



2020
ANNUAL
REPORT

LEGAL NOTICE

This document may contain prospective statements, which are subject to risks and uncertainties as they are based on expectations of the Company's management and on available information. The Company is under no obligation to update these statements. The words "anticipate", "wish", "expect", "foresee", "intend", "plan", "predict", "forecast", "aim" and similar words are intended to identify these statements.

The Company clarifies that it does not disclose projections and/or estimates under the terms of article 20 of CVM Instruction 480/09 and, therefore, such forward-looking statements do not represent any guidance or promise of future performance. Forward-looking statements refer to future events which may or may not occur. Our future financial situation, operating results, market share and competitive position may differ substantially from those expressed or suggested by these forward looking statements. Many factors and values that may impact these results are beyond the company's ability to control. The reader/investor should not make a decision to invest in Multiplan shares based exclusively on the data disclosed on this presentation.

This document also contains information on future projects which could differ materially due to market conditions, changes in laws or government policies, changes in operational conditions and costs, changes in project schedules, operating performance, demands by tenants and consumers, commercial negotiations or other technical and economic factors. These projects may be altered in part or totally by the company with no prior warning.

External auditors have not reviewed non-accounting information. In this presentation the company has chosen to present the consolidated data from a managerial perspective, in line with the accounting practices excluding the CPC 19 (R2), and adjusting for the sale of the Diamond Tower, as described on page 3 of this report. For more detailed information, please check our Financial Statements, Reference Form (Formulário de Referência) and other relevant information on our investor relations ir.multiplan.com.br.

UNSPONSORED DEPOSITARY RECEIPT PROGRAMS

It has come to the attention of the Company that foreign banks have launched or intend to launch unsponsored depositary receipt programs, in the USA or in other countries, based on shares of the Company (the "Un-sponsored Programs"), taking advantage of the fact that the Company's reports are usually published in English.

The Company, however, (i) is not involved in the Unsponsored Programs, (ii) ignores the terms and conditions of the Unsponsored Programs, (iii) has no relationship with potential investors in connection with the Unsponsored Programs, (iv) has not consented to the Unsponsored Programs in any way and assumes no responsibility in connection therewith. Moreover, the Company alerts that its financial statements are translated and also published in English solely in order to comply with Brazilian regulations, notably the requirement contained in item 6.2 of the Level 2 Corporate Governance Listing Rules of B3 S.A. - Brasil, Bolsa, Balcão, which is the market listing segment where the shares of the Company are listed and traded. Although published in English, the Company's financial statements are prepared in accordance with Brazilian legislation, following Brazilian Generally Accepted Accounting Principles (BR GAAP), which may differ to the generally accepted accounting principles adopted in other countries.

Finally, the Company draws the attention of potential investors to article 51 of its bylaws, which expressly provides, in summary, that any dispute or controversy which may arise amongst the Company, its shareholders, board members, officers and members of the Fiscal Council (Conselho Fiscal) related to matters contemplated in such provision must be submitted to arbitration before the Câmara de Arbitragem do Mercado, in Brazil. Therefore, in choosing to invest in any Unsponsored Program, the investor does so at its own risk and will also be subject to the provisions of article 51 of the Company's bylaws.



We present Multiplan's 2020 Annual Report, a year in which the Company faced the challenges posed by the COVID-19 pandemic and quickly adapted itself to the needs of its customers and partners, reaffirming its key position in the routine of millions of visitors and its commitment to operational efficiency alongside with and approach based on sustainability

MESSAGE FROM THE PRESIDENT

GRI 102-14, 102-15

With nearly 50 years of history, Multiplan has always understood the need to adapt to changes and, more importantly, to anticipate the desires and needs of its clients and partners. In 2020, we understood the importance of quickly adapting to the challenges posed by the COVID-19 pandemic. And we also saw the relevance of the adaptations we had been carrying out over the past few years, using our malls as a benchmark in innovation to manage our mix of stores, in architecture and in our relationship with society.

Supported by the quality of our assets, we were able to achieve good financial results in 2020, with a gross revenue of almost R\$ 2 billion, 36.6% higher than 2019, and R\$ 964 million of net income. This result was partially due to the sale of the Diamond Tower, one of the towers of the Morumbi Corporate office complex, in São Paulo, for R\$ 810 million, reflecting the value generated by our development strategy.

Our commitment to the responsible and safe reopening of our shopping centers was also decisive. To help us develop and implement effective safety protocols, Multiplan hired independent infectologists, who made a technical analysis of our necessities — in addition to following the protocol guidelines of the Brazilian Shopping Center Association - Associação Brasileira de Shopping Centers

“ It is by investing in efficiency and large assets that Multiplan has laid its successful trajectory.”

JOSÉ ISAAC PERES
Chief Executive Officer



(Abrascce), validated by the Sírío Libanês Hospital and by Rede Mater Dei Saúde. We used the same precautionary measures to prepare our offices to return to in-person working. The good results derived from the measures adopted were evidenced through surface tests carried out in high circulation areas of the malls managed by Multiplan, with all negative results for the COVID-19 virus.

The health of tenants and employees was protected through various means. In addition to campaigns encouraging safe behavior, in 2020, we donated 100,000 fabric masks and 25,000 COVID-19 rapid tests . In addition to health and safety actions, we supported our tenants in overcoming the difficulties brought by the shutdown of stores, with a reduction in rent and common charges by almost R\$ 1 billion throughout the year.

