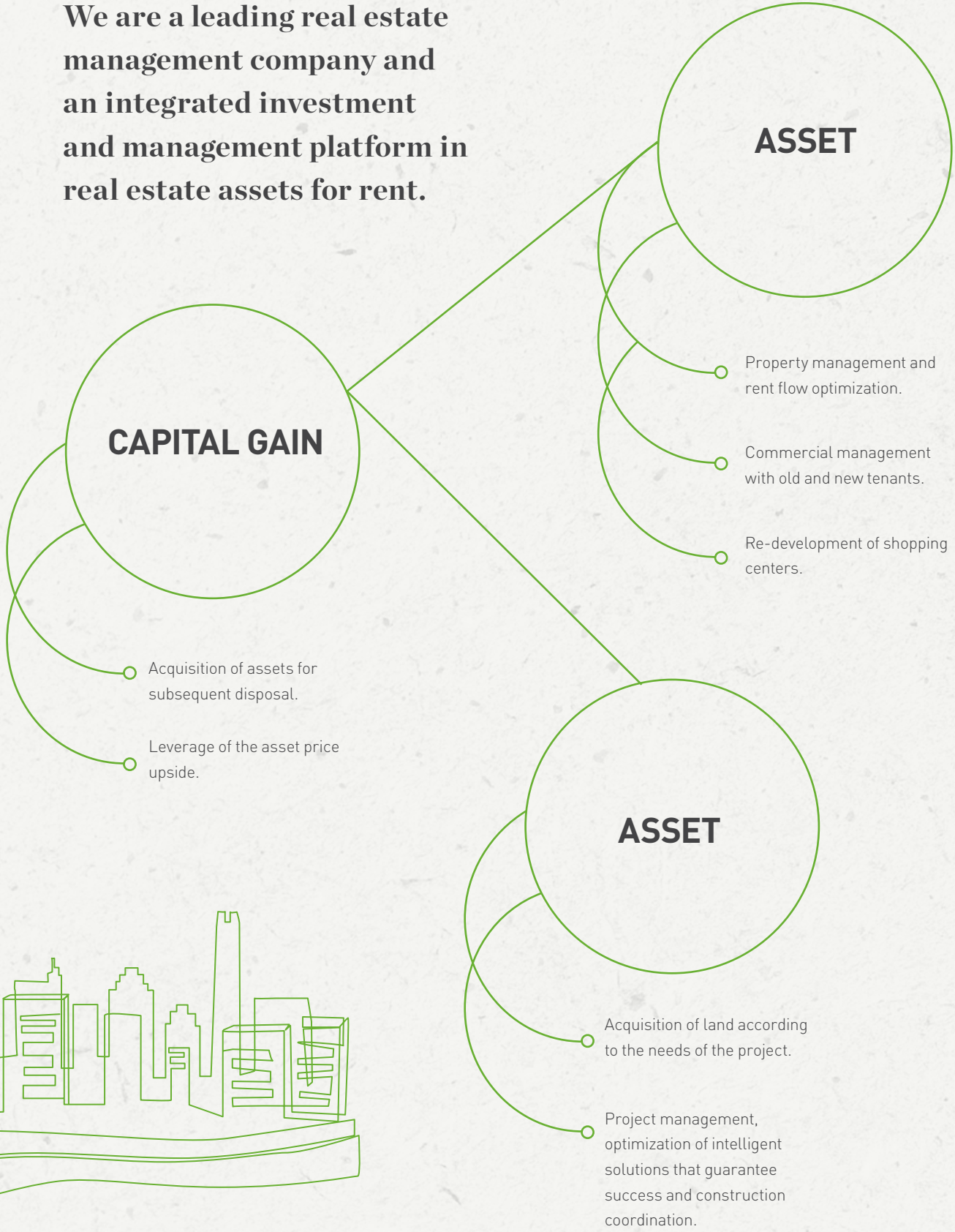


	2018	2019
<b>ECONOMIC VALUE CREATED (M\$)</b>		
Economic value created	100%	100%
<b>ECONOMIC VALUE DISTRIBUTED (M\$)</b>		
Total N° People	17.8%	22.3%
Total N° Providers	53%	56.8%
Total Taxes	28.8%	20.2%
Total Sustainability	0.4%	0.7%
Economic value distributed	118.7%	84.9%
Retained economic value	-19%	15%

Note: Figures correspond to the consolidated financial statement.

Our efficiency and excellence has allowed us, in these 15 years of experience, to grow profitably and improve the quality of life of those around us, under a differentiating and integrated model among our 5 divisions that is based on surplus value, development and income.

We are a leading real estate management company and an integrated investment and management platform in real estate assets for rent.



