

Company and Sector Performance

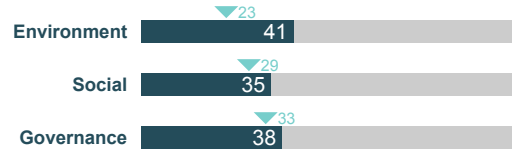
Company performance Sector average performance Sector performance

ESG OVERALL SCORE

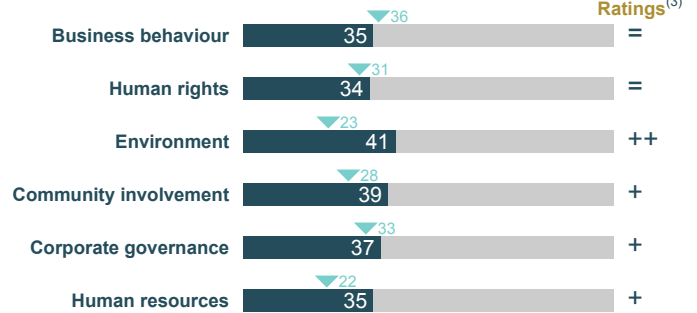


Information rate	71%
sector average	53%
Cooperation level ⁽²⁾	Partially Responsive
High severity controversies	Yes
Rank in Sector	14/95
Rank in Region	115/890
Rank in Universe	980/4453

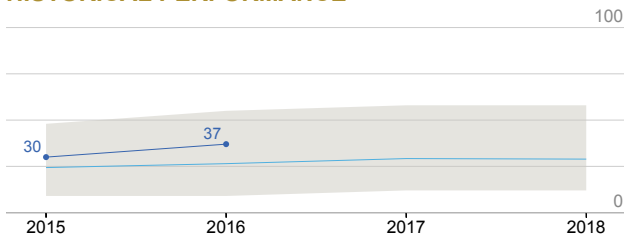
ESG PERFORMANCE (/100)



6 DOMAINS PERFORMANCE (/100)



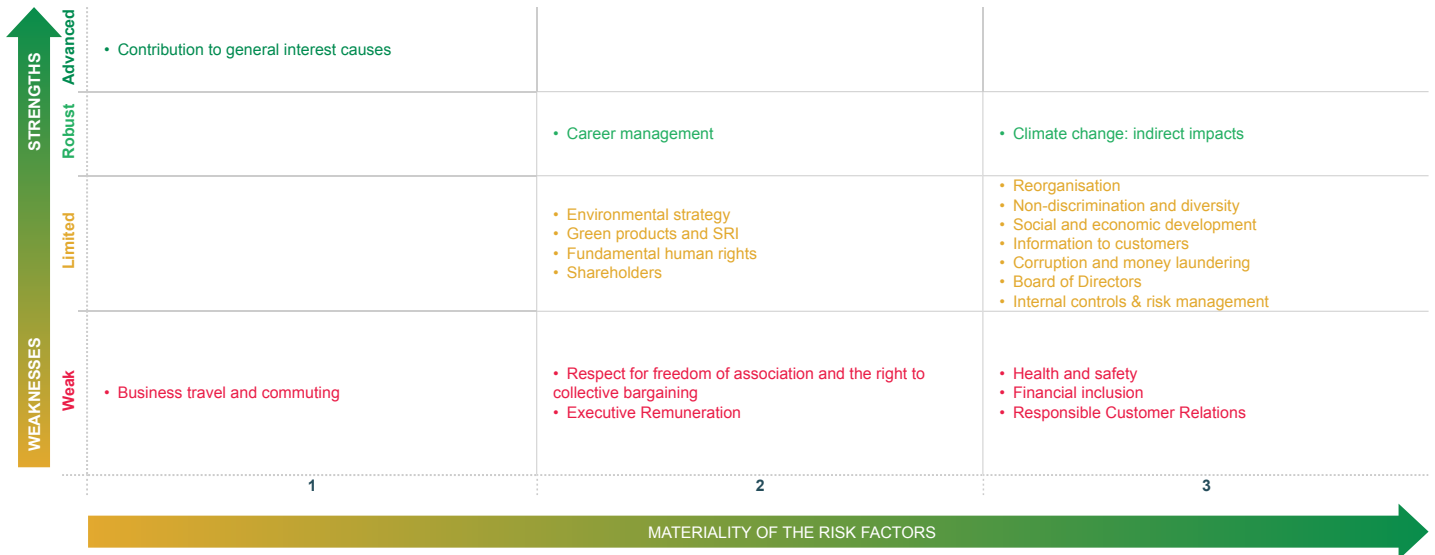
HISTORICAL PERFORMANCE



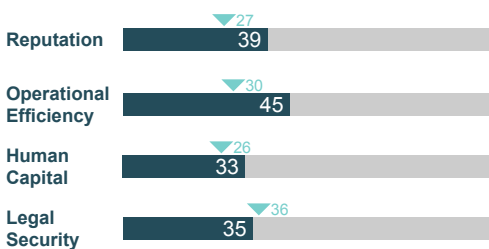
Company inclusion in Vigeo Eiris indices⁽⁴⁾: No

Management of risks and opportunities

MATERIALITY & PERFORMANCE MATRIX



RISK MITIGATION INDEX (/100)



ANALYST FOCUS

Analyst Focus is not available at this time

Carbon Footprint and Energy Transition*

"The Carbon Footprint & Energy Transition research provides an assessment of a company's carbon footprint combined with the strategy to manage risks and opportunities related to the transition to a low carbon economy. NI (No Info) is used to indicate that the information is not available."

CARBON FOOTPRINT



SCALE	EMISSIONS (T CO2 EQ)	CATEGORIES
A	<100 000	Moderate
B	>= 100 000 and <1 000 000	Significant
C	>= 1 000 000 and <10 000 000	High
D	>= 10 000 000	Intense

ENERGY TRANSITION SCORE



ENERGY TRANSITION SCORE	CATEGORIES
60-100	Advanced
50-59	Robust
30-49	Limited
0-29	Weak

Goods and services contributing to sustainable development*

"Sustainable Goods & Services research provides a positive screening on companies to identify business activities devoted to sustainable solutions."



INVOLVEMENT	CATEGORIES
>=50%	Major
20-49%	Significant
0-19%	Minor
0%	None

Involvement in controversial activities*

"The Controversial Activities research provides screening on companies to identify involvement in business activities that are subject to philosophical or moral beliefs."

Involvement in controversial activities: Not available in this version

Screened Areas:

- Alcohol
- Animal welfare
- Chemicals of concern
- Civilian firearms
- Fossil fuels
- Gambling
- Genetic engineering
- High interest rate lending
- Military
- Nuclear power
- Pornography
- Reproductive medicine
- Tobacco

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(1) Performance level: weak (0-29/100), limited (30-49/100), robust (50-59/100), advanced (60-100/100)
 (2) Cooperation level on a 4-level scale: proactive, responsive, partially responsive, not responsive
 (3) Ratings outline companies' benchmarked domain performance within a sector, on a 5-level scale: "-", "=", "+", "+", "+"
 (4) Indices: based on the most recent indices at the date of publication. More details on vigeo-eiris.com.

Company performance in all the Sustainability Drivers

Weight		Overall score 37/100			Trend	Score	Leadership	Implementation	Results
Environment						41	49	41	22
E	ENV2.2	3	Climate change: indirect impacts		51	76	62	16	
E	ENV1.1	2	Environmental strategy		46	48	44	N/A	
E	ENV1.3	2	Green products and SRI		38	33	15	65	
E	ENV2.7	1	Business travel and commuting		7	0	21	0	
Human Resources						35	23	35	46
S	HRS2.3	3	Reorganisation		32	0	30	65	
S	HRS3.2	3	Health and safety		27	42	13	26	
S	HRS2.4	2	Career management		51	30	75	48	
Human Rights						34	32	36	34
S	HRT2.4	3	Non-discrimination and diversity		42	25	65	35	
S	HRT1.1	2	Fundamental human rights		42	30	30	65	
S	HRT2.1	2	Respect for freedom of association and the right to collective bargaining		15	44	0	0	
Community Involvement						39	32	34	50
S	CIN1.1	3	Social and economic development		36	32	28	48	
S	CIN2.1	3	Financial inclusion		29	21	30	35	
S	CIN2.2	1	Contribution to general interest causes		77	65	65	100	
Business Behaviour (C&S)						35	36	40	29
S	C&S1.2	3	Information to customers		43	23	41	65	
S	C&S1.3	3	Responsible Customer Relations		23	21	30	17	
G	C&S3.1	3	Corruption and money laundering		40	65	48	6	
Corporate Governance						37	49	28	34
G	CGV1.1	3	Board of Directors		48	39	45	60	
G	CGV2.1	3	Internal controls & risk management		43	65	33	30	
G	CGV3.1	2	Shareholders		38	67	21	26	
G	CGV4.1	2	Executive Remuneration		10	20	0	11	

Weak (0-29/100) Limited (30-49/100) Robust (50-59/100) Advanced (60-100/100)

Involvement in allegations Involvement in allegations with evidence of corrective measures

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Benchmark
Position versus sector peers