Besides taking care of our most immediate public, we have been engaged in actions to fight the pandemic and provide social assistance that extend to broad sectors of society. Through agreements with the government, we have made the infrastructure of our malls available to collaborate with the vaccination campaign against COVID-19 – resulting in over 120,000 doses applied at our malls until the publication

of this report. But we know that the impacts of the pandemic go far beyond the health issue, therefore, in 2021 we donated 150 tons of food, distributed in 10,000 food baskets, which benefited 40,000 people. Our malls joined the initiative through the Alimento o Bem [Feed the good] campaign, which collected 13 tons of food by July 2021 to help those most affected by the economic and social crisis brought about by the pandemic.

Multiplan also engaged in developing or reinforcing diversified relationship strategies with its stakeholders. We invested in the expansion of the Multi superapp, a tool that is more than just an online sales platform, it makes the lives of clients easier and allows the Company to get to know them better and strengthen the relationship between the Multiplan brand and our malls. An expansion of the platform occurred in parallel with other engagement strategies, such as the creation of a direct sales channel on WhatsApp, the drive-thru product pickup service, and the implementation of a customer service chatbot.

The ongoing commitment to operational efficiency and a sustainability-based approach is Multiplan's trademark. In 2020, our investments in solar energy stood out, with

the construction of a new photovoltaic plant. Just one year after the inauguration of our first set of photovoltaic plants, which fully supply VillageMall, we now supply our headquarters in Rio de Janeiro, also 100% ensured by solar energy. This investment provides benefits both in environmental terms, as it contributes to the responsible use of natural resources and prevents the release of carbon emissions into the atmosphere, and in financial terms, as it provides savings in energy costs.

Even with the adjustments we made at the beginning of the year, we continued to invest in our portfolio. We made progress in the construction of ParkJacarepaguã, our 20th shopping center, which will be inaugurated in 2021 in Rio de Janeiro. And we pre-launched Golden Lake, a private neighborhood with 250 thousand sq.m of private area in Porto Alegre.

By investing in efficiency and large assets, Multiplan has laid its successful trajectory. Aware of market opportunities and demands, we maintain space to expand and develop mixed use projects integrated into our shopping malls, which increases the synergy of our operations. Thus, we remain confident in our long-term strategy, maintaining our focus on the quality of our malls and growth opportunities.

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Since the start of the COVID-19 pandemic, Multiplan has developed numerous initiatives to support retail and society in mitigating the impacts of the crisis caused by the disease, giving priority to preserving the health and safety of its employees and providing support to its partners and to communities.

The company made every effort to react quickly and effectively to this exceptional situation, promptly organizing a Crisis Committee to deal with the issue. Measures to support employees, tenants and the community were soon implemented, with initiatives that were extended and improved to respond to the needs posed by the evolution of the pandemic.

Concerned with safeguarding its employees, Multiplan implemented a remote work system for all job activities where possible, suspended all non-essential travel and, in cases where on-site work is necessary, the company established special distancing measures and environmental hygiene protocols. Communication was reinforced to widely disseminate prevention procedures and the Company's response plan. Multiplan's actions were based on the knowledge of two infectologists hired to develop and revise operating procedures and protocols, in addition to guiding employees, who could potentially be tested to diagnose the infection, both serology and PCR testing, when necessary.

To support its tenants, Multiplan created special conditions, reducing rent and common charges by almost R\$ 1 billion in 2020 and surpassed R\$ 1.3 billion in 2021 until the publication of this report. Significant reductions in rent and contributions to marketing funds were granted (reaching 100% in reductions when the shopping centers were closed), as well as in condominium charges (reaching 50% in reductions when shopping centers were closed). Another important support measure was the implementation of strategies to enable sales and provide a channel of communication with customers during the pandemic - such as the Multi app, which was integrated into a platform developed to allow direct sales from the

store to the customer through WhatsApp, and the creation of delivery and drive-thru systems in all shopping centers, in partnership with the startup Delivery Center. Multiplan remains aware of the needs of its tenants and seeks to provide the necessary support for each one of them, contributing to their well-being, financial health and the maintenance of jobs along its value chain.

Multiplan's care in light of the health crisis goes beyond its employees and tenants, seeking to reach society as a whole. Thus, the company has carried out educational activities on its digital channels and facilities, always providing guidance to the public to avoid contagion and correctly deal with the disease. The donation of

hygiene and protective materials helps to promote safe behaviors: in 2020, 100 thousand fabric masks and 25 thousand COVID-19 rapid test kits were donated to tenants and the malls' employees, and through a partnership with the Public Ministry of São Paulo, hand sanitizers, masks and cleaning materials were donated to institutions in Ribeirão Preto; and, in early 2021, 15 thousand COVID-19 tests were donated to the charity Movimento União Rio. Throughout the pandemic, the facilities of Multiplan's malls were mobilized to raise awareness, offer essential services, collect donations and carry out COVID-19 tests using a drive-thru system.

In addition, in 2021, all shopping centers joined the *Alimento o Bem* [Feed the good]



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Reinforcing its commitment to a responsible reopening of its shopping centers, in addition to following the guidelines of the protocol of the Brazilian Shopping Center Association - *Associação Brasileira de Shopping Centers* (Abrasce), validated by Sírío Libanês Hospital and by Rede Mater Dei de Saúde, Multiplan hired independent infectious, seeking to preserve the health and well-being of clients, employees and tenants.

campaign, to collect food donations in light of the increase in the hunger numbers caused by the economic and social crisis resulting from the pandemic in Brazil. By June 2021, 13 tons of donations had been collected. *Multiplique o Bem* [Multiply good] campaign, the Company's social initiatives hub, started with the donation of 10 thousand food baskets made by Multiplan in partnership with the *Transforma Brasil* [Transform Brazil] group. Approximately 150 tons of food were distributed to approximately 100 organizations across the country, benefiting 40 thousand people.