44.5 MM UF

Assets under management

98

Assets for rent

532,963 m<sup>2</sup>

GLA in rent

149,492 m<sup>2</sup>

GLA in anchor stores

1,295

Clients

+ 200

Collaborators

97.8%

Occupation of Shopping malls

68

Shopping Malls

20

Shopping malls in the Metropolitana Region

48

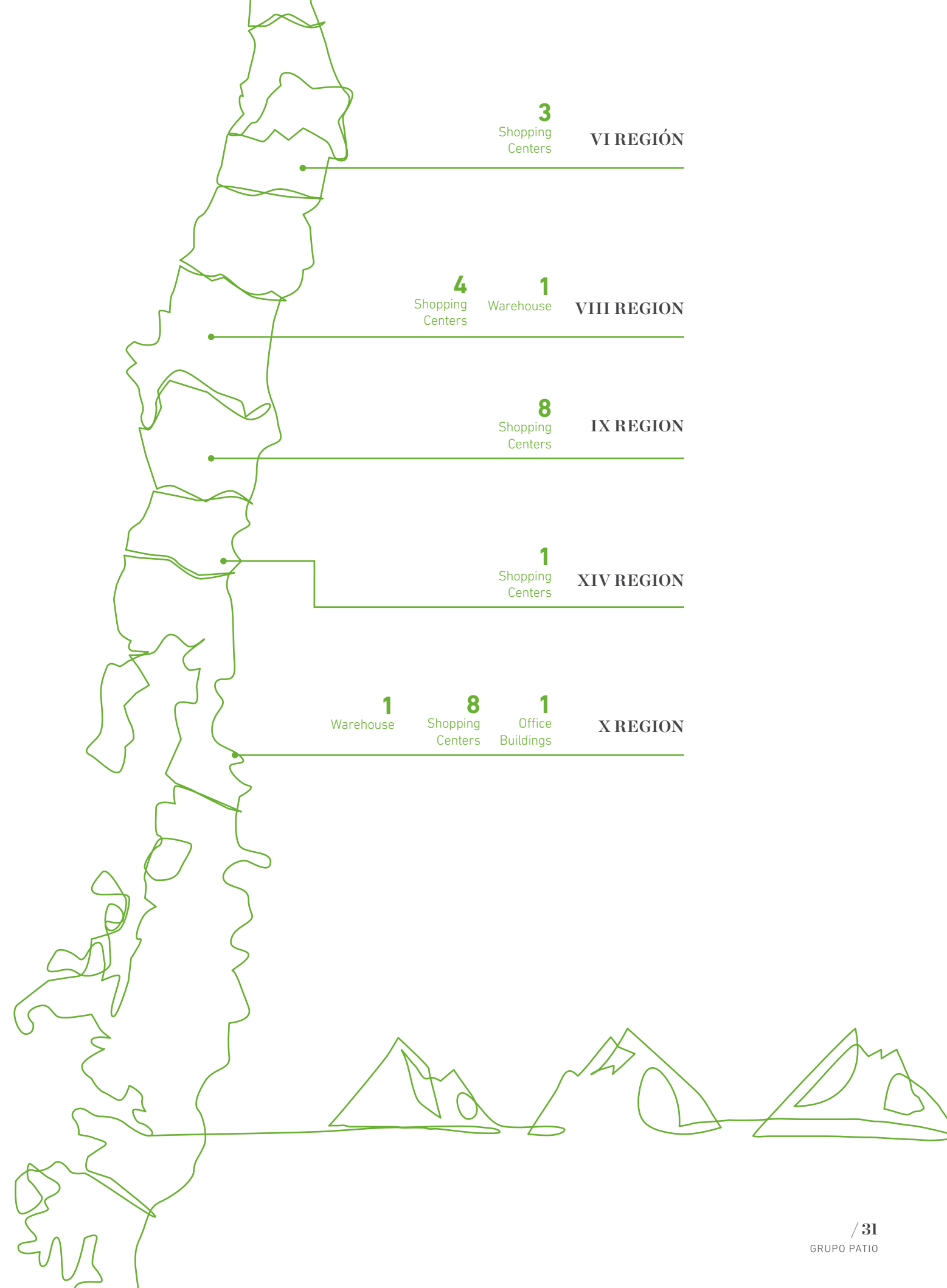
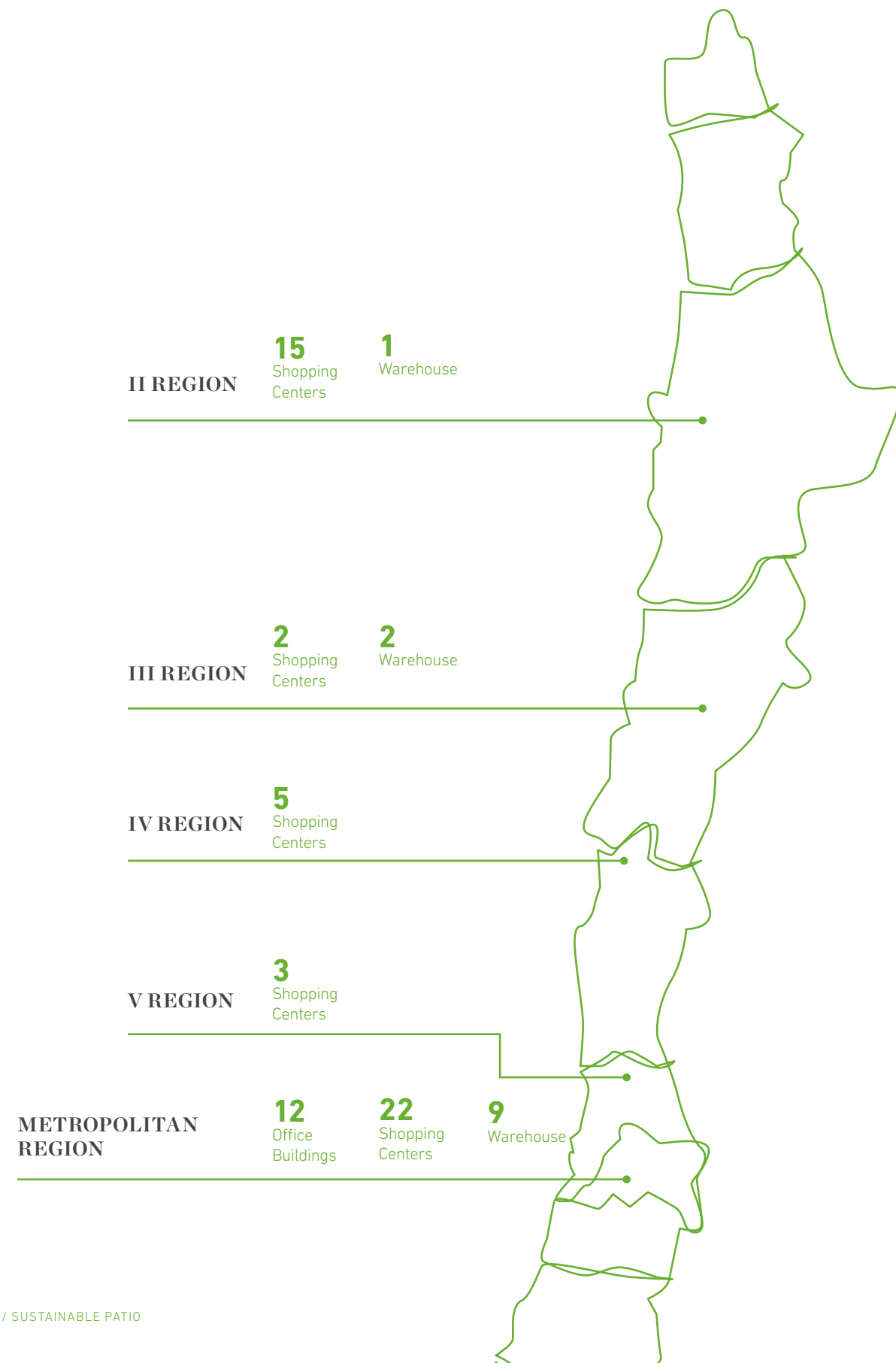
Shopping Malls in other Regions

*In 2019 Grupo Patio managed to increase to 106 assets with a series of milestones that marked our economic performance during the year.*





# OUR ASSETS THROUGHOUT CHILE



# 2.2/

## HOW WE CREATE SHARED VALUE

At Grupo Patio, we develop cities through real estate projects that become meeting points, generating value with all our stakeholders, with whom we establish a long-term relationship.

We want to be leaders in the real estate industry and we are convinced that sustainability is one of our distinguishing attributes, always seeking a balance between economic, social and environmental factors, at all levels of our operations.

We can proudly say that our sustainability strategy is born after a co-construction work between all our stakeholders in a horizontal and participatory way.

### DE TODOS Y PARA TODOS

As Grupo Patio we seek to anticipate trends and we have committed ourselves to the highest quality standards, which is why we decided to integrate sustainability into our way of doing business.

From the foregoing, we can see our concern to balance economic development with the social and environmental well-being of our stakeholders; both those who intervene throughout our value chain, as well as those who are in the environment of our operations.

Under this premise in 2018, and after these 15 years of experience and reality in the market, it seemed essential for us to be able to evaluate how we wanted to project Grupo Patio in the long term, so we carried out a diagnostic process, based on the dimensions of ISO 26.000 , understanding that, prior to the design of a Sustainability Strategy, it is essential to know the state of maturity that these matters have within the company.

This is how we review and raise the gaps and opportunities for improvement of the following organizational aspects:



1.  
*Governance*



2.  
*Labor practices*



3.  
*Enviroment*



4.  
*Fair operating practices*



5.  
*Consumers affairs*



6.  
*Participation and relationship with the community*



7.  
*Human rights*



Event dedicated to former Sumar manufacturing workers on Heritage Day 2018.

This complete analysis included an exhaustive gathering of information, based on the review of internal documents, the conduct of interviews with the our company's executives, the consultation of our stakeholders and the preparation of a Benchmark on the companies that lead these matters to national and international level.

As part of our collaborative spirit, we are pleased to have carried out this exercise in a participatory manner among all those who integrate Grupo Patio,

allowing us to generate a deep reflection about the company's projections and our firm path towards sustainability.

This diagnosis included the participation of all our stakeholders,

through open and participatory instances, which allowed us during 2019 to rethink our actions, enhancing our strengths and working on our opportunities for improvement.

This challenge led to the definition the Group's Sustainability Strategy, under the leadership of a governance structure within the company.

Through four main focuses, our strategy brings to life the articulation of a series of projects and initiatives that will allow us to consolidate ourselves as a sustainable company by the year 2025 for all our stakeholders and with a distinctive and industry-leading seal .

