

Falabella

ISIN CODE: CLP3880F1085

Overall score 51/100

Sector: ALAS20 companies IR

Information rate: 100% (Sector average: 94%)

General information

S.A.C.I. Falabella was founded in 1889 and is headquartered in Santiago, Chile, it operates its flagship Falabella department stores in addition to Mall Plaza shopping centers, Tottus supermarket, Banco de Falabella banks, and Sodimac home improvement centers. The Company also operates in the financial pharmaceutical sectors. Through subsidiaries, Falabella manufactures textile fabrics and clothing and offers travel agency services.

Main Economic Segment**	Turnover 2015
Department stores, Home improvement and Building Materials	70.8 %
Supermarkets	18.4 %
CMR promoter	6.0 %

CSR performance per domain

Investor Relations	
2018	
100	
75	
50	
25	
0	
Score	51
Allegations	No
Rating	=
Risk management	Robust

Key issues

Companies seeking to attract international investors or to have them remain as shareholders are expected to maintain a sustainable and transparent relationship with these capital markets players. Investors and analysts should be able to access detailed and updated information as regards the company's financial performance, as well as regarding its medium to long-term strategy and related quantitative targets. Furthermore, it is also key for a company to report on its strategy and performance on Environmental, Social and Governance aspects. Such information should be made accessible through communication channels such as reports or dedicated pages on the website, while an investor relations team or department would be set up within the company.

Company performance

Falabella achieved a robust performance in the Investor Relations issues. Responsibilities over Investor Relations are allocated to the CFO and the Company has established a dedicated IR team, whose individual contact details are published on the website. Falabella is transparent on most of the key elements of its market context, however, it is transparent only few of the key elements of its Corporate Governance framework. Falabella provides relevant information on its financial KPIs, but only some information on its ESG KPIs. The Company set up significant tools to promote the continuous follow up of its ESG strategies, but only few tools the ensure the follow-up on its corporate events. Finally, Falabella has adopted few of the recommended elements for an open and transparent communication with shareholders.

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

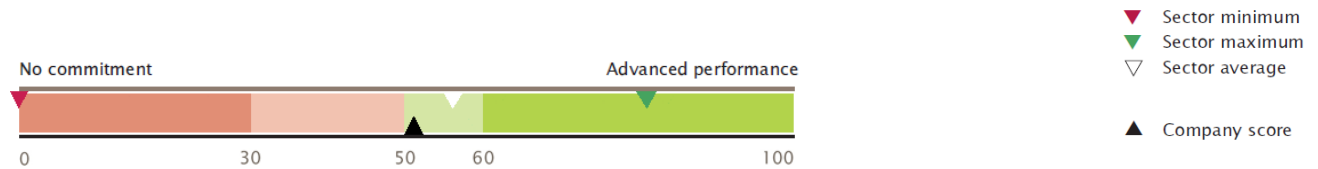
* On a 4-level scale: proactive, responsive, partially responsive, not responsive
** See detailed economic indicators in Selected financial data section
*** Based on the most recent Index at the date of publication

Investor Relations

Score : 51

CGV3.1 Investor Relations

(score: 51, weight: 2)



Responsibilities allocated to the role of Investor Relation

Responsibilities of Investor Relations are allocated to CFO and the company has established a dedicated Investor Relations team. In addition, individual contact details of the IR team (telephone number and email address) are published on the website.

Transparency on Corporate Governance issues (Annual Report and website).

The company is transparent only on few of the key elements of its Corporate Governance framework:

- Criteria for independency and status of Directors (independent, non-independent, executive, non-executive directors, chairman)
- Date of appointment of Senior Management
- Date of appointment of Directors

Comprehensiveness of the company's Annual Report

The company's Annual Report (published in English) provides relevant information on its financial key performance indicators.

- The company provides financial KPI
- The company clearly explains the past positive evolution of its KPI

Transparency on the general context of the company's activities

The company describes most of the key elements of the general context of its markets:

- Description of the company's markets
- Description of the company's regulatory environment
- Detailed description of the company's risks and uncertainties
- Description of the company's competitive position (with industry benchmarks)
- Drivers of operational performance at product/service level
- Drivers of operational performance at regional/geographical level

Quality of the company's ESG reporting

The company's social and environmental reporting (published in English) provides some information on its ESG key performance indicators.

- The company provides ESG KPI
- The company's ESG KPI are audited or reviewed by an independent third party

On-line communication on financial results

The company has adopted few of the recommended elements for an open and transparent communication with shareholders:

- Financial results are formally announced through a press release available on the Investor Relations Section.
- The presentation of financial results is available in an interactive format
- The company's Annual Report or IR website provide a history of the dividend performance (at least 3 years)

Updates and follow-up on corporate financial events

The company set up few tools to promote the continuous follow up of its corporate events:

- *The financial calendar is communicated in the Investor Relations Section of the company's website*
- *Identification of Investor Days*

Updates and follow-up on ESG strategies and performances

The company set up significant tools to promote the continuous follow up on its ESG strategies and performances.

- *Publication of relevant annual ESG reporting.*
- *Explicit link to recognized ESG reporting standards.*
- *Organization of roadshows on ESG issues OR webcasts OR presentations published on the website.*

Contacts

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