Reinforcing its commitment to a responsible reopening of its shopping centers, in addition to following the guidelines of the protocol of the Brazilian Shopping Center Association - *Associação*

Brasileira de Shopping Centers (Abrasce), validated by Sírío Libanês Hospital and by Rede Mater Dei de Saúde, Multiplan hired independent infectious disease specialists to establish its safety protocol. Seeking to preserve the health and well-being of clients, employees and tenants, Multiplan's safety protocol was presented to the public through an extensive campaign. To certify the results of the measures adopted to fight COVID-19, the company carried out surface tests to detect the novel coronavirus in high circulation areas in all of the 18 shopping centers under its management. All tested negative for COVID-19.

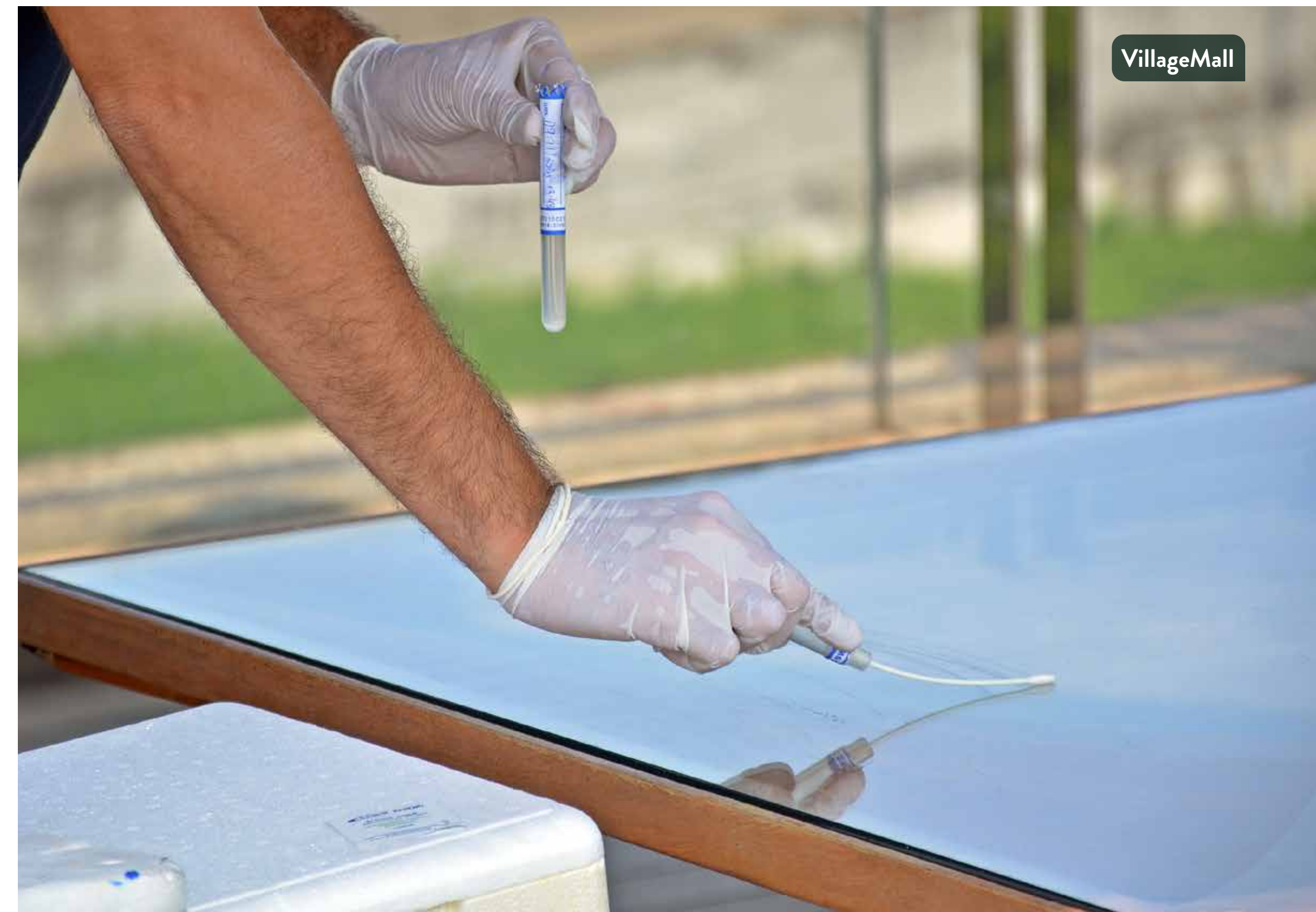
Multiplan is committed to collaborating, by all means possible, with government institutions in the fight against the pandemic and is actively engaged in helping

with the vaccination campaign. The Ri-beirão Shopping Medical Center, ShoppingVilaOlímpia and the parking lots at ParkShoppingSãoCaetano, ShoppingAnáliaFranco and BarraShoppingSul serve as vaccination venues, the last three in a drive-thru system. Until the publication of this report, over 125 thousand vaccine doses had been applied. In addition, the company represented Abrasce in signing an agreement with the Government of the State of Rio de Janeiro to provide space and infrastructure in its shopping centers for vaccination campaigns. By supporting the government, Multiplan seeks to collaborate with the resumption of activities and with life returning to normal.

With the unforeseen events brought about by the pandemic, at the start of 2020, Multiplan carried out a review of its planned investments and decided to temporarily suspend those still in early stages, to be resumed as soon as possible, which include expansions at ParkShoppingBarigüi and DiamondMall, the development of the Golden Lake residence, with sales starting in 2021, and certain shopping center renovation projects. The pace of the construction at ParkJacarepaguá was reduced, and the inauguration was scheduled for 2021.