Position versus sector peers		Environment	Human resources	Human rights	Community involvement	Business behaviour (C&S)	Corporate governance	Overall Score
MA0000010811	BMCI	++	++	++	++	++	++	58
MA0000011835	BMCE Bank of Africa	++	++	++	++	++	+	56
BRSANBCDAM13	Banco Santander Brasil	++	++	++	++	++	++	54
COB07PA00086	BanColombia	++	+	++	++	+	+	49
TW0002892007	First Financial Holdings	+	+	++	++	++	+	49
TRAGARAN91N1	Garanti Bank	++	+	++	+	+	=	49
ZAE000004875	Nedbank Group	++	+	+	++	=	++	48
TW0002891009	CTBC Financial Holding	+	++	+	=	+	+	45
INE528G01019	Yes Bank	++	+	+	++	+	+	43
ZAE000109815	Standard Bank Group (South Africa)	+	=	+	+	=	+	42
MXP370711014	Grupo Financiero Banorte	+	+	+	+	=	=	40
KR7055550008	Shinhan Financial Group	=	+	+	+	+	+	40
ZAE000174124	Barclays Africa Group	=	=	+	+	=	+	38
CLP321331116	Banco de Credito e Inversiones	++	+	=	+	=	+	37
ID1000096605	Bank Negara Indonesia Persero	=	+	+	=	=	=	36
KR7105560007	KB Financial Group	=	=	=	-	+	+	36
KR7138930003	BNK Financial Group	+	+	+	=	++	=	35
MX01GE0E0004	Gentera	=	=	+	++	++	=	35
TH0015010R16	Siam Commercial Bank	+	+	=	=	=	=	35
AEA000201011	Abu Dhabi Commercial Bank	=	+	=	=	++	+	34
MA0000011926	Attijariwafa Bank	+	+	++	+	=	-	34
MYL1155OO000	Malayan Banking	=	=	=	=	+	+	34
TRAAKBNK91N6	Akbank	=	=	=	=	+	=	33
EGS60121C018	Commercial International Bank (Egypt) S.A.E.	=	-	=	=	+	=	33
KR7086790003	Hana Financial Group	=	=	=	+	=	+	33
CLP0939W1081	Banco de Chile	-	+	=	+	+	=	32
ID1000095003	Bank Mandiri	=	=	+	=	+	=	32
PLBIG0000016	Bank Millennium	=	+	+	=	=	=	32
MYL1023OO000	CIMB Group Holdings	-	+	=	-	=	=	32
BRITSAACNPR7	Itausa	+	=	=	=	+	-	32
TRAICTR91N2	Turkiye Is Bankasi	=	=	=	+	=	=	32
ID1000118201	Bank Rakyat Indonesia	=	=	=	=	=	=	31

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Position versus sector peers		Environment	Human resources	Human rights	Community involvement	Business behaviour (C&S)	Corporate governance	Overall Score
TRETHAL00019	Turkiye Halk Bankasi	=	=	+	-	-	+	31
PEP116001004	BBVA BANCO CONTINENTAL	+	+	+	+	=	-	30
KR7139130009	DGB Financial Group	+	=	=	+	=	=	30
CL0002262351	Itau CorpBanca	+	=	+	-	=	+	30
TW0002887007	Taishin Financial Holdings	+	+	=	=	-	=	30
US46630Q2021	VTB Bank	=	-	-	-	=	+	30
ID1000094204	Bank Danamon	+	=	=	=	=	=	29
TH0023010000	Bank of Ayudhya	=	=	=	-	=	+	29
TW0002883006	China Development Financial Holdings	=	=	=	-	-	=	29
INE040A01026	HDFC Bank	-	=	=	=	=	++	29
INE238A01034	Axis Bank	=	=	=	=	=	+	28
PHY0967S1694	Bank of the Philippine Islands	=	=	=	+	=	=	28
INE001A01036	Housing Development Finance	-	=	=	=	=	=	28
INE090A01021	ICICI Bank	-	=	-	=	=	=	28
MYL1295OO004	Public Bank	-	-	=	-	-	+	28
ID1000109507	Bank Central Asia	=	-	=	=	-	-	27
PLBH00000012	Bank Handlowy	=	-	=	+	=	=	27
PLPEKAO00016	Bank Pekao	-	-	-	-	+	=	27
HU0000061726	OTP Bank	-	-	=	=	=	=	27
TRAYKBNK91N6	Yapi ve Kredi Bankasi	=	=	=	=	+	-	27
INE028A01039	Bank of Baroda	=	-	=	+	=	=	26
PLBZ00000044	BANK ZACHODNI WBK	=	=	=	-	=	+	26
MA0000011884	BCP	=	=	=	=	+	-	26
CNE100001QW3	China Everbright Bank	+	-	=	=	-	=	26
TW0002884004	E.Sun Financial Holdings	=	=	=	=	=	=	26
INE115A01026	LIC Housing Finance	-	-	-	+	+	+	26
TREVKFB00019	Turkiye Vakiflar Bankasi	=	=	+	-	=	=	26
TH0001010014	Bangkok Bank	=	-	-	=	=	-	25
MA0000010381	CDM	=	-	=	=	=	-	25
TH0150010R11	Krung Thai Bank	-	=	=	-	-	+	25
PLPKO0000016	PKO Bank Polski	-	=	-	=	-	=	25
BRBBHIACNOR9	Banco BBM	=	=	=	-	+	--	24
MYL1066OO009	RHB Bank	-	-	-	--	+	+	24
TW0002890001	SinoPac Financial Holdings	=	-	-	-	-	=	24
MYL2488OO004	Alliance Financial Group	-	=	-	=	=	=	23

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Position versus sector peers		Environment	Human resources	Human rights	Community involvement	Business behaviour (C&S)	Corporate governance	Overall Score
BRBRSRACNPB4	Banco Do Estado do Rio Grande do Sul	-	=	=	-	=	=	23
USP07785AF85	Banco BMG	-	-	=	-	=	=	23
CNE1000002M1	China Merchants Bank	-	-	-	=	-	=	23
BMG2519Y1084	Credicorp	-	-	-	-	=	-	23
MYL5819OO007	Hong Leong Bank	-	-	=	-	-	+	23
PLBRE0000012	MBank	-	=	-	=	=	-	23
BRBSAFACNOR4	Banco Safra	=	=	=	-	-	--	22
MYL1082OO006	Hong Leong Financial Group	-	-	=	-	-	=	22
TH0068010R15	TMB BANK	=	=	-	-	-	=	22
PLALIOR00045	ALIOR BANK	-	=	=	-	-	-	20
BRDAYCACNOR5	Banco Daycoval	-	-	=	-	-	-	20
PHY077751022	Banco de Oro Unibank	=	-	-	-	-	-	20
TW0002801008	Chang Hwa Commercial Bank	-	-	-	-	=	=	20
CNE100000X44	Chongqing Rural Commercial Bank	-	-	-	-	-	=	20
TW0002886009	Mega Financial Holding	-	-	-	--	-	-	20
PHY6028G1361	Metropolitan Bank & Trust	-	=	-	-	-	=	20
XS0300998779	Russian Agricultural Bank	-	-	-	=	-	--	20
TW0002834009	Taiwan Business Bank	=	-	-	=	-	--	19
TW0005880009	Taiwan Cooperative Financial Holdings	=	-	-	-	-	-	19
KR7000030007	Woori Bank	-	-	-	+	--	--	19
MA0000011454	CIH	-	-	-	=	-	-	18
KR7024110009	Industrial Bank of Korea	-	=	=	=	-	--	18
QA000A0M8VM3	Masraf Al Rayan	-	-	-	--	--	=	18
BRABCBACNPR4	Banco ABC Brasil	-	-	-	--	-	=	17
XS0906946008	Gazprombank	-	-	-	-	--	-	16
TW0002880002	Hua Nan Financial Holdings	-	--	--	--	-	-	16
MXP370641013	Grupo Financiero Inbursa	-	-	-	-	--	--	13
AED000201015	Dubai Islamic Bank	-	-	-	--	--	--	12

General information

Banco de Credito e Inversiones (BCI) is a Chile-based banking institution. The Bank is engaged in the provision of retail, corporate and real estate banking, large and medium size companies' services, private banking and asset management services. The Company was founded

on June 10, 1937 and is headquartered in Santiago, Chile. It operates worldwide with a business agent in Madrid, Spain and a branch in Miami, United States. It also has representative offices in Mexico City in Mexico, Lima in Peru, Sao Paulo in Brazil and Bogotá in Colombia.

Selected financial data

Key data	Revenues	EBIT	Employees
2015	CLP 800.5bn	CLP 387bn	10,560
2014	CLP 768bn	CLP 403.9bn	10,511
2013	CLP 649bn	CLP 354.6bn	10,518
2012	CLP 595.2bn	CLP 320.5bn	10,595
2011	CLP 555.4bn	CLP 303.9bn	10,220

Main shareholders	2016
Empresas Juan Yarur SPA	55.1%
Yarur Bascunan Jorge Juan	3.9%
Banco de Chile por Cuenta de Terceros no Residentes	3.7%

Geographical Breakdown	Turnover 2015	Employees
Chile	N/A	N/A
Others	N/A	N/A

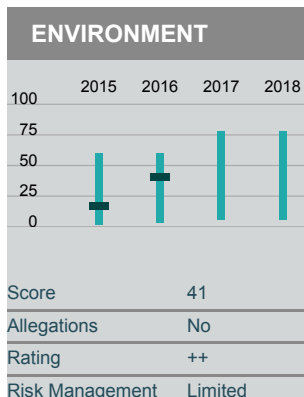
Main economic segment	Turnover 2015
Retail banking	45%
Commercial banking	18.3%
C&IB	17.3%
SME	14.8%
BCI Financial Group and Others	4.6%

Selected ESG Indicators

	2015
Non-executive Board member(s) responsible for CSR issues	Yes
Executive remuneration linked to CSR performance	No
Percentage of independent Board members	44.4
Percentage of women on Board	11
Percentage of women in Executive team	7.7
Percentage of women in workforce	55.8
Percentage of employees covered by collective agreements on working conditions	N/A
3 year trend for safety at work	↘
Involvement in armament	No

CSR performance per domain

■ Sector performance
■ Company performance
Rating : min- / max ++

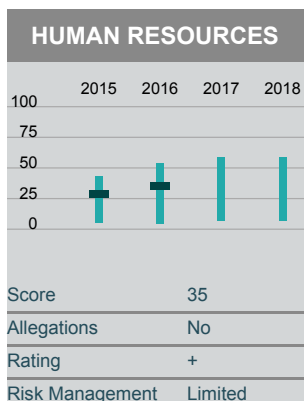


Key issues

With the Paris agreement, climate change remains the focus of the debate (ENV2.2). That is why the scope of the analysis has been enlarged to cover banks' efforts to reduce their own carbon footprint, their financed emissions, and to support the energy transition. The integration of environmental factors in financing decisions is key for banks to protect their assets and inspire environmentally responsible behaviours (ENV1.3).

Company performance

- BCI registers a limited performance in the Environment domain which has however improved in compare with last review.
- This is mainly due to the bank's efforts to incorporate environmental issues into its activities. In fact, BCI integrated an environmental risk assessment in its lending activities and a free environmental pre-audit is applied to its customers' portfolios. Moreover, BCI is now actively supporting low carbon economy as it developed financing lines for small scale renewable energy plants and energy efficiency housing devices.
- The company does not face allegations in this domain.

