

NEW **SKILLS**  
FALABELLA

We present our competencies  
for Performance Evaluation  
by target audiences

**Leaders:** Top, Middle, Junior Management



- > **Building trust:** Demonstrates genuine interest in people, appreciates their differences, and promotes the search for a diversity of views, creating an environment where everyone feels heard and safe to express their opinions and interests.
- > **Developing talent:** Supports and guides others by sharing their knowledge, offering constant feedback, and acknowledging the work done. Prepares successors and/or future leaders.



- > **Implementing with excellence and agility:** Defines and communicates the area's strategy, supports the teams in establishing specific and measurable objectives, prioritizing and following up on them to achieve the results.
- > **Promoting an entrepreneurial attitude:** Encourages teams to try new ways of doing things simply and more efficiently, to look for different solution alternatives, providing an environment that is conducive for them to take calculated risks and learn from mistakes.



- > **Deciding for the customers:** Develops a deep interest in the customer (internal and external), promotes the use of data, the study of trends, and direct interaction to empathize and make decisions based on their real needs.
- > **Collaborating for customers:** Encourages working among teams, facilitates the achievement of agreements even if that involves difficult conversations, ensuring that the decisions make life simpler for the customer.



- > **Leading by example:** Is consistent between what they say and do, promotes Falabella's values in their actions and the decisions made are aligned with the strategy and the purpose.
- > **Having a vision of the future:** Has a strategic vision, is aware of the scope and consequences of their decisions and ensures the short and long-term sustainability of the business.

**Not in charge of a team:** professionals, technicians, specialists

WE ARE ALL  
**ONE TEAM**

- > **Building trust:** Demonstrates genuine interest in people, appreciates their differences, promotes the search for a diversity of views, and contributes to the creation of a good working environment.
- > **Developing talent:** Supports the development of other people by sharing their knowledge, offering feedback, and acknowledging their work.

WE ARE  
**AGILE**

- > **Implementing with excellence and agility:** Defines clear and measurable objectives, prioritizes, follows up on the process assuming responsibilities and achieves the results.
- > **Having a proactive attitude:** Shows initiative and sense of urgency, tries different solutions or simpler and more efficient ways of doing things, and learns quickly from mistakes.

WE ARE PASSIONATE  
ABOUT  
**THE CUSTOMERS**

- > **Deciding for the customers:** Studies market trends, uses data, and interacts directly with the customer (internal/external) to empathize and make decisions based on their real needs.
- > **Collaborating for customers:** Offers, asks for help, and generates agreements that always have the customer at their heart.

WE CARE FOR THE  
**FUTURE**

- > **Leading by example:** Is consistent between what they say and do, shows transparency by acknowledging their mistakes and proactively addresses situations that may affect the team and/or the company.
- > **Being aware of their impact:** Understands how their decisions in the short term can influence the results in the mid-term and promotes Falabella's initiatives related to sustainability, environment, and society

**Not in charge of a team - operations:** ashiers, shelf-stackers, assistants

WE ARE ALL  
**ONE TEAM**

- > **Building trust:** Promoting a climate based on trust and companionship. This applies all the people of the branch, store or distribution center.
- > **Developing talent:** Passes on knowledge to colleagues, especially the newest ones.

WE ARE  
**AGILE**

- > **Implementing with excellence:** Performs the tasks assigned to them correctly, with the expected performance.
- > **Having a proactive attitude:** Shows initiative and sense of urgency. Learns new systems and procedures, adapting quickly to changes.

WE ARE PASSIONATE  
ABOUT  
**THE CUSTOMERS**

- > **Customer service:** Is concerned that customers have an excellent experience within the Falabella Group. Depending on their role, they treat people cordially or solve problems that are within their reach to ensure the service chain.
- > **Collaborating:** Offers and asks for help when needed, supports their colleagues in different tasks when they require it.

WE CARE FOR THE  
**FUTURE**

- > **Responsibility:** Fulfills their commitments (shifts, schedules, and uniform), and carries out the processes and procedures established by the company with due discipline.
- > **Aware of their impact:** Understands the role they play within the customer service chain, being aware of how their actions and decisions can positively or negatively affect the customer experience, business results, brand, etc.