Multiplan objectively faces the adversities that can be caused by a pandemic with the severity and duration of the one

the world is currently facing. However, the company acknowledges that its assets have outstanding locations and characteristics that place its properties and shopping centers among the best commercial assets in the country, composed by mixed use projects that provide convenience and contribute to the socioeconomic development of cities. Even during this difficult time, malls continue to be part of people's daily lives, being evident with the recovery of the flow of visitors after the reopening of malls. Thus, Multiplan remains confident in its long-term strategy, striving to collaborate with the country's recovery and to create solutions to overcome this challenging time.





MULTIPLAN



MINAS GERAIS
BELO HORIZONTE

- ⌘ Pátio Savassi
- ⌘ DiamondMall
- ⌘ BH Shopping

RIO DE JANEIRO
RIO DE JANEIRO

- ⌘ BarraShopping
- ⌘ NewYorkCityCenter
- ⌘ VillageMall
- ⌘ ParkShoppingCampoGrande
- ⌘ ParkJacarepaguá

SÃO PAULO
SÃO PAULO

- ⌘ ShoppingAnáliaFranco
- ⌘ MorumbiShopping
- ⌘ ShoppingVilaOlímpia
- ⌘ Morumbi Corporate

JUNDIAÍ

- ⌘ JundiaíShopping

RIBEIRÃO PRETO

- ⌘ ShoppingSantaÚrsula
- ⌘ RibeirãoShopping

SÃO CAETANO

- ⌘ ParkShoppingSãoCaetano

PARANÁ
CURITIBA

- ⌘ ParkShoppingBarigüi

RIO GRANDE DO SUL
PORTO ALEGRE

- ⌘ BarraShoppingSul

CANOAS

- ⌘ ParkShopping Canoas

- ⌘ Shopping Center in operation
- ⌘ Tower for leasing in operation
- ⌘ Shopping Center under development

ALAGOAS
MACEIÓ

- ⌘ Parque Shopping Maceió

DISTRITO FEDERAL
BRASÍLIA

- ⌘ ParkShopping
- ⌘ ParkShopping Corporate

GRI 102-1, 102-2, 102-4, 102-5, 102-7, 102-48, 203-2, SASB IF-RE-000.A

Standing out among the largest companies in the sector in Brazil, Multiplan operates in planning, developing, owning and administrating shopping centers as well as creating mixed use projects integrated with other developments. Founded in 1974, with a full-service profile, the company has one of the largest and best portfolios in the sector in Brazil. Also with strategic participation in the commercial and residential real estate development sector, Multiplan works to create synergies between operations related to shopping centers and mixed use projects in adjacent areas.

Multiplan has a broad portfolio with 19 shopping centers in operation (18 of them managed by the company), 1 under construction – ParkJacarepaguá, in Rio de Janeiro –, 1 residential condominium also under construction – Golden Lake, in Porto Alegre –, and 2 corporate towers. The malls are distributed in 10 cities in Brazil and in Federal District and generated, in 2020, over 70 thousand direct jobs. The company ended the year with an average stake of 80.1% in the shopping centers and 92.1% in the corporate towers. Its shopping centers have over 5,800 stores and a gross



leasable area of 835,015 sq.m - resulting in a total of 885,655 sq.m considering the corporate towers -, with estimated annual traffic of 190 million visits (2019 estimate).

Jobs generated by shopping centers
(Multiplan's employees + tenants)

BarraShopping	10,223
BarraShoppingSul	4,476
BH Shopping	6,134
DiamondMall	2,470
JundiaíShopping	2,390
MorumbiShopping	10,330
NewYorkCityCenter	1,470
ParkShopping	2,932
ParkShopping Canoas	3,268
ParkShoppingBarigüi	3,740
ParkShoppingCampoGrande	4,314
ParkShoppingSãoCaetano	1,394
Parque Shopping Maceió	3,401
Pátio Savassi	2,178
RibeirãoShopping	2,994
ShoppingAnáliaFranco	3,018
ShoppingSantaÚrsula	1,791
ShoppingVilaOlímpia	2,311
VillageMall	1,797
TOTAL	70,631

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ParkShoppingBarigüi

In 2020, Multiplan acquired stakes in Diamond Mall, ParkShopping, ParkShopping Corporate and Shopping Santa Úrsula, totaling R\$ 568.3 million, and concluded the sale of Diamond Tower, one of the two towers that are part of the Morumbi Corporate office complex, in São Paulo. The property with 36,918 m² of gross leasable area was sold for R\$ 810 million, equivalent to R\$ 21,941 per square meter, amount fully received by the company. Since its inauguration in 2013, it generated R\$ 269.7 million in rental revenues, a volume greater than the total construction cost of R\$ 266.8 million. Even without considering these revenues, its sale achieved a historic gross margin of 67.1%. Although the company constantly develops and sells

real estate properties, this was the highest amount received in its history, with real estate sales revenue of R\$ 814.1 million in 3Q20, another record.

Last year, the construction of Park-Jacarepaguá also progressed, Multiplan's twentieth shopping center, located in the West Zone of Rio de Janeiro. Scheduled to be inaugurated in 2021, the project will have a gross leasable area of around 39,000 sq.m, 239 operations, will serve a population of over 800 thousand inhabitants and should generate around 4 thousand jobs. With a modern and sustainable design, it has several environmental initiatives that are part of Multiplan's "shopping mall of the

future" strategy, applied to existing and future projects.

Another highlight of 2020 was the official launch of the third and largest expansion of ParkShoppingBarigüi, which will add 15,000 sq.m of gross leasable area to the mall, equivalent to 29% of its current area. The shopping mall will gain a new floor with 75 new stores, 2 new VIP movie theater rooms, a medical center with 22 specialties, restaurants, a multipurpose event center, in addition to 800 new parking spaces.