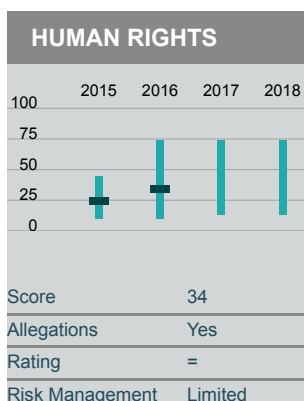


Key issues

Cost reduction strategies, including job cuts, heavily affected the financial industry since after the financial crisis. This calls for banks to responsibly manage restructurings (HRS 2.3) to mitigate social consequences for employees, but also to safeguard their human capital base. The unstable external and internal environment, characterised by an increased work pressure, lack of job security and an increased demand for flexibility, requires an effective health & safety policy (HRS3.2) to deal properly with many stress factors.

Company performance

- With respect to the Human Resources domain, BCI shows a weak performance which, however, is a slight improvement with the past review.
- In fact, BCI established some internal mobility programmes and early-retirement counselling to better manage its workforce in case of a restructuring. Even if slightly decreasing, an advanced performance is displayed with regard to career management as BCI established a Talent Management Program to monitor promising employees, several training programmes and performance evaluation programmes covering its whole workforce. However, a less comprehensive commitment to facilitate career development and a lower disclosure on data over training hours for employees represent a deterioration in compare to past review.
- The bank does not face any allegation in this domain.



Key issues

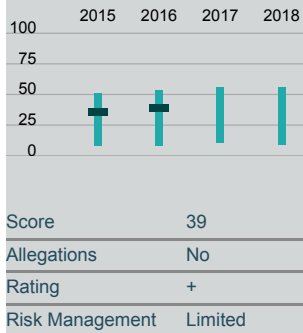
The financial industry is characterized by a high-qualified workforce, with a high proportion of men in managerial positions and significant gender pay disparities. As a consequence, non-discrimination (HRT2.4) is relevant in the sector. Financial companies may also be exposed to human rights abuses through their financing and investment activities (HRT1.1).

Company performance

- BCI displays a weak performance in terms of Human Rights issues, however this represents an improvement in compare to the previous assessment.
- This is mainly due to a stronger performance with regard to promotion of inclusion. In fact, the bank has set up comprehensive new programmes to monitor gender-based salary disparities, to allow employees to raise their concerns confidentially and to promote a better work-life balance through several career break opportunities. An higher relevance was accorded to BCI's efforts to respect HRT in its activities, as the actual CEO is actively engaged in the compliance with the principles of the Global Compact. However, it is not clear how the bank plans to promote freedom of association and the right to collective bargaining among its employees.
- The bank faces an allegation with regard to alleged anti-unions practices.

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COMMUNITY INVOLVEMENT



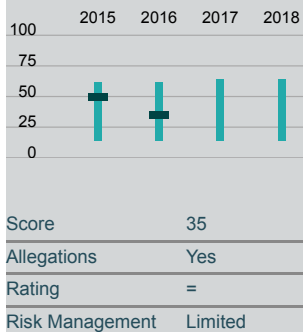
Key issues

The main role of banks is to enhance the social and economic development by supporting the real economy and to mitigate risks resulting from activities with negative impacts for society (CIN1.1). As tax revenues are key for sustainable development, companies have the responsibility to ensure fairness and transparency in their tax strategies (CIN1.1). Financial inclusion and the support of clients in financial distress are also a key responsibility for banks (CIN2.1), especially in the actual context of slowdown of global economies.

Company performance

- BCI's performance in the Community Involvement domain is limited and in line with the previous assessment.
- With regard to the promotion of social and economic development, the bank still seems to rely mainly on microcredits to support SMEs. As for financial inclusion, BCI enhanced financial accessibility as the bank established a Consultative Sustainability Council in charge of organising roundtables to consult stakeholders on social-related matters, it has devoted relevant efforts to financial education and it has allowed debt restructurings for its clients affected by natural catastrophes.
- BCI does not face any allegation in this domain.

BUSINESS BEHAVIOUR (C&S)



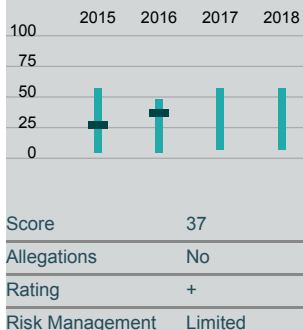
Key issues

Banks' responsibility is to provide comprehensive advice to customers on products and associated risks (C&S1.2), as well as to ensure fair relations with them. Cybersecurity and the protection of clients' information are emerging as key issues for a responsible management of clients and therefore recently included in the dedicated driver (C&S1.3). Companies' effort to create an internal culture of responsible business conduct is also crucial in a sector that has been heavily affected by controversies related to unethical behaviour (C&S3.1).

Company performance

- BCI 's performance in the Business Behaviour domain is limited in absolute terms, which represents a deterioration in compare with the previous assessment.
- This is probably due to lower disclosure on channels set up to foster transparent information to clients and to promote 'Responsible Customer Relations'. However, BCI established an Innovation and Technology Committee and an Operational Support Unit in charge of reviewing the bank's technology plan. In addition, the bank demonstrates an improving approach to prevent corruption and money-laundering activities and established employees' ethics trainings under the supervision of an Ethics Committee. In addition, the bank has established an Innovation and Technology Board Committee to cooperate with the Operational Support Unit to improve cybersecurity.
- The Chilean Consumers Association filed a class action for BCI's alleged illegal charges and it raises concern the bank's involvement in economic contribution to political campaigns.

CORPORATE GOVERNANCE



Key issues

Sound corporate governance is required to oversee a company's strategic direction, including the CSR strategy. Directors are notably evaluated on their level of diversity and experience with operational, financial, and CSR topics (CGV1.1). The audit and internal controls system is examined regarding the efficiency and reach of its risk management (CGV2.1). Executive remuneration is assessed for transparency and alignment with the interests of company's shareholders and other stakeholders (CGV4.1).




Company performance


- BCI's performance in the Corporate Governance domain is weak, however it represents an improvement in compare to the previous review.
- This is mainly due to the higher disclosure of information on its practices towards shareholders. In fact, BCI complies with the "one share - one vote" principle and shareholders can vote on all relevant items. however not always in separate resolutions. With regard to internal controls, the Audit Committee seems to have a greater role and to achieve a more comprehensive governance of risks. As in the past, the independence of the Board does not reach the 50% and the lack of disclosure on remuneration policy leaves room for improvement.
- The bank does not face allegations in this domain.

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CSR performance per criterion

Detailed Analysis

Environment		12
ENV1.1	Environmental strategy	12
ENV1.3	Development of green products and services	14
ENV2.2	Minimising indirect environmental impacts from energy use	15
ENV2.7	Management of environmental impacts from transportation	17
Human resources		18
HRS1.1	Promotion of labour relations	18
HRS2.3	Responsible management of restructurings	19
HRS2.4	Career management and promotion of employability	20
HRS3.2	Improvement of health and safety conditions	22
Human rights		24
HRT1.1	Respect for human rights standards and prevention of violations	24
 HRT2.1	Respect for freedom of association and the right to collective bargaining	25
HRT2.4	Non-discrimination	27
Community involvement		29
CIN1.1	Promotion of the social and economic development	29
CIN2.1	Societal impacts of the company's products / services	31
CIN2.2	Contribution to general interest causes	33
Business behaviour (C&S)		34
C&S1.2	Information to customers	34
 C&S1.3	Responsible Customer Relations	35
 C&S3.1	Prevention of corruption and money laundering	37
Corporate governance		39
CGV1.1	Board of Directors	39
CGV2.1	Audit & Internal Controls	41
CGV3.1	Shareholders	43
CGV4.1	Executive Remuneration	44

-  Involvement in allegations
-  Involvement in allegations with evidence of corrective measures

Environment

Score: 41

ENV1.1 Environmental strategy

(score: 46, weight: 2)



Visibility of the commitment to environmental issues

BCI has issued a formalised commitment to environmental protection in its Sustainability Report 2014 and it is a signatory of the Global Compact and communicates on this principle.

Relevance of environmental strategy

The company commits to some of its responsibilities in terms of environmental protection:

-Measuring and monitoring direct environmental impacts: BCI aims to continue making progress in the reduction of its direct impacts, focusing particularly on energy efficiency.

-Reducing indirect impact on climate change, through credit activity: the Bank concentrates on pursuing business with an environmental focus and to develop products to help its customers make a contribution to the environmental cause.

-Integration of environmental factors in the supply chain: the Bank's environmental strategy includes having suppliers that help to reduce the footprint of its activities and that guarantee an efficient use of resources.

Ownership of commitment

Bci is working on an efficiency program of which Bci's Energy Efficiency Committee is in charge. Created in 2013, this body convenes every three months and its aim is to appraise the programs underway and analyze new projects with an energy efficiency concept that goes beyond electricity consumption and including aspects like water management.

Means allocated to environmental management system

The company has allocated comprehensive resources to environmental management:

- Management review of the EMS and Internal audits that assess the effectiveness of the EMS :

i) and ii) the Energy Efficiency Committee is in charge of reviewing and approving the bank's energy efficiency strategy regarding both direct and indirect impacts.

- Environmental performance measured against targets:

i) direct impacts - such as energy consumption and square meters of LED installed - are monitored against disclosed targets.

- External verification of reporting on environmental performance: the Chilean Ministry of Energy and Chilean Energy Efficiency Agency (ACEE) verifies the performances declared by the company.

Means allocated to employees environmental engagement

The company has set up some employees environmental engagement initiatives:

- Awareness raising and Training on ways to reduce their environmental impact in their daily operations: In 2014, Bci launched an internal awareness campaign called "Be an environmental hero," whose objective was to create employee awareness of the importance of incorporating environmentally sustainable habits in their daily lives. There were other specific campaigns launched by the Bank with this same aim like World Environment Day, Planet Time and Earth Day.

Coverage of certified environmental management systems

Less than 25% of the company's sites/offices have a certified environmental management system.