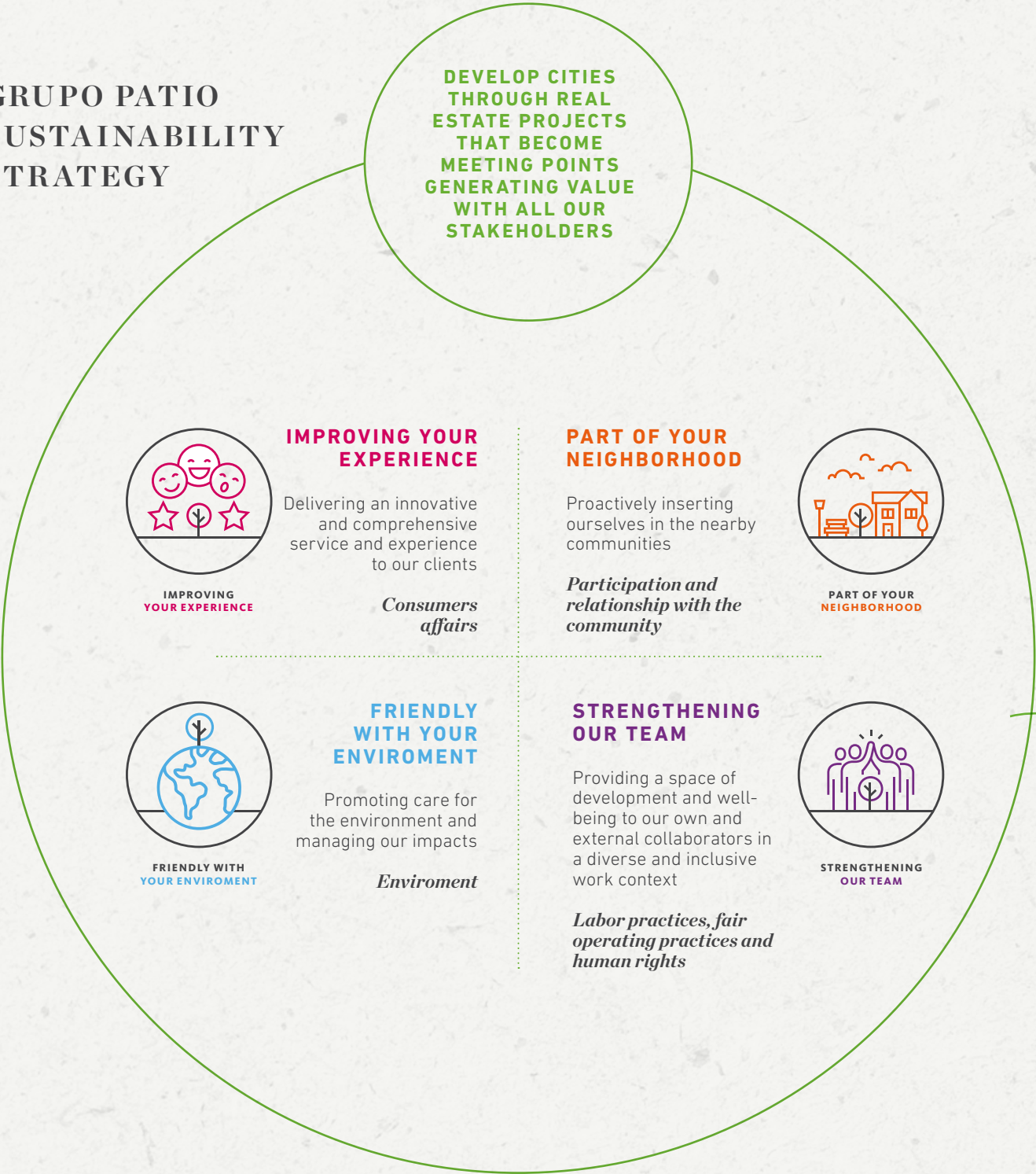


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Inquiries made to our stakeholders



# GRUPO PATIO SUSTAINABILITY STRATEGY



# REPORTABILITY AND TRANSPARENCY

Understanding that sustainability addresses all areas of company management, nourished by collaborative work and the synergies that occur between multidisciplinary teams, at Grupo Patio we design a governance structure that responds to these ends.

This structure is based on the creation of a Sustainability Committee that, led by the Sustainability and Public Affairs Management, is integrated by member from different areas and / or work team, seeking to jointly attend to the projects and initiative, contained in the Strategy.

The Committee will meet bimonthly during 2020, allowing

monitoring of the required task, along with safeguarding the reportability, transparency and coordination of joint actions to address the challenges that involve more than one area of the company.

Now, seeking to promote the integration of sustainability with the development of our business, the Sustainability Committee is also required to report quarterly to the Executive Committee of our company.

Thus, we seek to promote decision-making, associated with projects that require being fully in tune with our business strategy and long-term vision.

## GOVERNANCE STRUCTURE



# 2.3/

## MILESTONES OF 2019



**\_1**

*Socio-environmental  
diagnoses and risk  
matrix in project  
evaluation*

Page 57



**\_2**

*Design of the Diversity  
and Inclusion program*

Page 44



**\_3**

*Carrying out a free  
competition diagnosis*

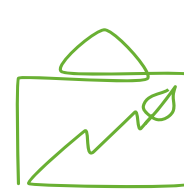
Page 46



**\_4**

*Participatory  
diagnosis for  
agreements and  
joint solutions with  
commercial clients*

Page 50



**\_5**

*Incorporation  
of sustainable  
development issues  
in the growth and  
expansion project of La  
Fábrica*

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**\_6**

*Participatory  
methodologies to activate  
shopping centers*

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**\_7**

*Waste management in  
the Office Patio*

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**\_8**

*Timely and relevant  
community relations*

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**\_9**

*Design of projects  
with territorial  
relevance*

Page 58



**\_10**

*Customer Service  
System*

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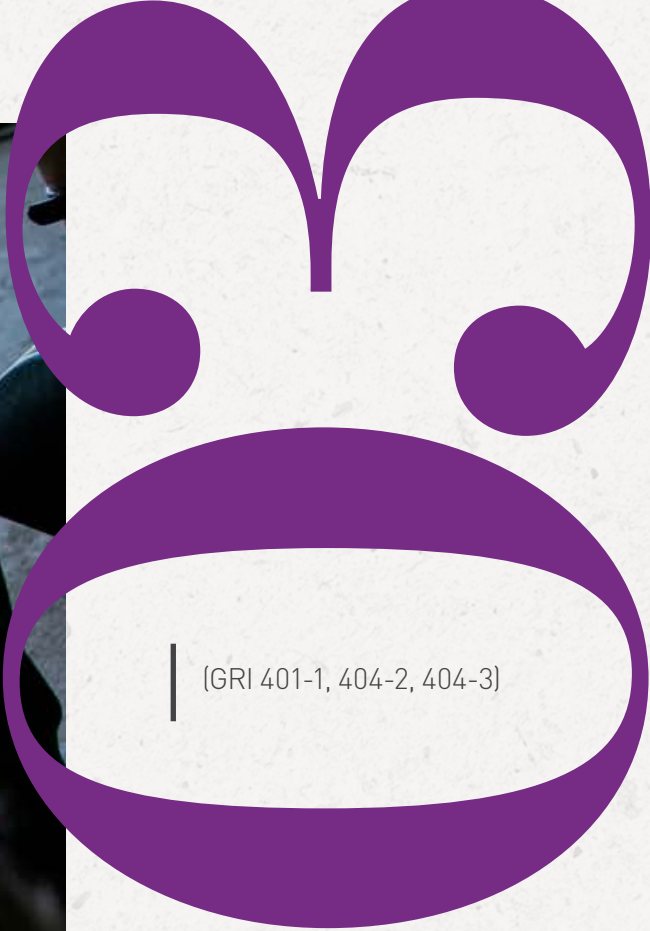


**\_11**

*Voluntary and  
early adherence to the  
40-hour day*

Page 40





[GRI 401-1, 404-2, 404-3]

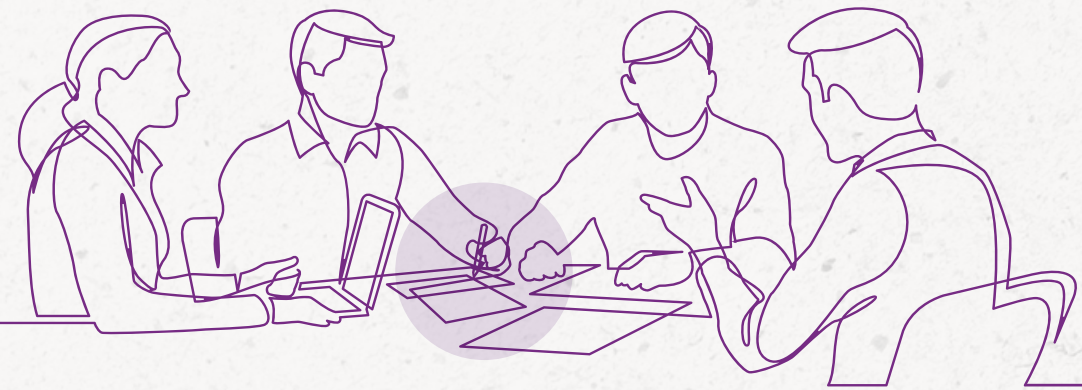


STRENGTHENING  
OUR TEAM

*Providing a space  
for development and  
well-being to our  
own and external  
collaborators, in a  
diverse and inclusive  
work context.*



Within Grupo Patio we know that our performance is closely connected to the well-being of our teams; therefore, we have formalized a series of initiatives that promote its development based on the valorization of talent and its merits.



Within the framework of this commitment, within our Sustainability Strategy the first pillar is **Strengthening our team**, which arises from a co-construction process and seeks to strengthen our team by providing a space for development and well-being to our own and external collaborators (suppliers and contractors), in a diverse and inclusive work context.

Our collaborators are our priority and our main focus of work, in the understanding that they are the greatest ambassadors of the

company and we fulfill our purpose internally when we manage to unite them and enrich their lives.

We have a series of benefits that aim to be a contribution to improving their quality of life both within Grupo Patio and also in their personal and family life.

