

--- PRESS RELEASE ---

More than 5,500 surveyed in PROhumana's Corporate Sustainability Ranking:

## **This unprecedented Survey reveals the principal issues valued by Chilean employees in terms of corporate sustainability.**

- The matters that are most important to employees are **ethics, clients and consumers, transparency and diversity**, all of which are linked to current issues that are giving rise to public debate throughout the nation.
- The Employee Survey was conducted under the Business Strategy Model that uses the **PROhumana Corporate Sustainability Ranking**, that last **August 31st recognized 14 companies** for their sustainable management performance.
- The **2017 PROhumana Corporate Sustainability Ranking** was the 13th annual edition. **Paris** took the lead (1<sup>st</sup> place, Platinum tier), followed by **L'Oréal Chile** (2nd place, Platinum tier), **Mall Plaza** (3<sup>rd</sup> place, Platinum tier) and **Falabella Retail** (4th place, Platinum tier).

Santiago, September 2017 - A survey reveals how Chilean workers rate the sustainability of their companies for the first time. This was done with an **Employee Survey** that was part of **PROhumana's Sustainable Business Strategy Model** that uses the **PROhumana Corporate Sustainability Ranking**. This year it reached a participant total of **81,770 employees**, with a representative sample of **5,535 survey respondents**.

Reflecting on the results of this Survey, Executive President of PROhumana **Soledad Teixidó** states that, "this demonstrates not only that these issues are important at the business management level, but they also echo the topics that public opinion in this country is concerned with today and generating debate."

The surveyed respondents are employees of the participating companies of the **2017 PROhumana Corporate Sustainability Ranking**. Now in its 13th year, it recognizes **14 companies** for their achievements in sustainable management. The distinguished companies include:

PLACE	COMPANY	TIER/LEVEL	AREA
1	Paris	Platinum	Retail
2	L'Oréal Chile	Platinum	Cosmetics Laboratory
3	Mall Plaza	Platinum	Retail
4	Falabella Retail	Platinum	Retail
5	GNL Mejillones S.A.	Gold	Energy
6	Essbio-Nuevosur	Gold	Sanitation
7	GNL Quintero	Silver	Energy
8	Transelec S.A.	Silver	Energy
9	Banco Santander	Bronze	Banking
10	Jumbo	Bronze	Retail
11	Entel	Honorable Mention	Telecommunications
12	Cristalerías Chile	Honorable Mention	Industrial
13	Cencosud Shopping Centers S.A	Honorable Mention	Retail
14	Aguas Andinas S.A.	Honorable Mention	Sanitation

### **Results of the Employee Survey**

When assessing the sustainability of their companies, Chilean employees highlight certain aspects that represent a variety of subjects and business areas in distinct fields of corporate management. Therefore, when they are asked, "**What is the level of importance that your company assigns to X issue?**", the areas mentioned include:

67%	Corporate ethics
67%	Clients and consumers
64%	Transparency
59%	Employees
52%	Diversity of personnel
52%	Gender equality in the company
52%	The community
51%	Environmental protection
50%	The sustainability strategy
47%	The suppliers

The employees also identified "**the principal barriers that impede the inclusion or concretization of a sustainability strategy within your company**", highlighting the following aspects:

58%	Employees unaware of an issue
47%	A lack of indicators to measure the degree of compliance with sustainability programs
32%	A shortage of financial and human resources
31%	A failure to include senior management
14%	It is not a company priority

Furthermore, they set out **"the most important benefits of including a sustainability strategy and/or measures for your company"**:

38%	Facing climate change
35%	More serious commitment on the part of employees
33%	Differentiating from other companies in the same market
32%	Innovative services, products and markets
27%	Reducing corporate impacts and risks
26%	Contributing to the development of the country
26%	Improved public perception
26%	Increased preference from consumers
22%	Inclusion of younger generations
21%	Corporate reputation

Lastly, Chilean employees who participated in the Survey conducted for the PROhumana Corporate Sustainability Ranking also carried out a general assessment of corporate sustainability in Chile by responding to the following question: **How important is sustainability to Chilean companies?** 42% believe it is extremely important, while 33% state that it is of average importance with 17% qualifying it as of low importance. Only 3% do not consider it important and 4% do not know.

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