In addition to investing in its properties, in 2020 Multiplan also deepened its partnership with Delivery Center,

a multi-channel specialized company, which integrates physical tenants and marketplaces with centers situated in strategic locations in the shopping malls to receive orders, collect the requested items with tenants and provide a fast delivery. A pioneering startup in the integration of online and physical retail, Delivery Center became Multiplan's partner in 2019. Last year, Multiplan and brMalls jointly invested R\$ 69 million in the company. In a second joint investment of R\$ 30 million, Multiplan contributed with R\$ 18.6 million.

The new capital contributions were intended to improve the technology used to integrate inventories and connect to marketplaces, consolidating its presence in the cities already served by the company and accelerating the expansion in new urban centers. Delivery Center's expansion and consolidation plan will also allow sales and delivery

services to more retailers in Multiplan's portfolio, allowing these tenants to use their storages and privileged locations as a base for their own e-commerce or for operating in marketplaces, while at the same time increasing the diversity of products found in Multiplan's superapp, Multi.

These investments are in line with the company's strategy of reinforcing the integration of digital and physical retail, following the entire customer journey, which proved to be even more relevant with the pandemic ([more information on page 14](#)). Although 2020 was a challenging year – leading people to rethink their lives, investors to reevaluate their investments and businesses being called upon to adapt – the partial or full shutdown of malls allowed the shopping center sector to test possible scenarios related to changes in consumer habits that have been looming for years. Once

The willingness shown by consumers to reintegrate malls into their lives after the temporary suspension of activities reinforces the Company's strategy to continue investing in its tenant mix, architecture, and innovation.

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reopened, customers were eager to recover part of their previous lifestyle, and Multiplan's malls proved to be part of their routines.

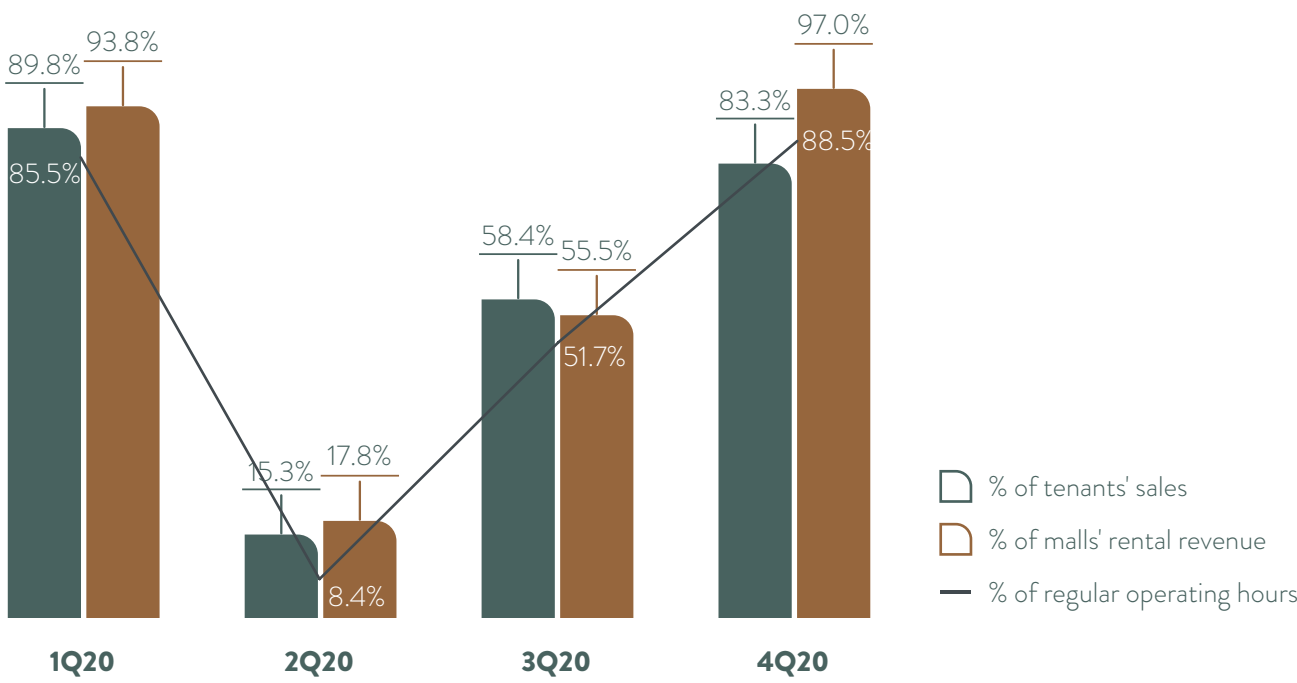
The fourth quarter of 2020 was important for the recovery of the sector in general and of Multiplan's tenants, which strengthened their partnership with the company, bringing down the delinquency rate, given the support they received. In addition to key dates for retail, such as Black Friday and Christmas, the resumption of operations in the period was also strengthened by the so-called flight-to-quality trend, quality trend, where the retail market accelerated the process of migrating stores to dominant malls in the main regions of Brazil. This resulted in a record turnover, leasing 1.9% of the company's gross leasable area (GLA) in the quarter, allowing a renewal of the mix in order to adapt to new customer needs.

The willingness shown by consumers to reintegrate malls into their lives after the temporary suspension of activities reinforces the Company's strategy to continue investing in its tenant mix, architecture, and innovation. Over the past few years, Multiplan has been highlighting how it adapted its malls' mix, offering clients more services, conveniences, experiences and gathering places, and how it has changed the architecture of its projects, by adding more parks, green decks, entertainment, pet friendly areas and other amenities. Now, Multiplan's digital innovation framework is focused delivering an integrated online and offline experience, with an omni-channel strategy increasingly sought by consumers.

With all these investments, Multiplan is ready to strategically implement the transformations demanded in the sector, and thus remain relevant in the lives of its customers.