We firmly believe that quality of life is built by taking more time for sports, family and rest. Under this premise, we implement from in 2019 we implemented the voluntary and early adherence to the 40-hour day, a bill widely discussed in public opinion during that year.

Thus, we reduced our workday by around five hours per week, since we are sure that the well-being of our collaborators is highly related to work and personal balance.

Meanwhile, we have a series of benefits focused on improving the quality of life of those who are part of Grupo Patio. Some prominent examples are:

**HEALTH:**  
*Complementary insurance with 80% charge to the employer*

Our complementary health insurance provides our collaborators and their families with various coverage: Health, Dental, Life and Catastrophic. Which can be occupied during the 365 days of the year. This insurance has a co-payment by the company of 80% and our collaborator bears 20% of the total cost of the insurance. It consists of granting compensation or reimbursement to the insured for medical, clinical, pharmaceutical, and hospital expenses not covered by his pension health entity, this benefit is delivered cross-sectionally.

**WELL-BEING:**  
*Chair massage*

The chair massage is designed to alleviate the emotional and stress load of our collaborators, accumulated during the work week. This massage is performed twice a week, distributed over 4 hours a day, on Tuesdays and Thursdays, lasting 15 minutes per person, achieving relaxation spaces within the same company. A chair massage considerably improves the mood of our collaborators, being able to achieve the feeling of well-being and happiness, this benefit is delivered cross-sectionally regardless of the hierarchy.

**QUALITY OF LIFE:**  
*Approach bus*

This benefit aims to facilitate the commute of our collaborators, both back and forth between their workplace and home. Today we have 2 routes to the southeast and west sectors of the Metropolitan Region, where the largest number of collaborators with locomotion problems is concentrated. This benefit translates into less stressed collaborators, with a better disposition with work commitments. What always brings better results and productivity, this benefit is delivered transversally.

**HEALTHY LIFE:**  
*Fruit Day*

Fruit day is a healthy habit that we implemented a couple of years ago as a company for our collaborators, this benefit consists of delivering seasonal fruits and nuts as promoters of food security, this benefit is carried out once a week in Our offices. Managing to improve the health of our collaborators and reducing chronic diseases and obesity at work, it is an instance expected by our collaborators since it generates a better work environment, this benefit is delivered cross-sectionally.

**ENTERTAINMENT:**  
*Bonus September and December*

It is an extra benefit in addition to the monthly remuneration that collaborator receive, this benefit is paid in September (National Holidays) and December (Christmas) of each year, delivering an economic bonus, this benefit is delivered transversally regardless of the hierarchy.

During the social outbreak of 2019, as Grupo Patio we decided that one of our priorities was the well-being of our collaborators, quickly designing solutions to support them in this complex moment:

- 1\_ We wanted to make sure that employees could safely reach their workplace at our headquarters. We made available 2 approach buses, one with a route from Maipú and the other from Puente Alto to our offices in Vitacura, with stops in the surrounding municipalities. These buses are still available to employees who need it.
- 2\_ We developed 8 discussion sessions, where the collaborators could participate voluntarily to reflect, share their concerns and support each other in this complex scenario.
- 3\_ We share a relaxation workshop open to collaborators to lower the stress level and release the tensions and shock that some experienced in the face of contingencies.
- 4\_ We made available a Psychologist from the People team to those collaborators who required a personalized space.
- 5\_ Given the difficulties of supply in some sectors of Santiago, we made a purchase of basic non-perishable supplies and cleaning supplies, which were offered free of charge to employees who needed any of these products.



In parallel, we prioritize the development of talent within our company and we want to maximize the skills and knowledge of our collaborators.

In 2019, the People's Sub-Management, together with the Managers of each area, selected the participants for each training. This was done based on the gaps detected between what is expected of our collaborators in Patio with their current skills and improvements in their performance, increasing the sense of belonging to the organization, promoting Patio culture, preparing our collaborators to face new organizational changes.

Our focuses during 2019 were those tools that allow us to train the daily work of our collaborators, such as the Diploma in Real Estate Project Evaluation, Office 365, Compliance and Leadership Coaching.

Thus the following training as a Patio Group were carried out:

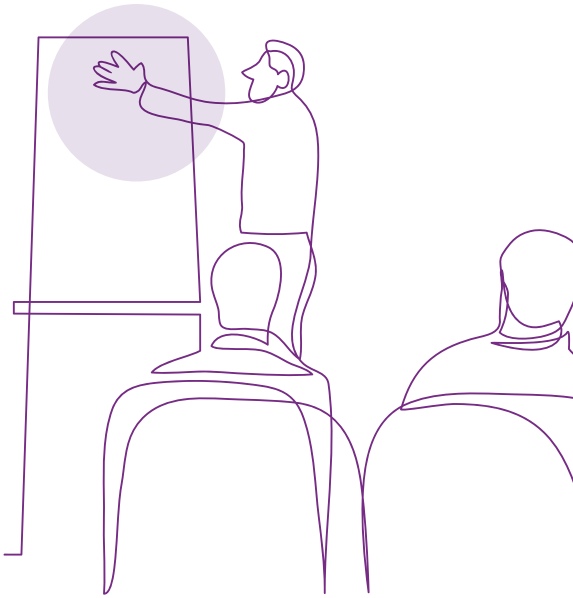
- *Real estate project evaluation Diploma*
- *IFRS Diploma*
- *Business English*
- *Excel training*
- *Use and handling of portable fire extinguishers*
- *First aid*
- *Office 365 tools*

- *Compliance*
- *Safeguards*
- *Performance evaluation*
- *Leadership Coaching*

To achieve the maximum potential of our collaborators, leadership in our organization is present day by day. As an organization we are committed to continuous improvement. For this reason, we have permanent leadership coaching, consisting of giving the necessary tools to develop and enhance the maximum talent of each of our collaborators and the organization.



**OF THE TOTAL TRAINING, 73% WERE IN FACE-TO-FACE FORMAT AND THE REST IN E-LEARNING FORMAT. MEANWHILE, 100% EMPLOYEES HAD TRAINING IN 2019, TOTALIZING 24.1 HOURS PER CAPITA OF ANNUAL TRAINING.**



The coaching are carried as a way to measure and detect needs, raising the requirement with their direct leadership. Once the process is finished, the results are delivered through a Focus Group, where the points to be discussed are: empathy, communication, enthusiasm, resolution, creativity, honesty and strategy.

We know that the development of our collaborators must not only be focused on the sum of competences, but also on the incorporation of improvement opportunities that help them promote a continuous review of their functions and objectives to be achieved within the company and in relation to our stakeholders.

One of the tools that we consider key in the development of each Grupo Patio professional is performance evaluation, an instrument that seeks to provide guidance regarding the state of behaviors that participate in the exercise of leadership, with the aim that they can reinforce their

strengths. and work on their gaps or learning space. In 2019 we started with a pilot plan aimed at Managers and Assistant Managers, where 18% of our collaborators were present.

Understanding the opportunity for improvement that arises in the evaluation and self-evaluation of our performance, by 2020 100% of our organization will participate in this process. This process will have a 360 °, 180 ° and 90 ° approach depending on the position of each collaborator, allowing the evaluation of headships, dependents and also peers.

The process is carried out with complete confidentiality and anonymity, through an online questionnaire for each collaborator. At the end of the measurement stage, a report is issued with the detail and averaged information that will be delivered to each of our collaborators.

Along with the above, the working climate in our organization is a factor of high importance since it measures

a set of conditions, both social, psychological and environmental. For this reason, we apply a work climate measurement tool to the interior of our organization every two years.

In 2016 and 2018 Great Place To Work helped us identify, create and sustain an excellent workplace for our collaborators, where the points to be measured were credibility, respect, impartiality, pride and camaraderie. These points were measured at the area vision and corporate vision level, there we saw an improvement from 71% to 74% between 2016 and 2018. By 2020 we plan to carry out a new climate measurement where we hope to continue to grow and be each day a better company to work for.





Grupo Patio actively participates in events organized by Fundación Miradas Compartidas, such as a traditional soccer game that takes place every year.

