

Working Conditions and Quality of Life

BancoEstado is concerned with generating safe and favorable working conditions for its workers, which helps to reconcile the needs of its clients with their own goals.

Our policies embrace the definitions that ensure the existence of conditions to promote an excellence work environment, regardless of position, gender, age or social origin. We have multiple benefits that improve the quality of personal and family life and contribute to create an environment of respect and trust among co-workers.

In the area of **family care**, maternity leave compensations are paid in full, that is, before and after the birth of the newborn, the legal subsidy is paid and the gap in compensation for workers with an income above the taxable ceiling is completed. This benefit applies to all leaves that are accepted by pension plan entities. In addition, BancoEstado grants a bonus to the worker for the birth of each child and in the case of men, the bank covers an administrative permit that doubles the number of legal days, as well as a permit to workers for legal adoption.

Furthermore, we highlight the fact that pregnant workers, from the 20th week of pregnancy on, may leave one hour before completing their normal working day.

We have our own child care and nursery for workers from the Santiago area and we provide a voucher for workers from other regions of the country.

Likewise, we provide financial assistance to minors who, due to medical advice, must remain at home; we also provide administrative permissions for the father or mother in case of hospitalization of a child.

To support the workers' children during school and college age, we provide an annual bonus per child attending school or college as a student, and we also fund 75 scholarships for the best scores in the College Admission Test.

On **flexible working** hours; the events that followed October 2019 and the effects of the pandemic surge meant a fair size challenge to the Bank beyond the sanitary regulations. Within the framework of its public and counter-cyclical role during the Covid-19 pandemic, BancoEstado had to ensure services to its clients, safeguard the health of its workers and reinforce its commitment and responsibility, while managing all processes.

In this context, flexibility in the bank's operation emerged as an imperative in the face of sanitary requirements as well as protecting the quality of life of workers beyond the provisions of the regulations. In effect, the need to move a large staff off central areas due to sanitary reasons, shift work teams in branch offices and to maintain



operational continuity of BancoEstado, meant the implementation of working from home (or remote access to work), shift systems and flexible hours.

This scenario led BancoEstado and BE's union to set up a commission to study formulas on this matter, which included the feasibility of implementing nontraditional working hours and/or remote access work, bearing in mind the needs of the different functional work areas, officials and customers.

On the other hand, Human Resources Management Policies **promote the development of people's skills**, offering space and alternatives that mobilize, promote and strengthen the capabilities and leadership of our workers. Likewise, they provide concrete opportunities for growth and professional projection within the institution in a framework of horizontal, continuous and fluid dialogue.