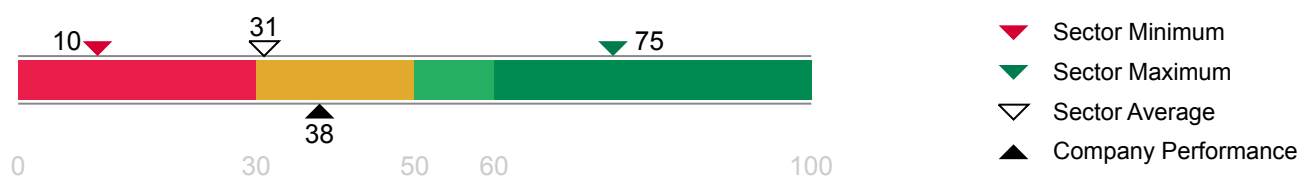
In 2014, Bci secured Leadership in Energy and Environmental Design (LEED) certification for two new corporate buildings.

Leadership	48
Visibility	65
Relevance	30
Ownership	65

Implementation	44
Means & resources	68
Coverage	0

ENV1.3 Development of green products and services

(score: 38, weight: 2)



Relevance of the company's commitment to integrate environmental issues in its lending and investment activities

The company issued a comprehensive environmental policy in its Sustainability report 2014, outlining its environmental strategy with regard to sustainability in its operations, development of sustainable products and services and awareness-raising actions on related issues.

Ownership of the commitment

It is unclear who is responsible for the company's commitment or to which parts of the company it applies

Means allocated to the integration of environmental issues in lending activities

The company has developed a methodology to assess environmental risks in its lending activities. In fact in 2014, the Bank continued to offer companies that are part of its customer portfolio its free environmental pre-audit service in partnership with the company Auren. The service is conceived as a step before a more detailed environmental audit, according to which companies can define the investment to be made with Bci financing.

Coverage of the measures in place to integrate environmental issues in lending

The process covers the transactions as defined in the EP III version

The environmental pre-audit service is free and available for all companies part of its customer portfolio. In 2014, 28 companies of different sizes conducted this free environmental pre-audit.

Means allocated to the integration of environmental factors in investment activities

Information provided by the company and obtained from public sources regarding means allocated to the development of sustainable investment strategies is insufficient

Coverage of the measures in place to integrate environmental factors in investment activities

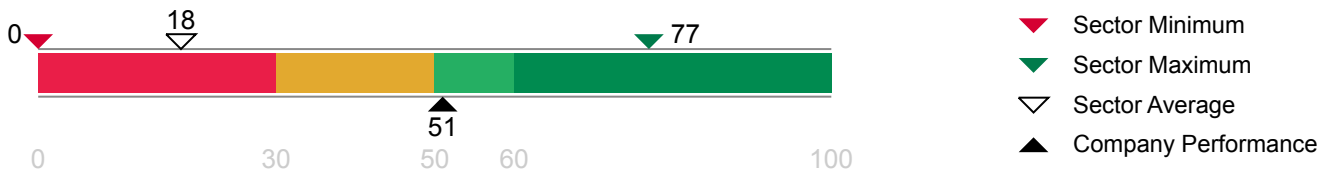
Stakeholders' feedback

As of 11/2016, Banco de Credito e Inversiones did not appear to be involved in any controversy related to this sustainability driver

Leadership	33	Implementation	15	Results	65
Relevance	65	Means & resources	16	Performance	65
Ownership	0	Coverage	15		

ENV2.2 **Minimising indirect environmental impacts from energy use**

(score: 51, weight: 3)



Relevance of the company's commitment to reduce its energy consumption/ CO2 emissions

The company has formalized a commitment with regard to its energy consumption/ CO2 emissions that cover the entire group in its 2014 Sustainability Report. It set quantified targets on:
- 10% electricity energy reduction target by 2020 considering 2012 as the base year.

Relevance of the company's commitment to reduce climate change through its financing activities

The company has formulated policies on sensitive sectors and has a formal commitment/ objective to support a low carbon economy

Means allocated to assess climate risks in financing activities and to support a low carbon economy

The company set up dedicated financing channels to support the energy transition. In 2014, through its Real Estate Banking arm Bci started to develop special financing lines for small scale non-conventional renewable energy (NCRE) projects, i.e., wind, geothermal and solar projects of less than 20 MW. In addition, the bank set up a partnership with the University of Antofagasta and Creo Antofagasta, which aims to promote energy efficient housing in this district with the design of financing lines that promote a purchase option for families and drive the development of projects by construction companies. In addition, in 2010 BCI developed a carbon neutral credit card which enables customers to make a contribution to fighting climate change, helping to reduce CO2 emissions and compensating for the greenhouse gas levels that cannot be reduced. With that objective, purchases made with this credit card accumulate "EcoPoints" that the customer can use to exchange for packs of carbon tons by financing projects that reduce greenhouse gas (GHG) emissions or capture such gases with reforestation.

Coverage of the means allocated to assess climate risks

The company has allocated these means in its main activities

In 2014, 28 companies of different sizes conducted this free environmental pre-audit. The carbon neutral credit card has been promoted and used by customers since 2010.

Means allocated to reduce the company's own energy consumption and CO2 emissions

In 2013, BCI set up a Energy Efficiency Committee which convenes every three months and its aim is to appraise the programs underway and analyze new projects with an energy efficiency. In particular, the bank tackles the reduction of its direct impacts through:
- Replacement of regular lightening with LED signs;
- Launch of a centralized data platform to monitor the power billing of all branches
- Energy Efficiency Recognition: in 2013, Bci received this recognition from the Ministry of Energy, which certifies it as a company that has established a transversal energy efficiency policy and has responsible monitoring and management units, and specific targets to reduce energy consumption. Some of BCI's buildings count with green certifications such as the Leadership in Energy and Environmental Design (LEED) and the German Passivhaus24 energy efficiency certification. In addition, employees are engaged in this process through events where they can learn how to be more efficient and this can be repeated in their homes, and at the

same time they can give ideas that can be implemented in the Bank.

Coverage of the means in place to reduce the company's own energy consumption and CO2 emissions

It is not clear the percentage of coverage of these programmes. In 2014, the Bank replaced 4,500 m2 of lighting. In addition, in 2015 BCI certified its two main corporate buildings pursuant to the ISO 5000125 standard (energy efficiency management).

Performance indicators on the company's own CO2 emissions related to energy consumption

The company does not disclose quantitative data on CO2 emissions linked to energy consumption

Trend of CO2 emissions linked to the company's portfolio

The company does not disclose quantitative data on CO2 emissions linked to its portfolio/financing activities

Evolution of the share of loans to support the energy transition

Information on the percentage of loans to finance the energy transition are not disclosed

Stakeholders' feedback

As of 11/2016, Banco de Credito e Inversiones did not appear to be involved in any controversy related to this sustainability driver

Leadership	76	Implementation	62	Results	16
Visibility	100	Means & resources	65	Performance	0
Relevance	65	Coverage	55	Trends	19

ENV2.7 Management of environmental impacts from transportation

(score: 7, weight: 1)



Relevance of the company's commitment with regard to the environmental impacts related to the transport of its products and/or personnel

The company does not disclose any commitment with regard to the environmental impacts related to the transport of its products and personnel.

Means allocated to minimising the environmental impacts

*The company has set up some relevant measures to reduce its environmental impacts related to the transport of its personnel:
In 2014, Bci installed an additional bike parking lot in the Alcántara building, which was added to the original lots envisaged in this building for such purpose. This lot was built with technology to maximize the space and rack bicycles on two levels. At the close of 2014, Bci had eight bike parking lots in Santiago.*

Coverage

The company has taken such measures only in a limited number of sites/for a limited number of products

Energy consumption or CO2 emissions related to transportation

Information obtained from company and public sources regarding CO2 emissions or energy consumption from transportation is insufficient.

Trend in transport mix

Information obtained from company and public sources regarding the company's transport mix is insufficient to determine a trend.

Leadership	0	Implementation	21	Results	0
Relevance	0	Means & resources	30	Performance	0
		Coverage	0	Trends	0

Human resources

Score: 35

HRS1.1 Promotion of labour relations

(deactivated)

HRS2.3 Responsible management of restructurings

(score: 32, weight: 3)



Relevance of commitment to manage reorganisations responsibly *The company does not disclose any commitment to manage reorganisations responsibly.*

Involvement with employee representatives *The company does not disclose any commitment to inform and consult employee representatives on reorganisations.*

Means allocated to prevent and manage reorganisations *The company has allocated basic measures to limit the impacts of reorganisations:
- internal mobility programme: the bank set up a work inclusion program, BCI Sin Limites, with the focus on increasing the internal new hiring opportunities.
- early retirement: BCI set up a retirement counselling program which addresses both psychological and economic issues.*

Coverage *It is not clear if the Bank set up these measures for the majority of its employees.*

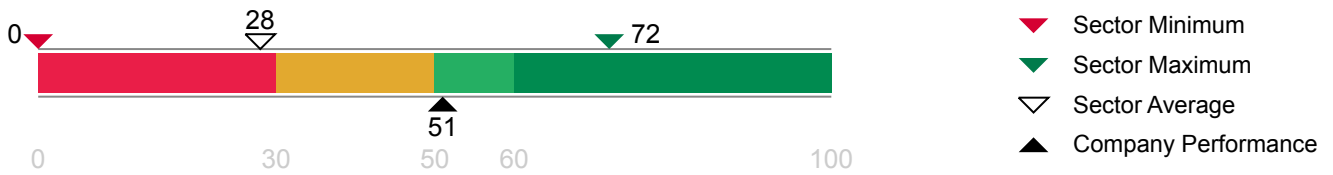
Stakeholders' feedback *As of 12/2016, Banco de Credito e Inversiones did not appear to be involved in any controversy related to this sustainability driver*

Result of the company's commitment to manage reorganisations responsibly *The bank does not seem engaged in restructuring processes leading to the reduction of its workforce.*

Leadership	0	Implementation	30	Results	65
Relevance	0	Means & resources	30	Performance	65
Ownership	0	Coverage	30		

HRS2.4 Career management and promotion of employability

(score: 51, weight: 2)



Visibility of commitment

The company makes some general statements to promote career management and training in its 2015 Annual Report and 2014 Sustainability Report.

Relevance of commitment

The company's commitment to promoting career management and training addresses only part of its responsibilities:
- Adapt employees' skill sets to their career paths: BCI HR strategy aims to develop its employees' talent and skills to drive their professional growth.