# 3.1/

## DIVERSITY AND INCLUSION

(GRI 405-1, 405-2)

*We are a young company that promotes innovation, seeks to be at the forefront and values the heterogeneity of its teams. At Grupo Patio we understand that diverse and inclusive human groups are more creative, collaborative and related to the demands of our clients and users.*

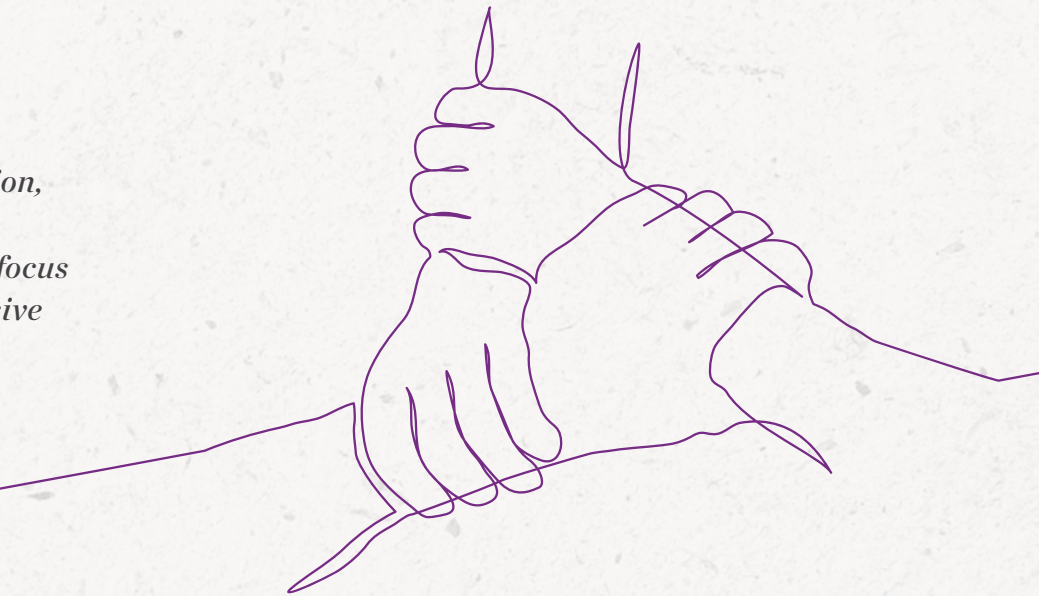
In tune with the changes that Chilean society has undergone in the context of the introduction of the Labor Inclusion Law, at Grupo Patio we are working to incorporate the topics of Diversity and Inclusion into our People Management Policy. This seeks to promote the development of a heterogeneous work environment, based on talent, meritocracy and the complementarity of differences.

Along these lines, the Miradas Compartidas Foundation has advised us in creating suitable jobs for people with disabilities in order to respond to the Labor Inclusion Law, in line with the inclusive company that we want to be. Another of our contributions to

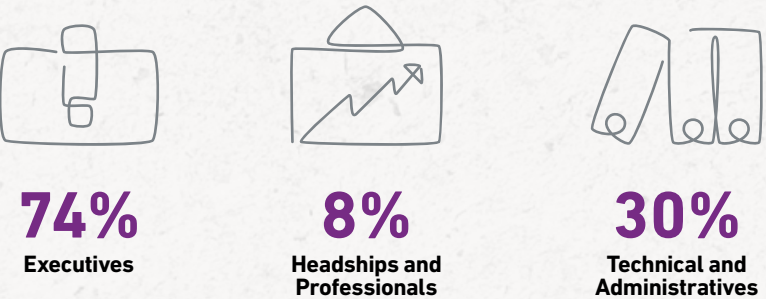
this theme is the support we provided in 2019 to the Fundación Miradas Compartidas, which was CL\$10,000,000.

This sponsorship by Grupo Patio allowed them to carry out the annual soccer championship. The Miradas Compartidas Foundation aims to improve the quality of life and promote job inclusion for people with intellectual disabilities, through sports and artistic programs, and they have had our support since 2011.

*Meanwhile, within our organization, we have 21% of collaborators of different nationalities, where the focus is on creating a diverse and inclusive culture as a wealth that should characterize our work teams.*



*Regarding gender equity, we have a low percentage of the average gross remuneration gap (8%) of our male heads and professionals regarding those of the female gender.*





# 3.2/

## RESPONSIBLE VALUE CHAIN

(GRI 102-9)



# 1.787

Total number  
of suppliers

*Our suppliers and contractors are part of our team, our concern being to work collaboratively with each of them, especially if they are SMEs that contribute to local development.*

Our value chain is made up of more than 1,700 suppliers, who attend to the needs of the different business divisions, in the same territories where our assets are located. Given the large number of providers, we have defined a series of priority providers, given their size and importance in the provision of their services, such as:

- *Construction companies*
- *Repairs and maintenance*
- *Asset administrators*
- *Property brokers*
- *Project developers*
- *Financial institutions*
- *Legal advisory*
- *Financial advisory*
- *Auditors*
- *Tax advisory*

At Grupo Patio we want to build trust and long-term relationships with our suppliers and contractors, to get there we know that it is essential to guarantee fair practical operating conditions.

Under this, by 2025 we want to create a Suppliers Bank that facilitates our relationship with them and includes a series of sustainable requirements.

Thus, we hope to strengthen our bond in a friendly and balanced way between economic, social and environmental factors.

We know that it is an ambitious dream and that is why we have been working since 2019 to fulfill what we set out to do. During this period, the Compliance team prepared and implemented a free competition diagnosis and the current contractual conditions, which will allow us to adjust and / or modify the considerations that could have an unfavorable effect on our suppliers and contractors; especially, those that are smaller.

Along with the above, we update and improve our Supplier Policy, with a focus on promoting a formal and transparent supplier selection process, as well as achieving a double positive impact for both parties.

# 3.3/

## OUR CHALLENGES AND GOALS

Through a Sustainability Governance Structure and different ambassadors, our work plan of Strengthening our team pillar is mainly focused on integrating improvements for collaborators, suppliers and contractors, starting from the institutionalization of our internal policies, development of communication strategies and the implementation of Diversity and Inclusion programs.

Through the diagnostic process that we carried out in 2018 as Grupo Patio, we managed to generate a complete review of each of the seven dimensions of analysis of the international ISO 26,000 measurement and we also involved all our stakeholders.

From the People pillar we have focused our work on employees, suppliers and contractors. Based on them, and thanks to the diagnostic process, we were able to detect our main strengths and opportunities for improvement, in order to jointly define our goals for 2025 as Grupo Patio.



**1** *To be part of the best companies to work for in Chile, based on the Great Place To Work ranking.*

**2** *Incorporate a diverse and inclusive culture in the organization, through the measurement carried out by Great Place to Work and internal perception surveys.*

**3** *75% of Grupo Patio suppliers with at least one creditable / auditable sustainability attribute..*







Fotograph: Paloma Palomino



IMPROVING  
YOUR EXPERIENCE

*Delivering an  
innovative service  
and experience.*





# 4.1/

## DIFFERENTIATING EXPERIENCE

*From our beginnings we have always had the conviction and objective of creating a unique company in Chile with the capacity to renew the real estate market, from the operation to the experience of clients and users. At Grupo Patio we work to improve the experience in our assets, anticipating the demands and needs of our clients and consumers in an innovative way.*

At Grupo Patio we seek to deliver a comprehensive and differentiating service and experience to our customers and users. We want to transform into meeting points that generate value and a positive experience in each one of them.

Focused on this objective, the second pillar of our Sustainability Strategy is **Improving your experience**, which is part of our commitment to develop cities through real estate projects.

This pillar has made significant

progress in terms of anticipating the demands and needs of our clients. In this way, during 2019 we designed a participatory diagnostic tool to implement with the clients of shopping centers, which allowed us to identify on-site the problems and opportunities of our tenants, which we piloted in Paseo Manuel Rodríguez Shopping Center in Calama city.

Using international placemaking methodologies that seek to promote the safety, health, happiness and well-be-

ing of people, we managed to carry out a participatory diagnosis in conjunction with tenants through the identification and recognition of gaps and opportunities. These elements were identified on a plane, allowing the perception of the different actors to be raised, and then contrasting this with reality by means of an on-site tour of the shopping center and its surroundings.

The systematization of this first pilot allowed to identify interesting opportunities for projects to be implemented together, which allow improving the user experience of the shopping center and, in turn, strengthening Grupo Patio's relationship with our customers and neighbors through relevant projects. with local needs and reality, ensuring greater impact and valuation by all the actors involved.

In line with the above, in November and December 2019 and early 2020, we

conducted a diagnosis of our entrepreneur tenants-clients. We understood that the effects of the social crisis could be affecting them. Our objective was to learn more about them and identify opportunities for actions that as Grupo Patio we could develop to enhance, strengthen and contribute to their endeavors, in order to establish a partnership relationship over time and create a differentiating experience.

Knowing their perception and story about their lives, their ventures and the relationship with Grupo Patio, led to the creation of a work plan that we will develop together during 2020.