2020 overview

Quarterly operating hours, tenants' sales, and malls' rental revenue (2020 as a % of 2019)



Christmas decoration at RibeirãoShopping

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DIGITAL INNOVATION AT MULTIPLAN
GRI 103-1, 103-2, 103-3

Multiplan has a very solid purpose: to make people's lives better. More than just consumer temples, Multiplan's mall are spaces devoted to encounters, convenience and everything that enriches everyday life and brings happiness. The company has always understood that its malls should be a refuge for customers, and in a pioneering way it introduced cinema-inside-the-mall concept, gastronomic boulevards, invested in good architecture, promoting cultural activities and integrating with nature.

Seeking to be in the forefront of times, as always, Multiplan understands that now more than ever, the act of "innovating" is achieved through digital means to serve the entire customer journey and always generate the best experience. The

pandemic may have prompted new habits, but it certainly accelerated changes that were underway. And Multiplan does not want to be impacted by change: it positions itself to help promote such change.

Understanding that the shopping center is about experience and connectivity, the company does not see the Internet as a competitor, but as a lever for its business. Thus, with its privileged portfolio, in unique locations in the heart of large urban centers, Multiplan is ready to resume operations, certain that the integration of the physical with the digital world will lift the importance of its assets.

BUILDING THE FUTURE
Multiplan has been preparing for its digital acceleration over a number of years, with

the establishment of a team dedicated to innovation in 2013. The group's focus is to seek and develop solutions that enhance the client experience, provide them with even more conveniences, and expand the opportunities offered to the retailers. This effort bore fruits, such as the creation of the Multi superapp and its marketplace, for example.

Over the past three years, the company accelerated its investments in innovation and promoted changes in its organizational structure to better execute its strategy. The innovation team, MIND, which stood for Multiplan, Innovation and Digital Business, gained a new meaning when the area was merged

with Marketing in 2020, becoming Marketing, Innovation and Digital Business, designed to centralize client relations efforts.

Multiplan's digital transformation begins with shopping centers, which will become even more efficient and productive, contributing to the profitability of the business both through the increase in current revenue lines (such as rental revenue) and through the creation of new ones.

However, more than increasing the shopping centers, Multiplan is working to transform its culture, adopting a vision driven & data-oriented model. From this transition, the company will derive the true benefits for the business in the long term.

ASSUMPTIONS

Multiplan uses an omnichannel strategy, built upon its strengths:

- Brand recognition: iconic shopping malls, with strong brand recognition, that have seen generations of people grow up in their corridors;
- Location: shopping malls with great locations in large consumer centers;
- Mix: diversity set difficult to replicate in an e-commerce distribution center;
- Visitors: large flow of visitors (190 million visits in 2019), which implies a lower customer acquisition cost for any digital initiative compared to purely digital players.

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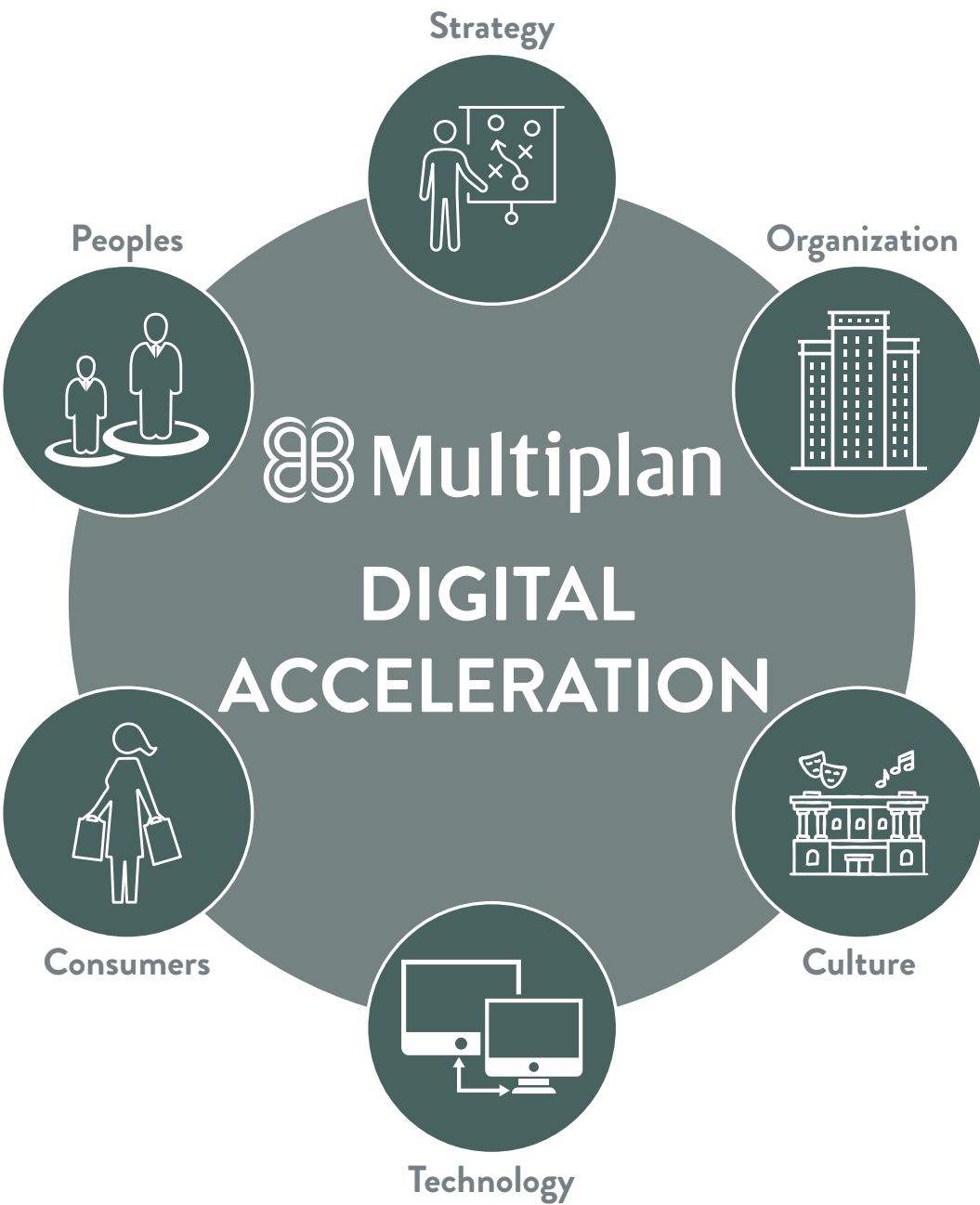
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OBJECTIVES