Ownership of commitment

The Head of HR, Mr Pablo Jullian Grohnert, is part of the company's Executive Committee. However line managers do not appear to be evaluated on their performance in terms of HR management.

Career management systems

The company has set up an internal job opportunity marketplace and established a Talent Management Program to monitor promising employees and make sure they are faced with projects that develop all their skills. The bank has mandatory half-yearly evaluation programmes and voluntary employee self-evaluations which enable employees to express their work development aims in the future. Moreover, the company has developed career management schemes geared towards seniors, which aim to hire senior citizens as cashiers, for which it envisages a selection process and special training.

Coverage of career management systems

These career management systems cover all of the company's employees.
In 2014, the 97% of the workforce had a performance evaluation.

Types of training provided to non-managers

The main aim of Bci's training system is to give employees the knowledge and skills they need so they can help achieve the corporate objectives with their work, addressing five strategic areas: culture, leadership, behavioural competencies, technological knowledge and experience. The bank set up several training programmes focusing on different categories of employees: people with lower than expected competencies benefit from workshops focused on strengthening their poorer attributes to give them the specific tools to support their professional and personal development; there is a scholarship programme for employees interested in completing their higher education studies; employees with high potential are encouraged to complete a specific Diploma to become commercial office heads; and finally, the bank set up a SME plan program targeting future SME platform heads and addressing risk, product and customer experience issues. In addition, the bank counts with a comprehensive ethics trainings concerning prevention of criminal risks of corporations, for which online cycles were developed, which are controlled monthly and whose results are reported to managers to enhance them.

Means allocated to training for all employees

Information disclosed on performance indicators related to training per employee is insufficient.

Mobility / turnover

According to the data released by the bank, turnover rate has decreased over the past four years from 27.5% in 2011 to 17.1% in 2014, by 10.4 points (data for 2015 not available).

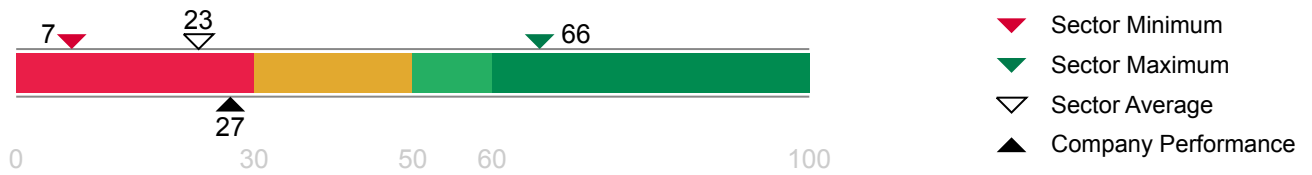
Training delivered during the year under review

The precise percentage of employees having received training during the year under review is not disclosed.

Leadership	30	Implementation	75	Results	48
Visibility	30	Means & resources	67	Performance	48
Relevance	30	Coverage	100		
Ownership	30				

HRS3.2 Improvement of health and safety conditions

(score: 27, weight: 3)



Visibility of health & safety commitments

The company has made references to health and safety issues in its 2014 Sustainability Report.

Relevance of commitment

The company's commitment only addresses part of its responsibilities:
 -ensure awareness about health and safety issues: BCI aims to lead direct participation of its employees and their families
 -prevent occupational disease: safety and occupational health appear to be pillars in BCI Employees' strategy.

Ownership of commitment

The commitment applies throughout the company, supported by senior management. In addition, responsibility for commitments is allocated to quality of life committees which promote employee benefits and the organization of recreational and family welfare promotion activities. The work of these Quality of Life Committees will be monitored by means of an online minute record system.

Means allocated to health and safety

The company has allocated means to address these issues, including a health and safety system:
 - internal monitoring: BCI monitors and releases data on employees impacted by H&S programmes, occupational diseases and accident rate and frequency rate in the last three years.
 - risk assessments and internal audits: BCI worked with the Work Safety Institute in 2014 in order to assess and diversified its H&S corporate programmes.
 -training: BCI's employees received trainings on bronchopulmonary diseases and voice techniques to avoid spreading them.

Means allocated to reduce stress at work

Information obtained from company and public sources regarding means allocated to mental health is insufficient.

Coverage of means allocated to address mental health

Accident frequency rate

The accident rate (average company employees who have had a lost-time work accident in the last 12 months) remained stable in the past 3 years from 1.08% in 2012 to 1.19% in 2014, by 0.11 points. However, the accident frequency rate (number of people injured with disability of any kind per million hours worked) decreased from 4.95 in 2012 to 4.52 in 2014, by 8.7%.

Other health and safety indicators

Information disclosed on absenteeism and/or the rate of occupational disease is insufficient.

Of note: BCI reports a 20% increase in the proportion of the workforce taking healthy breaks in 2014 in compare with 2012. In addition, its reports a 5% decrease in bronchopulmonary diseases due to training on buccal and the use of the voice techniques.

Stakeholders' feedback

As of 12/2016, Banco de Credito e Inversiones did not appear to be involved in any controversy related to this sustainability driver

Leadership	42
Visibility	30
Relevance	30
Ownership	65

Implementation	13
Means & resources	65
Scope	0
Coverage	0

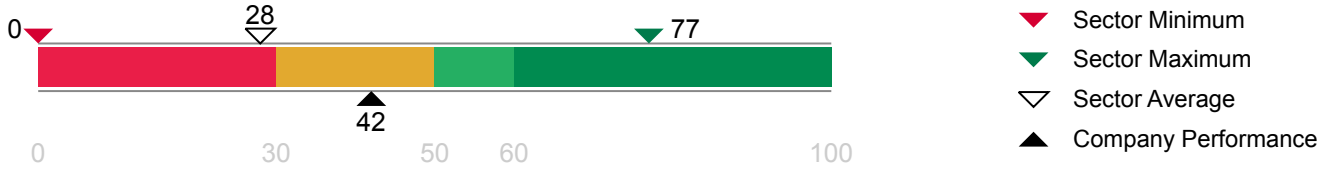
Results	26
Performance	26

Human rights

Score: 34

HRT1.1 Respect for human rights standards and prevention of violations

(score: 42, weight: 2)



Visibility of commitment to support human rights in the business

The company has made references to respect and promote human rights in society in its 2014 Sustainability Report. In addition, the company is a signatory of the Global Compact and communicates on this principle.

Relevance of commitment

As a signatory of the Global Compact, BCI commits to apply its principles and respect and promote human rights in society and in its activities.

Ownership of commitment

The commitment applies throughout the company, supported by senior management.

BCI's CEO, Mr Lionel Olavarria, actively supports and is engaged in the compliance with the principles of the Global Compact.

Means allocated to manage human rights risks in business activities

The company has adopted few measures, including:
- Consultation/ cooperation with stakeholders: in the 2010-2011 period BCI's CEO chaired the Chilean Global Compact Network and he is now on the board of the institution as past president.

Coverage

It is not clear if the company takes into account human rights related risks factors in the majority of its activities.

Stakeholders' feedback

As of 11/2016, Banco de Credito e Inversiones did not appear to be involved in any controversy related to this sustainability driver

Leadership	30	Implementation	30	Results	65
Visibility	30	Means & resources	30	Performance	65
Relevance	30	Coverage	30		
Ownership	30				

HRT2.1 Respect for freedom of association and the right to collective bargaining

(score: 15, weight: 2)



Visibility of commitment

The company has made references to freedom of association and the right to collective bargaining in its 2014 Sustainability Report. In addition, the company is a signatory of the Global Compact but does not communicate on this principle.

Relevance of commitment

The company's commitment addresses its main responsibilities:
-protection of freedom of association and the right to organize
-respect of the right to collective bargaining

Ownership of commitment

The commitment applies throughout the company, supported by senior management.

BCI's CEO is engaged for the compliance with the Global Compact.

Monitoring

It is not clear what steps the company takes to ensure that freedom of association is respected throughout the company's operations.

Promotion of collective bargaining

Information obtained from company and public sources regarding measures in place to inform employees about their trade union rights is insufficient.

Coverage

A review of stakeholder sources revealed that the Company is involved in isolated controversies of high severity. As of 11/2016, Banco de Credito e Inversiones was involved in 1 controversy

Stakeholders' feedback

- Case 1 (20/09/2016): Labour court fines Banco de Credito e Inversiones CLP 4.6 million for anti-union practices

A complete analysis of the severity of each case mentioned is available in Vigeo Controversy Product.

Company's responsiveness

For each of the above mentioned cases, Banco de Credito e Inversiones's response is considered:

- case 1: The company is non communicative: the company does not appear to be transparent on this case.

The analysis of Banco de Credito e Inversiones management of each case is available in Vigeo's controversy profile.

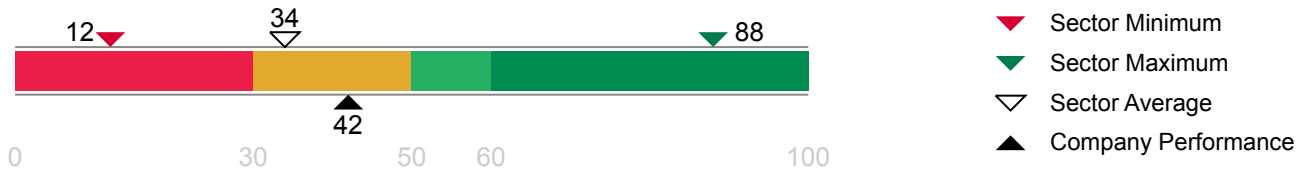
Leadership	44
Visibility	30
Relevance	65
Ownership	30

Implementation	0
Means & resources	0
Coverage	0

Results	0
Performance	0

HRT2.4 Non-discrimination

(score: 42, weight: 3)



Visibility of commitment

The company has issued a formalised commitment to non-discrimination in its 2014 Sustainability Report. In addition, the company is a signatory of the Global Compact and communicates on this principle.

Relevance of commitment

The company's commitment to non-discrimination explicitly defines some of the categories covered and that these processes apply to hiring, performance assessment and remuneration determination:

- gender
- race / ethnicity / nationality
- social background
- religion
- disabilities
- age

Ownership of commitment

It is unclear who is responsible for the company's commitment or to which parts of the company it applies.