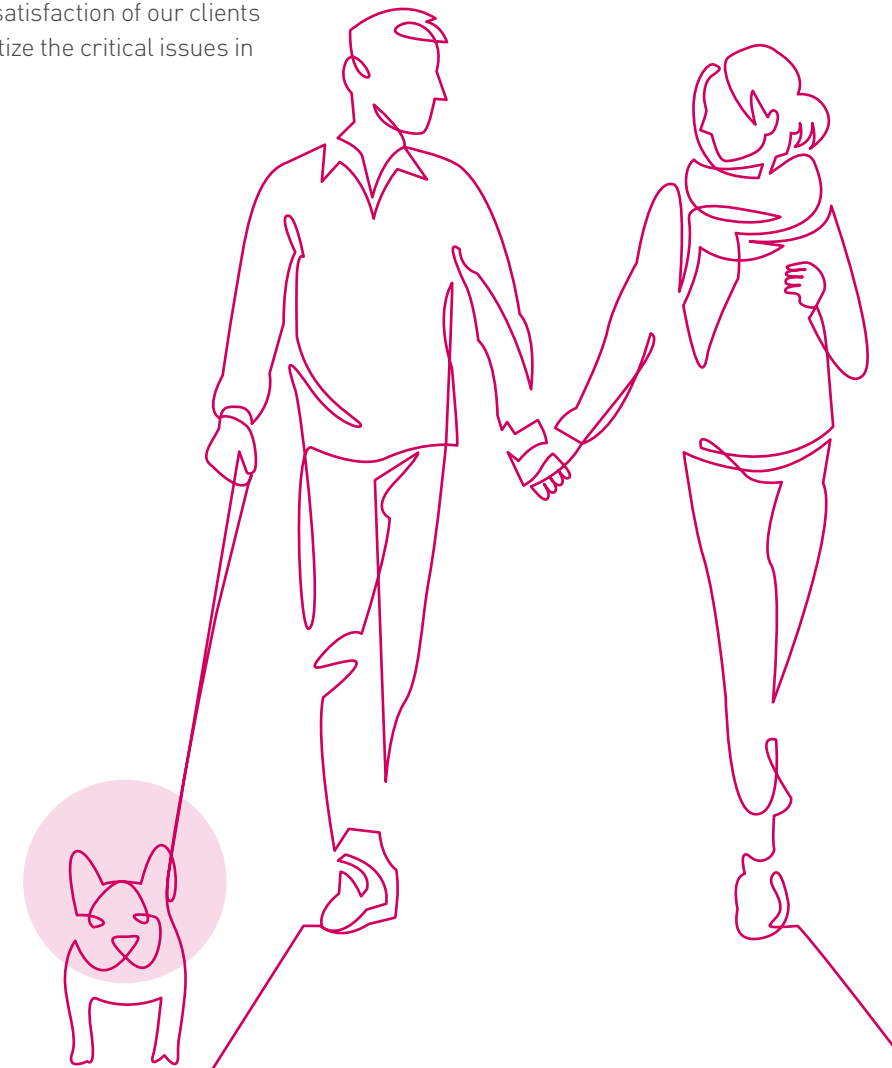
In tune with the Improving Your Experience pillar, we have begun to monitor the satisfaction of our clients and systematize the critical issues in

which we can improve and make their experience an enriching one.

Our commitment to improve the experience also considers the design and construction of our offices and real estate projects, which respect heritage conservation, as is the case of La Fábrica, and prioritize the arrangement of spaces in a differentiating manner respecting the environment.

### WE WERE ABLE TO CONTACT 160 CLIENTS, THROUGH THE FOLLOWING METHODOLOGY

-  **4** Focus Group of 7 participants each
-  **20** telephone interviews
-  **112** surveys nationwide





# 4.2/

## CUSTOMER SERVICE AND CLAIMS MANAGEMENT

*Our clients and users are at the center of our operation, being a priority to know how they expect us to respond to their requirements, along with understanding the aspects that cause them inconvenience and / or discomfort.*

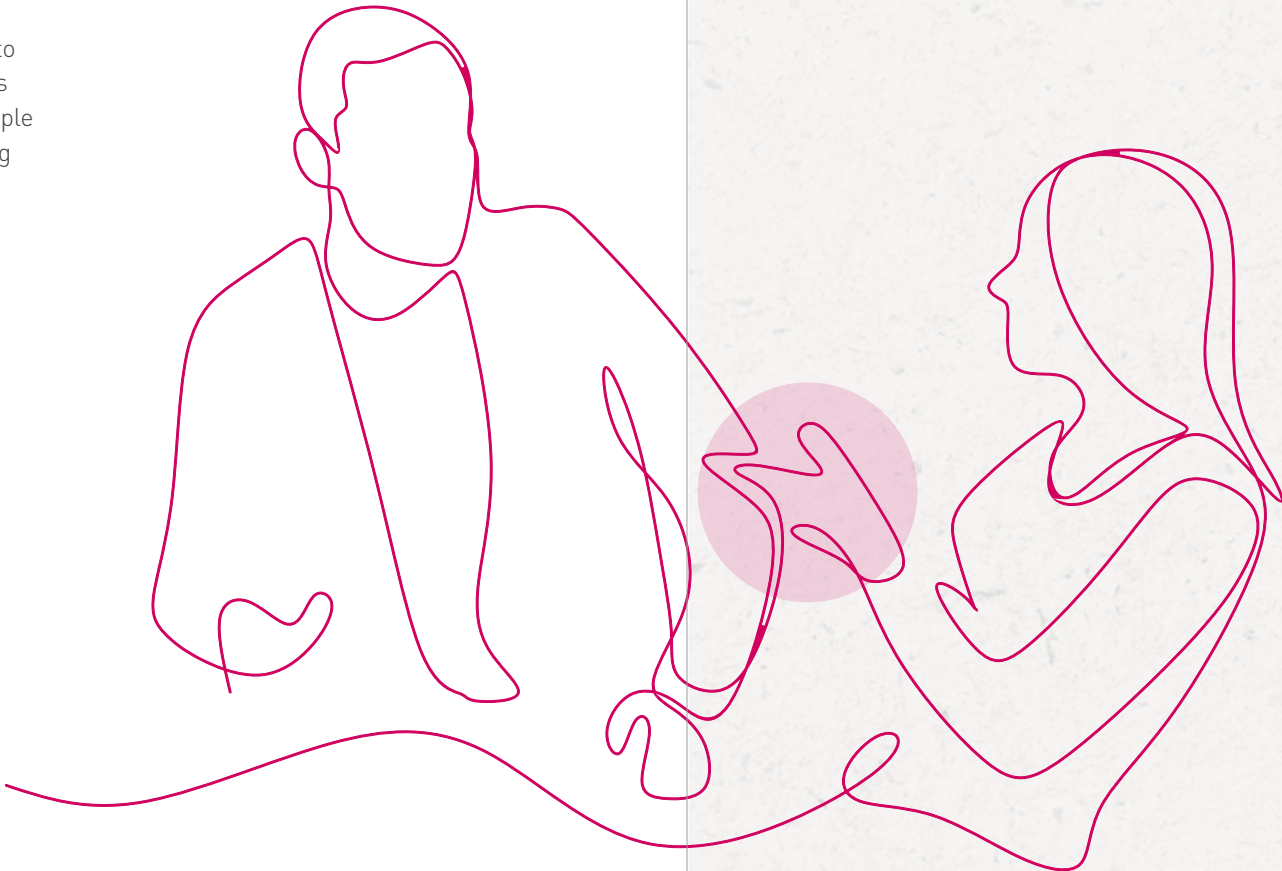
We seek to put customers at the center of our operation, which is why we decided to implement during 2019 a formal system of “customer service” to receive and respond to claims and complaints that arise from situations within shopping centers from Grupo Patio.

During 2019 we received a total of 296 cases through this channel. Of these, at the end of 2019, 95% of the cases were attended and the user was responded to, while 5% remained open at the end of 2019.

These claims are humanely treated through an established protocol and by a case analysis committee. The latter aims to be an instance to unite and define criteria on how to act, when and how to respond to different requirements, especially those that, when repeated, need the

incorporation of improvement plans, thus giving a global vision to decisions. company focused on delivering a differentiating customer experience.

Likewise, the Compliance area is executing a work plan that seeks to institutionalize each of our policies related to the management of people and different stakeholders. Among these, is the update of the Claims Management Policy, which will be released during 2020.



# 4.3/


## OUR CHALLENGES AND GOALS

In the diagnosis carried out in 2018, we were able to identify our main strengths in terms of service and experience towards our clients and tenants.