Multiplan seeks to provide a superior experience to its clients and leverage the sales of its tenants, and based on these objectives, it has established some goals to digitalize its malls:

- **Privileged location:** offer retailers a structure to benefit, also online, from their store's privileged location and inventory, which represents a significant advantage in the last mile of online sales and its reverse logistics;
- **Increased visits:** launch digital initiatives capable of leveraging sales not only

with marketplace operations, but also attracting customers to the malls more frequently;

- **Single strong brand:** having a unified strategy for all shopping centers, avoiding waste of resources and enhancing brand visibility;
- **Omnichannel:** recognize the client through the various channels and unify communication (ceasing to be multichannel and becoming omnichannel), uniting the physical and digital worlds in the company's interaction with customers.

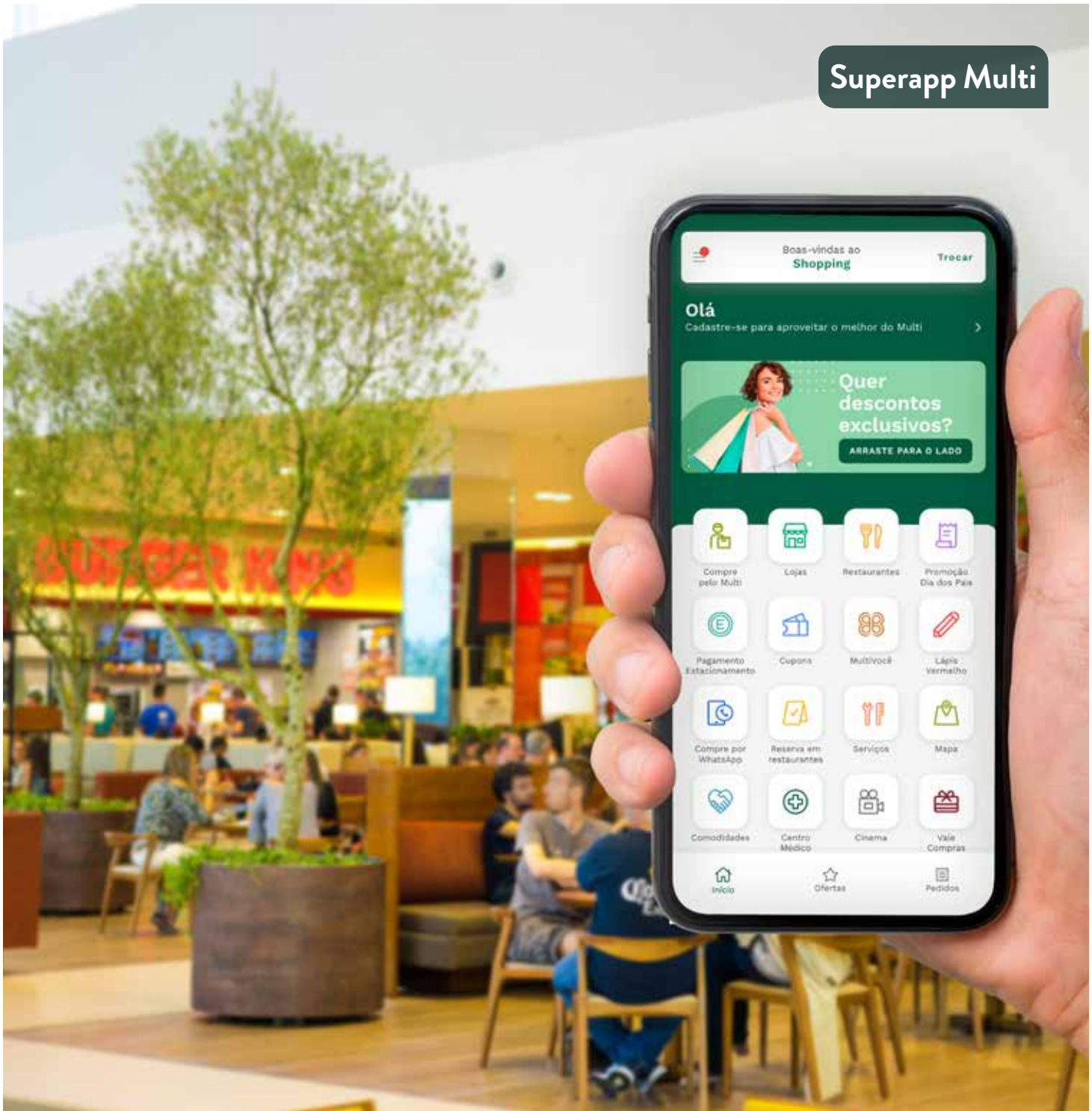


MAIN PROJECTS

MULTI

To ensure its digital acceleration, Multiplan identified the need to have a direct communication channel with the clients, to ensure that it would become relevant to users, so that the app, as it is used, could generate knowledge about their habits. The data collected would help Multiplan's teams design marketing and commercial strategies. It was based on this need that the company developed Multi, a hyper-local super app, which has become an essential tool for the malls' users.