Means allocated

- The company has set up significant measures to prevent discrimination and promote diversity:
- monitoring: the bank monitors and releases information about the share of women in its workforce, per year and per type of contract.
 - confidential reporting system: BCI set up whistleblowing lines through which employees can raise concerns about fairness in the workplace.
 - maternity and paternity pay: The allowance of children's homecare was increased by 25% and parents benefit from special leaves which are one day more than the statutory requirement.
 - monitoring of salary disparities: BCI monitors salary disparities and reports that, in 2014, there was a 98.5% income parity between male and female employees for the same job position when joining the Bank.
 - flexitime: in 2015, BCI established flexible working programs, namely "Flexible working time for 6 months"; "Summer flexible time"; and, "Part-time work". In addition, the bank gives employees the possibility of working part of the working day at home.
 - career break opportunities: BCI set up a programme called "Time for your dreams", which allows employees 3 months off work without payment.

Coverage

The company has set up programmes to promote diversity (eg: training, awareness-raising, etc.) in a majority of its operations.

Flexitime programmes were introduced in 2015, since late 2015 74% of employees used some sort of flexible day program.

Results in terms of gender distribution

The company does not disclose quantitative data on performance indicators such

as the share of women in management positions.

Of note: BCI reports that the percentage of women employed in the Bank in the last three years remained stable. In 2012 women represented the 56.6% of the workforce and in 2014 the 56%.

Stakeholders' feedback

As of 11/2016, Banco de Credito e Inversiones did not appear to be involved in any controversy related to this sustainability driver

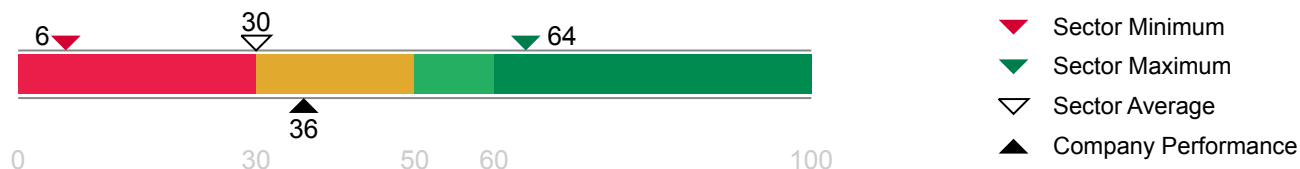
Leadership	25	Implementation	65	Results	35
Visibility	65	Means & resources	65	Performance	65
Relevance	30	Coverage	65	Trends	0
Ownership	0				

Community involvement

Score: 39

CIN1.1 Promotion of the social and economic development

(score: 36, weight: 3)



Visibility of the commitment to support local development

The company has issued a formalised commitment to the promotion of local social and economic development in its 2014 Sustainability Report. BCI aims to make a contribution to Chile's sustainable development through its business activities.

Relevance of the commitment

The company's commitment to promote local social and economic development addresses only part of its responsibilities:
- Promote local entrepreneurship through SME financing: the Bank recognises the importance of SMEs in Chile and aims to promote their development.

Ownership of commitment

It is unclear who is responsible for the company's commitment or to which parts of the company it applies.

Means allocated

The company has allocated few means to address social and economic development, including:
- Support to SME: In 2013, Bci designed a new service model to target customers with very informal management processes through onsite contact and a specific offers determined by the business development stage. This programme is enriched by a staff of executives expert in the SME segment and small entrepreneur zonal heads.

Geographical coverage

These means are allocated in the majority of company sites.
In 2014, the small enterprise area was organized around a new own structure with presence at 37 points throughout Chile.

Responsible management of tax advisory services to clients

Information obtained on the steps taken to mitigate the potential negative effects on local development from clients tax advisory services is insufficient.

Trend of indicators measuring the "impact" of the company's community development engagement

The company does not report indicators on social and economic development

Transparency of tax reporting

The Bank reports the income taxes paid in Chile, which is the country where it has the majority of its operations, but it does not break them down per region. In 2014, BCI paid EUR 97.58m .

Presence in IMF 'offshore financial centers' and/ or in jurisdictions considered by the OECD as not compliant enough with tax transparency rules *The Company does not operate in any location considered by the IMF as 'offshore financial centres' or in jurisdictions considered by the OECD as not compliant enough on tax transparency rules*

Stakeholders' feedback

As of 11/2016, Banco de Credito e Inversiones did not appear to be involved in any controversy related to this sustainability driver

Leadership	32	Implementation	28	Results	48
Visibility	65	Means & resources	19	Performance	65
Relevance	30	Coverage	65	Trends	0
Ownership	0				

CIN2.1 Societal impacts of the company's products / services

(score: 29, weight: 3)



Visibility of the company's commitment to promote financial inclusion

The company has made references to address the accessibility of its products and services in its 2014 Sustainability Report.

Relevance of commitment

The company generally commits to:
- promote access to basic banking services for weaker customers: drive the access to banking services for the social segments that are not part of the financial system.

Ownership of commitment

It is unclear who is responsible for the company's commitment or to which parts of the company it applies.

Means allocated to promote access to basic financial services:

The company has allocated few measures to promote access to basic financial services:
- Development of expertise through cooperation with stakeholders: in 2014 Bci formed its first Consultative Sustainability Council which is in charge of consulting stakeholders through the establishment of roundtables on several topics, among which customer accessibility.
- Financial education: BCI set up a financial education platform to help people to understand banking services better through video capsules on personal finance-related topics, the participation of experts in broadcasted programs and the incorporation of a dictionary with over 50 frequently used financial terms for consultation. In addition, the bank instituted a financial education month -October- with talks and aware-raising initiatives on financial education in Chile and its future challenges.

Means question on programs to support customers in financial distress

The company has allocated some measures to manage the negative social impact of its products/services:
- Support programs in case of financial distress: following the 2014 earthquake in Iquique, BCI decided not to charge its customers in Iquique and Alto Hospicio interest for mortgage loan repayment default for the time these branches remained closed. In addition, customers affected by the earthquake in Iquique and the fire in Valparaiso could benefit from: maturity extensions or renewal of up to 90 days of the maturity dates, 60-72 months refinancing of mortgage loans; postponement of three installements to the end of the loan with a zero interest rate; and, up to three months' grace for loan obligations for customers affected.

Coverage of means allocated to promote access to basic financial services:

There is no evidence that these means are allocated in the majority of the company sites

Only in 2013, the financial education platform got over 1,727,009 views.

Trend of indicators measuring company efforts to promote financial inclusion

The company does not disclose indicators on financial inclusion

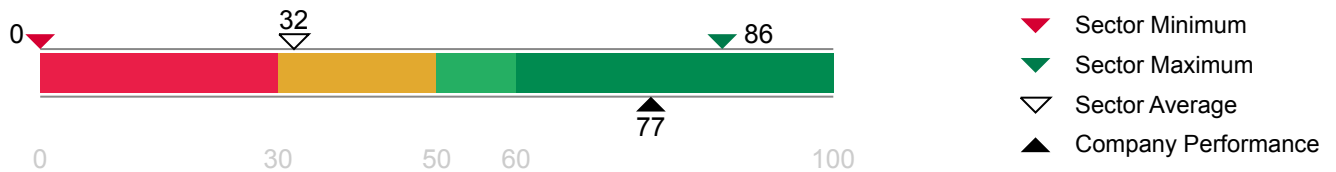
Stakeholders' feedback

As of 11/2016, Banco de Credito e Inversiones did not appear to be involved in any controversy related to this sustainability driver

Leadership	21	Implementation	30	Results	35
Visibility	30	Means & resources	30	Performance	65
Relevance	30	Coverage	30	Trends	0
Ownership	0				

CIN2.2 Contribution to general interest causes

(score: 77, weight: 1)



Relevance of commitment

The company's commitment to supporting general interest causes addresses some of the relevant issues for the sector, such as sponsoring community projects, general education and financial literacy.

Ownership of commitment

The Communication Management and E&S Responsibility Department is in charge of designing programmes to contribute to interest causes in the society and to promote the company's culture.

Means allocated

The company has allocated significant means to general interest causes, including:

- financial support: BCI financially support three external foundations: Fundacion Las Rosas, Corporacion Credito al Menor and Fundacion Mi Parque which are involved in several social projects in Chile. In addition, BCI contributes to the program "Enseña Chile" (Teach Chile), which promotes expert professionals to teach in high schools in low-income communities for two years, through an annual contribution and through lectures conducted by its own Executives. BCI contributed financially to the re-building of the main theater in Constitucion, a city severally damaged by 2010 earthquake and tsunami. With regard to promoting cultural events, BCI has been financing several concerts and ballet events free for the public. Furthermore, since 2002 it has supported and financed the Young Orchestra Necedal, composed by 70 students of local schools in Santiago de Chile (La Pintana).
- In addition, following the fire in Valparaiso, BCI matched the financial goodwill of its clients through equal donations.
- allowing staff time: As part of Bci's volunteer policy, any employee can have 2 hours a month from his/her work schedule to participate in volunteer programs.
- sponsoring employee volunteering: the Bank gives volunteers the resources they need to perform their activities, mainly transport and lunch to develop recreational visits.

Geographical coverage

The bank has set up programmes to contribute to social causes all through Chile, the country where it has the majority of its operations.

Trend in contributions to general interest causes

The company monitors indicators on contributions to general interest causes and these have been improving in the past three years from EUR 5.13m (CLP 3,693m) in 2013 to EUR 10.32m (CLP 7,435m) in 2015, by 101%.

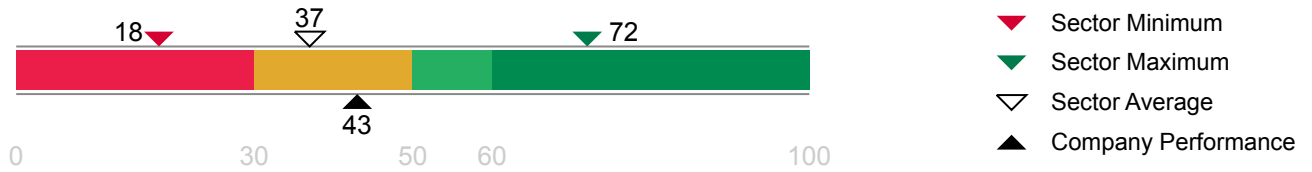
Leadership	65	Implementation	65	Results	100
Relevance	65	Means & resources	65	Trends	100
Ownership	65	Coverage	65		

Business behaviour (C&S)

Score: 35

C&S1.2 Information to customers

(score: 43, weight: 3)



Visibility of commitment to adequately informing customers about products/ services

The company has made references to informing customers about its products and services in its Sustainability Report 2014.