We are committed to functionality, service quality and customer loyalty, which is strongly rooted in the effort of our collaborators to always offer added value to our clients.

In addition, in Grupo Patio we have a sense of long-term relationship with our clients and we want to establish direct, reliable and projected relationships over time.

With this in mind, we have defined our goals to 2025 and as Grupo Patio we want to guarantee our clients:

-  **1** To be recognized as a brand that supports local entrepreneurship and loyalty to its customers, according to the Ranking of Citizen Brands.
- 2** Reduce the claims rate by 50% and increase the preference and loyalty rates by 50%







# RO



PART OF YOUR  
NEIGHBORHOOD

*Proactively  
inserting ourselves  
in nearby  
communities*



## BUSINESS RELATED TO THE TERRITORIES

[GRI 102-11]

*Seeking to bring our assets closer and generate rewarding experiences for all our stakeholders, we have implemented a series of mechanisms that allow us to tune in to the interests and expectations of the territories in which we are inserted. It follows from this, our closeness to the communities and our vocation to promote initiatives of shared value.*

*We want to proactively insert ourselves in nearby communities, standing out for being a company that is strongly linked to its environment, from each of its divisions.*

*In this line, **Part of your neighborhood**, is the third pillar that we define in our **Sustainability Strategy** where we have been able to work on the design of projects with territorial relevance and an anticipated, proactive, direct and respectful insertion in the territories.*

*Aligned with the community management carried out by the company, an effort has been made to design projects that reflect the cultural and/or territorial identity of the sectors where we are located, this seal characterizes the design of new and future projects of Grupo Patio.*



Event dedicated to former Sumar manufacturing workers on Heritage Day 2018.

Since the creation of the Sustainability and Public Affairs Management, community management has been a relevant aspect within the company, seeking to promote understanding and co-responsibility with the people and organizations that inhabit the area of influence of our projects.

At the beginning of each project, we carry out socio-environmental diagnoses and implement a matrix in the evaluation of the projects, which allows us to weigh the risks and opportunities of the environment of each one of them. As part of our commitment to balance the business vision with that of territorial development, this diagnosis is complemented by a qualitative analysis of the territory where our projects are located, knowing the major issues, conflicts and interests of the territory and its key actors, as well as the architectural style and urban framework.

During 2019 we used this instrument in all possible and new projects in the Commercial, Residential and Industrial Patio areas and carried out a pilot for the Patio Office area, thus giving a broader and more sustainable vision for design and decision-making.

Additionally, in 2019 we visited 40 shopping centers of our company to identify its possible impacts and connect with our main stakeholders,

thus generating a fundamental baseline that has a total of 118 actors from the territory to build trust and long-term relationships with Neighborhood Boards, Municipalities, community radio, educational establishments, health centers and other organizations. This allowed us to act quickly and in a timely manner against the social outbreak that began in October, minimizing the consequences and further strengthening ties with our stakeholders and the areas of influence of our assets.

The incorporation of a timely and relevant community relationship management in the territories in which our businesses are inserted is part of our challenges as part of the activation of our shopping centers. We know that they require a greater connection with their clients and their environment, therefore we implement an activation process that is carried out in conjunction with tenants and neighbors.

This is how during December 2019, in some sectors the Christmas celebrations of the surrounding communities were held, contributing with our spaces to a place that allowed to celebrate this holiday with the family.



## INCIDENT MANAGEMENT

*Given the nature of our business, we are very aware that we are not oblivious to the generation of externalities that may affect our stakeholders. For this reason, we work on a series of measures that allow us to address them in a responsible manner, seeking to mitigate, prevent and / or compensate for the impacts generated*

Likewise, we have incorporated the territorial context into the architectural design of our projects. In particular, the La Fábrica project has been an enabler for the growth and expansion of Grupo Patio around aspects of sustainable development. La Fábrica is a project that we developed together with the prestigious English architects office Foster + Partner, which challenges us to deepen and understand the social fabric that exists around the territory of this project in the commune of San Joaquín (Metropolitan Region ), seeking to give more knowledge and thus contribute to a project with more belonging and connection with its environment.

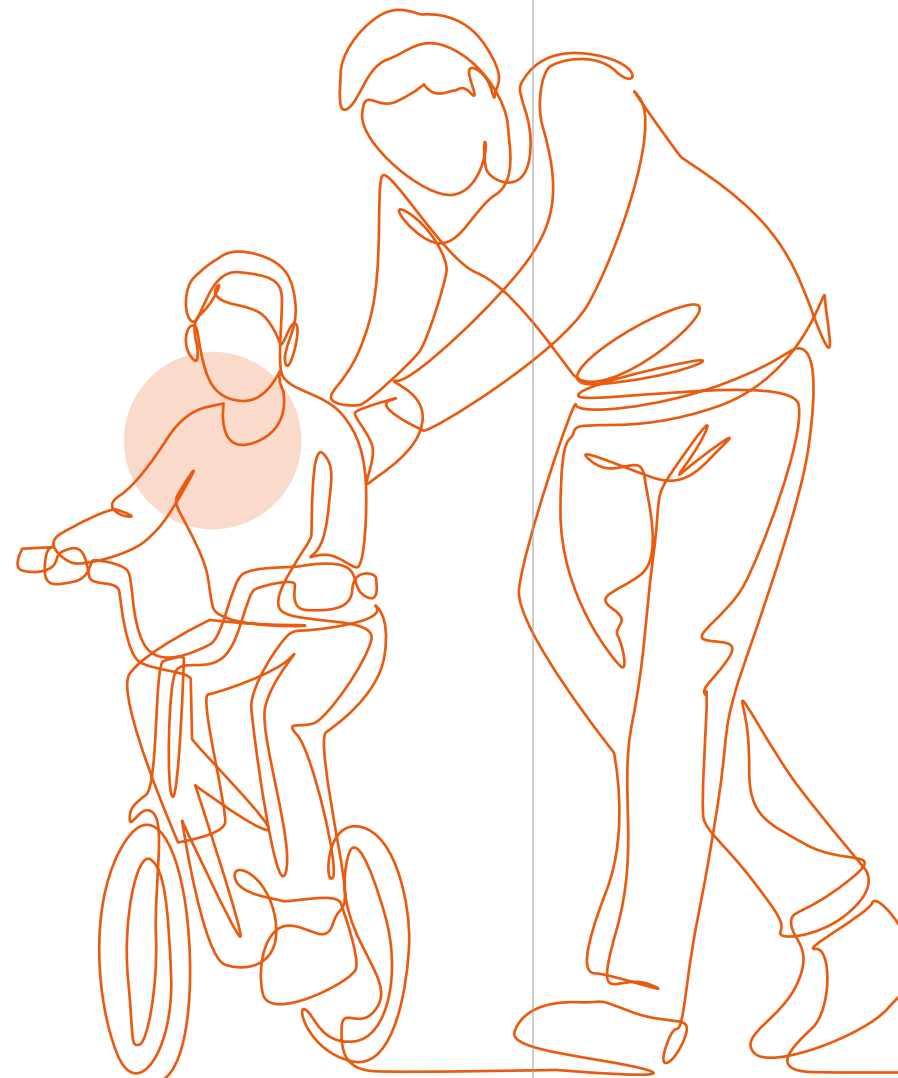
With this purpose in mind, we awarded the consulting firm Estudio Racimo a detailed study of the characteristics of the territory, the area of influence of the project and its social and economic projections, the result of which has allowed us to develop a better project for people.

Along with this, we make progress in linking with interest groups from the surrounding sectors, supporting social initiatives that connect with the shopping center and rescuing the identity heritage of the place of those who live there. An example is the

La Fábrica project, where we have sought the possibility of contributing our spaces as cultural support to the community, this is the case of La Legua Children's and Youth String Orchestra. Also, for 2020 we are developing an alliance with the NGO Raipillan, so that they can perform their dance and singing activities.

The decision to work with the NGO Raipillan was related to the value we place on their contribution to the educational, cultural and artistic development of children and youth in the La Legua population, located in the same commune as our shopping center. This folk dance group was created in 2004 with around 10 students, today there are more than 300 participants, ranging from children from 5 years to older adults.

In line with our territorial relevance, the project that we carried out in the Pie Andino sector in the commune of Lo Barnechea, also sought to be a business related to the territory and for that we led the delivery of facilities to cyclists in the area to reduce the negative impacts on the environment, since it is a sport widely practiced in the area of influence.



Fotografía Paloma Palomino

We want to be part of the territories and build shared value for the company and society together. In this understanding, we have promoted a daily management of community relations with the aim of establishing long-term links in the territories where we have a presence.

