

social responsibility



Historically, Banco de Chile has assumed social commitment as a fundamental factor in its development. Already when it was founded in 1893 as a result of the merger of three of Chile's principal banks, Banco de Chile stated at that time, that one of its principal objectives was to support the country's economic and social reconstruction, as a result of the economic crisis at the time of 1891.

Since then, under the concept of building a corporation integrated to society, we have projected ourselves as an active agent in achieving better welfare for the community in the different areas of culture, sport, education, health, consolidation of citizens' institutions and the strengthening, among others, of solid values, equal opportunities and transparency in business management.

The force of this commitment permeates the different groups with whom our Bank interacts, generating numerous activities jointly developed with our customers, shareholders, staff, suppliers and society in general, and which will enable us to build the Chile we dream of.

Customers

- First place in attributes of: better global service quality, more agile and flexible, improved technology, better branches, more competent executives, friendlier and more convenient service. (Adimark Survey, Banks' Image, third quarter 2005).
- During 2005, Banco de Chile won the prizes Bank of the Year 2005, given by the magazine The Banker, and Best Foreign Exchange Bank in Chile 2005, granted by the Global Finance magazine.
- Development of a new English-version institutional site which provides information on persons, companies, international business and general information for the public, specially oriented to foreign users and the international community.
- Implementation of strategic alliances with establishments in different areas like department stores, gas stations, opticians, vineyards and sky centers, offering discounts for customers of between 10% and 70% on their purchases of different products.

The Chile we all want

we want a committed Chile

Society

- Teletón: Banco de Chile has a history of 27 years of support and commitment with Teletón, an institution that provides physical and emotional rehabilitation for disabled children and young people, 50,000 of them having been attended to date, through 9 rehabilitation centers. During the last fund-raising day, 66% of the total collection was channelled through the Banco de Chile network, with a total 508 dedicated tellers, 2,295,000 deposits made and 6,000 Bank staff who dedicated 27 hours of voluntary time to this event.
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- San José de Lampa College: provides education for 240 students from low-income families in the district of Lampa, near Santiago, through the "Educando Juntos" project which is a successful education model for the poorest sectors of the population, and whose construction and operation is financed partly by Banco de Chile.
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- Campaign for those affected by earthquake in the north of Chile: setting up systems and deposit points for collecting funds over a 6-month period.
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- Sport: support for sporting excellence in disciplines like tennis for the disabled (Robinson Méndez, No.1 in Chile and Ibero America and Best Paralympic Sportsman 2005), golf and motor-cycling.
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- PSU Scholarship: for the top national university entrance examination marks, in support of students who seek excellence.
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- Banco de Chile Cup - VII Nec Wheel Chair Tennis Tour for the best disabled tennis players in the world.
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- MetroArte: Banco de Chile sponsors the permanent exhibition of MetroArte "Chile Today", at the La Moneda metro station in Santiago, of the Chilean artist Guillermo Muñoz Vera (in a 1,800 mts2 area).
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- Fondo Esperanza: entity belonging to Hogar de Cristo whose objective is to provide financing for micro-businessmen in the country's poorest districts. Banco de Chile has signed an alliance with this entity, channelled through the Banco CrediChile Division, for financing entrepreneurial activities with small loans based on contributions and donations.

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Shareholders

- Well spread base of 9,163 shareholders of Banco de Chile and 22,271 indirect shareholders of its parent company, which have a personalized service platform for shareholders (Shares Department).
- Increase of 15% in the shareholdings of minority shareholders in the Bank.
- Improved Corporate Governance practices, exceeding the requirements of the local regulatory entities.
- The Global Compliance Division was created in 2005, responsible for ensuring compliance with internal rules and those imposed by the regulatory authorities.
- Physical distribution of the Banco de Chile Annual Report and Diary.
- Publishing of quarterly reports on the company's performance and business, available on the Bank's web site.

Environment

- Progressive implementation of energy saving programs (air conditioning) and recycling of materials (differentiated garbage, recycling of paper and ink cartridges).
- Replacement of oil in boilers by natural gas.
- Soundproofed electric generator groups regarding new acquisitions.
- Preference for water-diluting paints.
- Principal cleaning products are biodegradable.

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Staff

- During 2005, 95% of the Bank's staff received training, with an average of 39.7 hours per person, the equivalent of a total of 267,722 hours training at different levels.

- Recognition by the Ministry of Health that Banco de Chile is one of 5 outstanding companies in Chile in the development of a plan for promoting the health of its staff.

- For the third consecutive year, a voluntary general increase was made to the salaries of the lowest-paid staff, thus benefiting more than 10% of the whole Bank staff and striving for greater equity.

- Banchile Corredores de Seguros is named as "Best Place to Work in Chile" by The Great Place to Work Institute. Banco CrediChile and Banchile Corredores de Bolsa also appeared in the table of honor of the same ranking.

- Universidad Banco CrediChile: with pre- and post-graduate agreements with top-level specialized institutions, it offers subsidized higher education to its staff.

- Free life insurance for all staff which also includes cover for disability and accidental death.

- Complementary Health Insurance, Dental Insurance and High Expense Insurance, whose cost is fully absorbed by Banco de Chile. At December 2005, the total staff covered was 6,705, with an insured population of 16,030 persons.

- Preventive Medical Examination: voluntary cardiovascular check with national coverage, made every two years for staff over the age of 30. 4,457 staff took part during 2005 and the scheme was rated by employees at 6.4 out of a maximum of 7.

- Guidance Program: Psychological support by the Bank for employees and their family groups, on a strictly confidential basis.

- Women and Family Program: activities in support of working women and their families:
 - Social security advice program for pregnant women providing a specific guide with health and social security content.
 - Free annual check-up (PAP and mamograph) at a nation-wide level.
 - Recreational activities for staff children at vacation times.

- Health Promotion Program. With 5 fundamental objectives: Controlled Physical Activity, Nutritional Advice, Smoking Addiction, Chronic Illness Follow-Up and Women's Health, benefiting a total of 1,869 staff.

- Improved conditions for maternity and paternity.
 - Family absence from work increased from one to two days a year.
 - Nursery to domicile and Infant Kindergarten Help.
 - Legal permission for fathers of 5 days for the birth of a son.

- Virtual Legal Advice Service (begun in 2005) which, after 2 months in service, attended 238 consultations country wide.

- Adolfo Rojas Gandulfo Scholarship for financing university studies for the highest marks obtained by children of Banco de Chile staff in the University Selection Test.

- Upward evaluation of superiors (714 heads were evaluated by their staff in 2005) and Complaints Channel for internal dispute situations.

- Social Recognition Program: during 2005, 1,972 staff (28.3% of total staff) were rewarded for Excellent Performance, Outstanding Contribution to Team Work and Extraordinary Contributions.