Relevance of the commitment

The company's commitment only addresses part of its responsibilities:
 - provide customers with detailed information about product risks and benefits: the bank's strategy stressed its focus on enhancing clear communication to customers about the products to be purchased.
 - avoid misleading marketing messages: responsible marketing appears to be one of BCI's pillars of sustainability.

Ownership of commitment

It is unclear who is responsible for the company's commitment or to which parts of the company it applies.

Systems to monitor information to customers

The company has set up few measures to ensure customers are informed properly:
 - initiatives directly addressing transparency also in cooperation with stakeholders: in 2014, Bci renewed its agreement with Chile Transparente, an institution that supports the Bank with training and the execution of transparency practice.

Employees training and awareness raising

The company has set up training programmes about responsible marketing for its employees in collaboration with the Chilean Institution Chile Transparente.

Coverage of systems to monitor information to customers

It is not clear in which part of the company are these measures in place

Stakeholders' feedback

As of 11/2016, Banco de Credito e Inversiones did not appear to be involved in any controversy related to this sustainability driver

Leadership	23	Implementation	41	Results	65
Visibility	30	Means & resources	45	Performance	65
Relevance	30	Coverage	30		
Ownership	0				

C&S1.3 Responsible Customer Relations

(score: 23, weight: 3)



Visibility of commitment to responsible customer relations.

The company refers to responsible customer relations in its 2014 Sustainability Report.

Relevance of commitment

The company commits to some of its responsibilities:
 -enhance customer satisfaction: the monitoring and betterment of customer satisfaction is among BCI's pillars.
 -protect clients' information assets: Bci considers information security as a strategic part of its global security policy.

Ownership of commitment

It is unclear who is responsible for the company's commitment or to which parts of the company it applies.

Means allocated to ensure responsible relations with customers

The company has set up few measures:
 - measuring performance against customer satisfaction surveys and be acting on the results: the bank monitors the customers' perception of Bci and the net service quality satisfaction index and adapt their customer experience strategy accordingly.
 - staff awareness: the bank raises awareness among its employees, on its new strategy and implemented changes to enhance customers' satisfaction, through its corporate literature and bonding processes.

Complaints management system for customers

BCI set up a complaint roundtable which meets every 15 days in order to discuss solutions for the root causes of the main categories of complaints. With regards to complaints management, there is a formalised and accessible system to handle complaints as customers can voice their complaints through several channels outline din the website (phone numbers, helplines, etc.)

Coverage of means allocated to ensure responsible relations with customers

It is not clear in which part of th company are these measures in place

Means allocated to address cyber security and to protect key information assets

The company has set up few measures:
 - There is a chief information security officer (CISO) that sets the security strategy and initiatives : there is a Vice President of Operations and IT who is in charge of, among others, an Operational Support Unit which defines the technological and process guidelines reflected in the Bank' s plans and which is in charge of the technological platform and the daily operation.
 - The CISO regularly briefs the board on cybersecurity strategy: the Operational Support Unit, under the responsibility of th OPerations and IT VP, reports to the Directors' Committee of the Bank.
 - There is security team and a dedicated security budget: In February 2015, the Board agreed to form a new Committee called the Innovation and Technology Committee, whose objective is to assist the Board as the highest governance body

for the Bank's technology decisions. This Committee is in charge of review and approve the general technology architecture and the Bank's master technology plan; analyze and approve the annual investment plan in operations; and, review and approve the technological security plan.
In addition, the bank developed an anti-skimmer alarm system, which detects skimming devices placed in ATMs in order to copy credit cards.

Results: trend of complaints received

According to the Bank, in 2014 the average number of monthly complaints dropped 24% in 2013, and the average response time to complaints received by the SBIF and National Consumer Agency (SERNAC) fell by 61% in the year. The problem perception rate also dropped from 13% in 2013 to 11% in 2014.

Stakeholders' feedback

A review of stakeholders' sources revealed that the Company is involved in isolated controversies of significant severity. As of 11/2016, Banco de Credito e Inversiones was involved in 1 controversy

- Case 1 (24/09/2015): Chilean Consumers Association files class action for BCI's alleged illegal charges

A complete analysis of the severity of each case mentioned is available in Vigeo Controversy Product.

Company's responsiveness

For each of the above mentioned cases, Banco de Credito e Inversiones's response is considered:

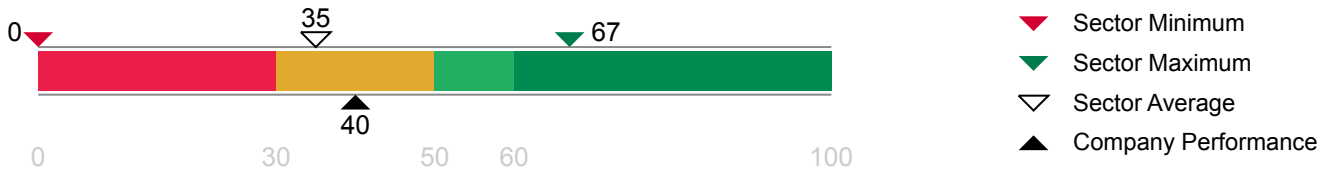
- case 1: The company is non communicative: the company does not appear to be transparent on this case.

The analysis of Banco de Credito e Inversiones management of each case is available in Vigeo's controversy profile.

Leadership	21	Implementation	30	Results	17
Visibility	30	Means & resources	30	Performance	15
Relevance	30	Coverage	30	Trends	30
Ownership	0				

C&S3.1 Prevention of corruption and money laundering

(score: 40, weight: 3)



Visibility of commitment on business ethics and money laundering

The company has issued a formalised commitment to preventing business ethics risks in its Sustainability Report 2014 and in the Annual Report 2015. In addition, the company is a signatory of the Global Compact and communicates on this principle.

Relevance of commitment

The company's commitment addresses its main responsibilities:

- avoid financing oppressive corrupt regimes: there is a risk mapping of countries likely to receive Bci financing
- extortion
- giving / receiving bribes
- money laundering
- conflicts of interest
- fraud

Ownership of commitment

The Ethics Committee is in charge of managing the regulations with regards to business ethics. This Committee convenes periodically, and throughout the year also receives online queries or whistleblowing reports to resolve more complex urgent situations.

Involvement of employees on business ethics

Bci's ethical guidelines are reinforced by continuous training programs and awareness building campaigns. In 2015, trainings on compliance issues and with in-person courses were organised for 1,577 employees. The company supports and monitors an internal culture of responsible business conduct through the Ethical Value and Business Ethics Pulse, a survey conducted by Fundación Generación Empresarial in which the Corporation has participated for eight years.

Means allocated (business ethics)

The company has set up internal controls to prevent business ethics risks that include:

- the possibility to contact internal audit, legal or compliance departments directly and dedicated confidential hotline or email address : BCI set up whistleblowing channels which are: a telephone line set up to receive messages; email on which employees can be identified and calling the compliance area directly.
- external audits: Certification of the criminal risk prevention model of the Bank and its subsidiaries was realised by the risk rating agency Feller Rate.
- internal audits: the Ethics Committee monitors the compliance with the code of conduct and the bank's value.

Coverage (business ethics)

The measures implemented cover all significant parts of the company

Means allocated (money laundering)

The company has set up some measures to prevent money laundering that

include:

- development of risk assessment policies: the bank organises visits to its branches to verify onsite compliance with BCI's policies on prevention of money laundering.
- procedures for identification of and follow up on unusual or suspicious activities: BCI set up preventing measures to identify and reports suspicious operations that might be related to possible money laundering and financing of terrorism.
- dedicated confidential hotline or email address : BCI set up whistleblowing channels such as a telephone line set up to receive messages; an email for employees and a telephone number to call the compliance area directly.

Coverage (money laundering)

As part of this initiative, in 2014 the compliance management visited 32 branches and five subsidiaries.

Reporting (business ethics and money laundering)

The company discloses quantitative data on the corruption and/or money laundering incidents reported internally:

BCI reports that its business ethics whistleblowing channels received 58 reports in 2014, all of which it analyzed.

Stakeholders' feedback

A review of stakeholder sources revealed that the Company is involved in isolated controversies of high severity. As of 11/2016, Banco de Credito e Inversiones was involved in 1 controversy

- Case 1 (13/01/2016): BCI's chairman Yarur admits contributions to Golborne's campaign

A complete analysis of the severity of each case mentioned is available in Vigeo Controversy Product.

Company's responsiveness

For each of the above mentioned cases, Banco de Credito e Inversiones's response is considered:

- case 1: The company is non communicative: the company does not appear to be transparent on this case.

The analysis of Banco de Credito e Inversiones management of each case is available in Vigeo's controversy profile.

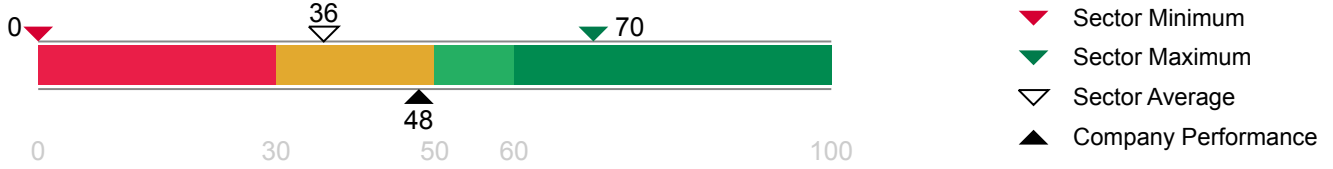
Leadership	65	Implementation	48	Results	6
Visibility	65	Means & resources	55	Performance	6
Relevance	65	Coverage	30		
Ownership	65				

Corporate governance

Score: 37

CGV1.1 Board of Directors

(score: 48, weight: 3)



[LISTED COMPANIES] Existence and independence of Nomination Committee No specific committee is in charge of director nomination, which might raise concerns.