In this joint responsibility that we have as a company with our neighboring communities, we proudly highlight the contribution that our shopping centers are to their environment. During the socio-political crisis that Chile experienced from October 2019, in the midst of a series of looting and situations of violence, our shopping centers were even protected by the community, being a contribution to them from the supply and the positive impact on their lives.

We have strengthened an attitude of dialogue with our neighbors to give a prompt and timely response every time

occurrences or requests arise, with examples of emblematic projects such as Pie Andino, La Fábrica, Coronel and Peñalolén. In the case of the latter, the dividing wall between the shopping center and the Parque Jardín Oriente was arranged in agreement and constant dialogue with nearby neighbors, which was highly valued in our relationship with the environment.

Part of these positive results were thanks to the diagnosis we carried out during 2019, a process that was key to identify actions to be taken and thus prevent possible incidents at the community relationship level. It was also a significant contribution not only for works prevention, but also to achieve solving incidents in the territory, as it happened with the Peñalolén project.



# 5.3/

## OUR CHALLENGES AND GOALS

The diagnosis carried out in 2018 shed light on the progress we had made as a Group in this area, where the management of community relations initiatives was part of the business value chain, in addition to proving that there is an awareness of our impacts, good practices and how we could improve management with our territories from all stages of the project.

Now, this company process also revealed to us the importance of defining corporate declarations in the matter of community relations

and strengthening the active management of the bond with the neighboring neighbors to our projects.

Thanks to the openness of our community management vision and having our strengths and opportunities for improvement in sight, we defined what should be the goals that as Grupo Patio we will promote to 2025:



- 1** 100% of projects with socio-environmental diagnoses
- 2** 100% shopping centers linked to the community of influence area
- 3** Establish agreements with OMIL (Municipal Labor Information Office) in 50% of the communes where Patio has a presence



Fotografía: Paloma Palomino





FRIENDLY WITH  
YOUR ENVIROMENT

*Promoting  
caring for the  
environment and  
managing our  
impacts*

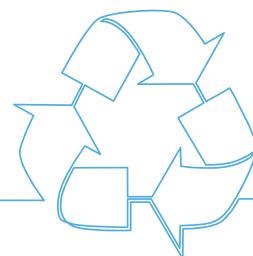




*We understand sustainability as the ability of organizations to adapt to their environment and take on long-term challenges to ensure their financial, social and environmental stability and that of society as a whole.*

*By virtue of that, this pillar of the Sustainability Strategy encourages us to promote environmental care and manage our impacts, in order to develop environmentally friendly cities through each of our projects.*

*We want to advance in the care of the environment by designing and operating conscious and responsible projects with resources and with the territories where we are inserted.*



# 6.1/

## CARING FOR THE ENVIRONMENT

*The development and operation of projects that generate the least possible impact on the environment is a challenge that Grupo Patio has adopted with firmness and conviction. Our efforts stem from growing in the use of renewable energy, measuring our carbon footprint and optimizing our waste management.*

At Grupo Patio we are committed to the environment, through different actions that seek to reduce our negative impacts as a company, such as waste that ends up in sanitary landfills.

We wanted to start at home, setting in our offices the first example of our promise, so during 2019, as Grupo Patio we began to work on the design of a pilot experience with BZero, consultants specialized in differentiated waste management in three office buildings (Birmann, Alonso and Foster).

In this way, we seek to promote a lower generation of waste from our teams, motivating the reuse and / or recycling

of those waste that qualify for these effects. By 2020 we will implement a project designed with the objective of significantly reducing our waste and strengthening our commitment.

Meanwhile, by 2020 we will have implemented a carbon footprint measurement system, which will be key to the incorporation of environmentally friendly action plans. We will also continue to promote the inclusion of renewable energy as a concrete measure of action for the climate.

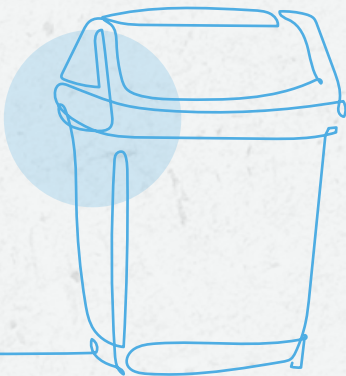






# 6.2/

## OUR CHALLENGES AND GOALS



Based on our sustainability diagnosis, we were able to reveal a series of strengths that we have at the company level, such as the execution of actions associated with energy and water efficiency, the projects that we have promoted in relation to waste management and the prioritization of high environmental standard materials.

But we want to go further, by incorporating improvements that positively impact the care for our planet. To achieve this, we have defined a series of goals to 2025 on gradual waste management and full incorporation into our renewable energy assets:



- 1** Zero Waste in 50% of the shopping centers in the Metropolitan Region and the O'Higgins Region
- 2** Zero garbage in 20% of the shopping centers in the north and south of the country
- 3** Zero waste in 100% of office buildings
- 4** 100% active with NCRE certification

# APPENDIX

## GRI Standard Index



# GRI Indicators



Ámbito	Código	Nombre	Ubicación
Organizational Profile	GRI 102-1	Name of the organization	Page 9
	GRI 102-2	Activities, brands, products, and services	Page 9
	GRI 102-3	Location of headquarters	Page 9
	GRI 102-4	Location of operations	Page 9
	GRI 102-5	Ownership and legal form	Page 9
	GRI 102-6	Markets served	Page 9
	GRI 102-7	Scale of the organization	Page 9
	GRI 102-8	Information on employees and other workers	Page 9
	GRI 102-9	Supply chain	Page 46
	GRI 102-10	Significant changes to the organization and its supply chain	Not applicable, as it is the first report
	GRI 102-11	Precautionary Principle or approach	Page 57
	GRI 102-12	External initiatives	Page 9
	GRI 102-13	Membership of associations	Page 9
Strategy	GRI 102-14	Statement from senior decision-maker	Page 4
Ethics and Integrity	GRI 102-16	Values, principles, standards, and norms of behavior	Page 9
Governance	GRI 102-18	Governance structure	Page 9
Stakeholder engagement	GRI 102-40	List of stakeholder groups	Page 6
	GRI 102-41	Collective bargaining agreements	No existen sindicatos dentro de Grupo Patio
	GRI 102-42	Identifying and selecting stakeholders	Page 6
	GRI 102-43	Approach to stakeholder engagement	Page 6
	GRI 102-44	Key topics and concerns raised	Page 7
Reporting practice	GRI 102-45	Entities included in the consolidated financial statements	See Financial Report <a href="https://www.patio.cl/sobre-grupo-patio/memoria/">https://www.patio.cl/sobre-grupo-patio/memoria/</a>
	GRI 102-46	Defining report content and topic Boundaries	Page 7v
	GRI 102-47	List of material topics	Page 7
	GRI 102-48	Restatements of information	Page 7

Ámbito	Código	Nombre	Ubicación
Reporting practice	GRI 102-49	Changes in reporting	Not applicable, as it is the first report
	GRI 102-50	Reporting period	Page 6
	GRI 102-51	Date of most recent report	Not applicable, as it is the first report
	GRI 102-52	Reporting cycle	Page 7
	GRI 102-53	Contact point for questions regarding the report	Page 7
	GRI 102-54	Claims of reporting in accordance with the GRI Standards	Page 7
	GRI 102-55	GRI content index	Page 68
	GRI 102-56	External assurance	Page 7
Management approach	GRI 103-1	Explanation of the material topic and its Boundary	Page 7
	GRI 103-2	The management approach and its components	Pages 32, 40, 44, 46, 50, 32, 52, 57, 59, 65
	GRI 103-3	Evaluation of the management approach	Pages 32, 40, 44, 46, 50, 32, 52, 57, 59, 65
Economic performance	GRI 201-1	Direct economic value generated and distributed	Page 26
Employment	GRI 401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Page 39
Training and education	GRI 404-1	Average hours of training per year per employee	Page 39
	GRI 404-3	Percentage of employees receiving regular performance and career development reviews	Page 39
Diversity and equal opportunities	GRI 405-1	Diversity of governance bodies and employees	Page 9
	GRI 405-2	Ratio of basic salary and remuneration of women to men	Page 9
Clients	Company's own indicator	Tenant initiatives	Page 51
	Company's own indicator	Claims management	Page 52
Community	Company's own indicator	Shopping center baseline	Page 57
	Company's own indicator	Incident management initiatives	Page 59
Environment	Company's own indicator	Environmental management initiatives	Page 65