Independence of the Board Chairman

The roles of Chairman and CEO are separated, but the chairman is not considered independent.

Responsibility allocated over CSR issues

The CSR Committee consists of five Directors of the Bank and it is chaired by the Chairman of the Board. Committee members are appointed by the Board. The Committee meets at least quarterly with a required minimum attendance rate of three members and resolutions are adopted by majority vote of the attendees. The Bank established as well an Ethics Committee which is in charge of monitoring and compliance with the Code of Ethics.

Share of independent shareholder-elected Board members

The Board is between 34 and 50% independent, which is less than the recommended level. Four members of the 9-member Board are considered independent.

Diversity of the skills and backgrounds of the Board

*The Board of Directors diversity appears to be partial:
- Board members with demonstrated professional experience in the company's sector of activities: the backgrounds of the Board members appear to be diverse (engineering, finance, law, business and economics) and*

Training and expertise provided to board members

Information obtained from company and public sources regarding training provided to board members is insufficient.

Regular election of Board members

Board members are elected at least every three years and these elections are not staggered. Board members are eligible for re-election following 3-year terms.

Evaluation of Board's functioning and performance

Since 2005, the Board annually develops a process of self-evaluation based on various aspects related to its functioning. The results of the self-evaluation are analysed by the Board of Directors as inputs for improving the Board, however they are not publicly disclosed.

Review of CSR issues at Board meeting

BCI discloses the subjects discussed during the board meetings. Some of the relevant CSR issues are discussed at Board level:
 -Business ethics: the Ethics Committee analysed and communicated on the Code of Ethics and the operations related to it.
 -Human capital: the CSR Committee analyzed progress with CSR programs for employees.
 -Responsible customers relations: the CSR Committee analyzed progress with CSR programs for customers.

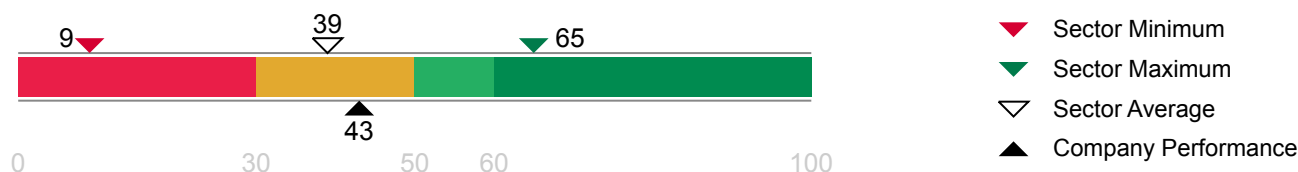
Regularity of and attendance at Board meetings

12 regular Board meetings were held during 2015 with an overall average attendance rate of 85% .

Name of Board member	Role	Executive	Non executive	Employee representative	Nomination	Audit	Remuneration	Former executive	> 9 years on Board	Stock options	Paid>1/2 executive salary	Represent>3% company's shares	Other	Independency
Yarur Rey	Chairman of the Board		X				X	X	X			X		
Olavarria Leyton	Vice Chairman		X				X	X						
Arellano Marin			X									X		
Gomez Dubravcic			X				X					X		
Lagos Contardo			X			X								X
Israel Lopez			X			X	X							X
Romero Paoletti			X									X		
Sanchez Munoz			X				X							X
Schmidt-Hebbel			X			X								X

CGV2.1 **Audit & Internal Controls**

(score: 43, weight: 3)



[LISTED COMPANIES] Existence and independence of Audit Committee *All members of the 3-member Directors' Committee (Audit Committee) are considered independent.*

Skills and backgrounds of Audit Committee members *Members appear to have financial, audit experience and relevant operational experience.*

Operational and CSR risks covered by the company's internal controls system *The internal control system covers the standard issues related to financial, operational, and legal risks.*

Governance of risks *There is a Board Risk Committee (Comité de Finanzas y Riesgo Corporativo) and the company adopted most of the recommended measures for a sound risk management:*

- No executive is part of the Board Risk Committee
- The Chief Risk Officer (CRO), Mr Antonio La Feuvre, is at par level of Chief Financial Officer (CFO), Mr Javier Moraga.
- The CRO has direct access to the Board Risk Committee

Role of the Audit Committee in overseeing internal and external controls *The Audit Committee has a limited role that includes:*

- Oversee internal audit and internal controls
- Nominate the statutory auditor
- Review accounting policies and be responsible for updates
- Oversee the work of the external auditor

Management of the CSR risks *Although the company has set up some measures, it has not gone beyond that to integrate CSR risks in its overall strategy.*

Supervision of material risk-takers *Information disclosed on this subject is insufficient or not relevant.*

Leverage ratio of the bank *The leverage ratio of the bank is between 5% and 7%.*
At December 2015, the unweighted leverage ratio of the bank ((Equity - goodwill and less tangible assets)/ Total assets) was 6.23%.

Independence of the firm's external auditors *Information obtained from company and public sources regarding the independence of the firm's external auditors is insufficient.*

Inclusion of CSR issues in the company's reporting

The company publishes significant CSR reporting on key material issues.

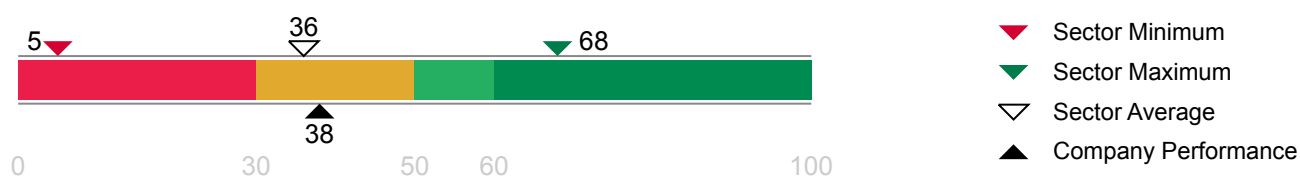
The company has published a sustainability report in 2014 reporting on key material issues and which been approved by the board.

Stakeholders' feedback

As of 11/2016, Banco de Credito e Inversiones did not appear to be involved in any controversy related to this sustainability driver

CGV3.1 Shareholders

(score: 38, weight: 2)



Nonexistence of voting rights restrictions

The company respects the "one share - one vote" principle.

Safeguards on transactions with major shareholder(s)

No safeguards appear to be in place, which might raise concerns with regard to the fairness of any such transaction.

Ability to add items to the agenda of the AGM and to convene an EGM

Major restrictions have been identified to add items to the agenda of the AGM and to convene an EGM.

The meetings is summoned by the Board of Directors at its own decision or upon request of shareholders representing at least 10% of the issued shares with right to vote, stating in the summon the matters to be dealt with in the meeting.

Access to voting at General Meetings

There are no major restrictions on shareholders' ability to vote, however there is no possibility of voting through online services.

Ability to vote on relevant issues in separate resolutions at AGM

All major items are voted upon, however all issues are not voted upon in separate resolutions.

Presentation of CSR strategy to shareholders and investors

Information disclosed from the entity and public sources regarding the presentation of CSR strategy to shareholders and investors is insufficient.

Stakeholders' feedback

As of 12/2016, Banco de Credito e Inversiones did not appear to be involved in any controversy related to this sustainability driver

CGV4.1 Executive Remuneration

(score: 10, weight: 2)



[LISTED COMPANIES] Existence and independence of Remuneration Committee No executive is a member of the committee, but half or fewer are independent.
Two members of the 5-member Remuneration Committee is considered independent.

Disclosure of senior executives' individual remuneration Disclosure of individual executive remuneration data for senior executives is insufficient.

Link between Short Term Incentive Plans and the performance of the company There is no disclosure on what rules guide the company in allocating bonuses and other short-term incentives to senior executives.

Link between the main Long Term Incentive Plan and the performance of the company Information on the rules and performance conditions guiding the allocation of long-term incentives to senior executives is insufficient.

Link between variable remuneration and CSR performance of the company *There is no disclosure on the links between variable remuneration of executive and the CSR performance of the company.*

Severance pay for senior executives Information obtained from company and public sources regarding severance pay for senior executives is insufficient.

Risk alignment of remuneration of top senior executives Information on risk adjustments of remuneration is insufficient or not relevant.

Risk alignment of remuneration of material risk takers Information on risk adjustments of remuneration is insufficient or not relevant.

Evolution of CEO-to-employee compensation ratio *Information obtained from the company on CEO's remuneration is insufficient.*

Stakeholders' feedback *As of 12/2016, Banco de Credito e Inversiones did not appear to be involved in any controversy related to this sustainability driver*

Detailed Scores and Ratings

CURRENT AND PREVIOUS RATINGS

Period	Environment	Human resources	Human rights	Community involvement	Business behaviour (C&S)	Corporate governance
2016/12	++	+	=	+	=	+
2015/12	=	+	=	++	++	=
2014/08	=	+	=	++	++	=

SCORES PER DOMAIN

Domain	Average Score	Leadership	Implementation	Results
Environment	41	49	41	22
Human resources	35	23	35	46
Human rights	34	32	36	34
Community involvement	39	32	34	50
Business behaviour (C&S)	35	36	40	29
Corporate governance	37	49	28	34

SCORES PER CRITERIA

Sub-domain	Criterion	Score
Environment 1	1	46
	3	38
Environment 2	2	51
	7	7

Sub-domain	Criterion	Score
Human resources 1	1	N/A
Human resources 2	3	32
	4	51
Human resources 3	2	27

Sub-domain	Criterion	Score
Human rights 1	1	42
Human rights 2	1	15
	4	42

Sub-domain	Criterion	Score
Community involvement 1	1	36
	1	29
Community involvement 2	2	77

Sub-domain	Criterion	Score
Business behaviour (C&S) 1	2	43
	3	23
Business behaviour (C&S) 3	1	40

Sub-domain	Criterion	Score
Corporate governance 1	1	48
Corporate governance 2	1	43
Corporate governance 3	1	38
Corporate governance 4	1	10

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Overview of the latest updates

Date of the latest update	Information updated
2018/07	Carbon & Energy Transition
2018/03	Sustainable Goods & Services
2017/09	Controversy Risk Assessment
2017/06	Controversial Activities Screening
2016/12	Full ESG profile