By understanding the public that visits Multiplan's malls, Multi is able to offer a set of relevant features to the customer and establish personalized communication. The company understands that its greatest asset is the relationship with the customer, so having just one marketplace would not be enough and relevance with this public needs to be cultivated. Multiplan is in permanent evolution as the team persistently seeks new ways to make the lives of clients more pleasant, while generating higher sales for tenants, either through the marketplace or more visits to the malls.



MULTIVOCÊ

The MultiVocê unified loyalty program seeks to increase knowledge about consumer habits and generate client loyalty. It has already become the standard program for ten Multiplan's shopping centers.

DELIVERY CENTER

In 2020, Multiplan made new investments in Delivery Center, a pioneering company in the integration of online and physical retail, responsible for managing logistics centers installed in shopping centers and commercial centers. The new investments were motivated by the success of the shopping mall as a hub strategy and leveraged by the demand for this service during the social distancing imposed by the pandemic

In addition, through a partnership between Delivery Center and Google, Multiplan also expanded the food delivery services offered for its tenants and customers, with the launch of Google Food Ordering. Offering a new experience to Google users, the partnership allows food operations located in Multiplan's malls to receive orders directly from Google's search engines and Google Maps. Also in conjunction with Delivery Center, Multiplan entered into an agreement with B2W, similar to another agreement already signed with Mercado Livre, aiming to integrate the stores in its shopping centers with B2W's online retail platforms. The agreement allows tenants to be integrated with the solutions offered by B2W's marketplaces, offering new channels for customers to purchase products, with the option of picking them up at stores or receiving them at home.

DIRECT SALES

Available in its super app Multi, in 2020, Multiplan launched the direct sales channel, dedicated to improving the drive-thru and delivery services offered in its shopping centers, providing more convenience.

The new channel, developed internally by the MIND team, with the goal to quickly respond to the full shutdown of malls during the first months of the pandemic, is another initiative to integrate malls with customers through technology, generating benefits for clients and tenants. The platform provides access to the stores and restaurants directory that operate using drive-thru and delivery service, offers a search field to facilitate identification of participating operations and, with just one click, takes the customer straight to WhatsApp or makes a call to place their orders. The solution also has a step-by-step guide that explains the purchase process to the customer.

The above-mentioned case on direct sales placed Multiplan among the finalists of the *Prêmio Seleção Mobile Time 2020* [2020 Mobile Team Selection Award], whose theme was related to initiatives to fight the novel coronavirus or the social, economic and health impacts resulting from the pandemic.

MINDFUL

The MINDFUL platform processes the accumulated data through the use of the Multi superapp and participation in the MultiVocê loyalty program, respecting the General Data Protection Law (LGPD). Its objective is to provide inputs for the different areas of the company to

outline their strategies and maximize the allocation of their resources.

MULTILAB E STARTPLAN

MultiLab seeks to provide Multiplan with the innovations necessary for business growth, either by assessing existing technologies that can be applied to its operations, or by developing tools not found in the market to meet the specific needs of the sector. Among them is the development of a chatbot for customer service 24 hours a day, 7 days a week, on the shopping mall's website or WhatsApp.

In addition, the StartPlan market intelligence center monitors startup activities in order to identify risks and opportunities, both to expand the company's growth fronts and to meet the needs of Multiplan's business ecosystem. The partnership with Delivery Center is the result of StartPlan's work.

LIQUIDAÇÃO LÁPIS VERMELHO DIGITAL [DIGITAL RED TAG SALE]

In the winter edition of the traditional Red Tag Sale, as part of the Father's Day campaign, Multiplan integrated the initiative into the direct sales channel. The sales offered discounts of up to 70% for online purchases, redirecting the consumer to the store's WhatsApp to place the order. Through the channel, customers can tell the tenants what they prefer, a delivery or drive-thru service.

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Mission, vision and values

GRI 102-16



MISSION

To foster improved quality of life, convenience and the creation of value through the development of shopping centers and real estate projects.



VISION

To consolidate its properties as the best and most complete solutions for necessities of consumption, entertainment, services and well-being, and thus to be the main point of reference for the Brazilian shopping center industry.



VALUES

"The secret to success is to do things well."

Multiplan's primary objective is to achieve quality and excellence in all its projects. Long-term success is the result of the belief that it is necessary to always do things well. And, in order to do things well, it is necessary to enjoy what one is doing. This is the principle that Multiplan historically has respected, leading it to emerge as one of Brazil's most solid and dynamic shopping center groups.

Morumbi Corporate

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Multiplan

Awards and recognitions

INSTITUTIONAL INVESTOR SURVEY

In 2020, for the fifth consecutive year, the survey carried out by Institutional Investor with investors in the financial market identified Multiplan as one of the most highly rated companies in Latin America, including its IR (Investor Relations) and ESG (Environmental, Social and Governance) programs. The CEO, José Isaac Peres, and the CFO, Armando D'Almeida Neto, were placed at the top of the list in their categories, along with Multiplan's Investor Relations team, which was once again chosen as the best in the industry. The company also remained at the top in the categories of best Investor Relations program and best ESG metrics.

ESTADÃO MARCAS MAIS SURVEY 2020

For the second consecutive year, MorumbiShopping and ShoppingAnáliaFranco occupied first and third places in the Shopping Mall category in the *Estadão Marcas Mais* survey, which seeks to identify the top-of-mind brands among Brazilians.

MORUMBISHOPPING

Category: Shopping Centers (1st Place)

SHOPPINGANÁLIAFRANCO

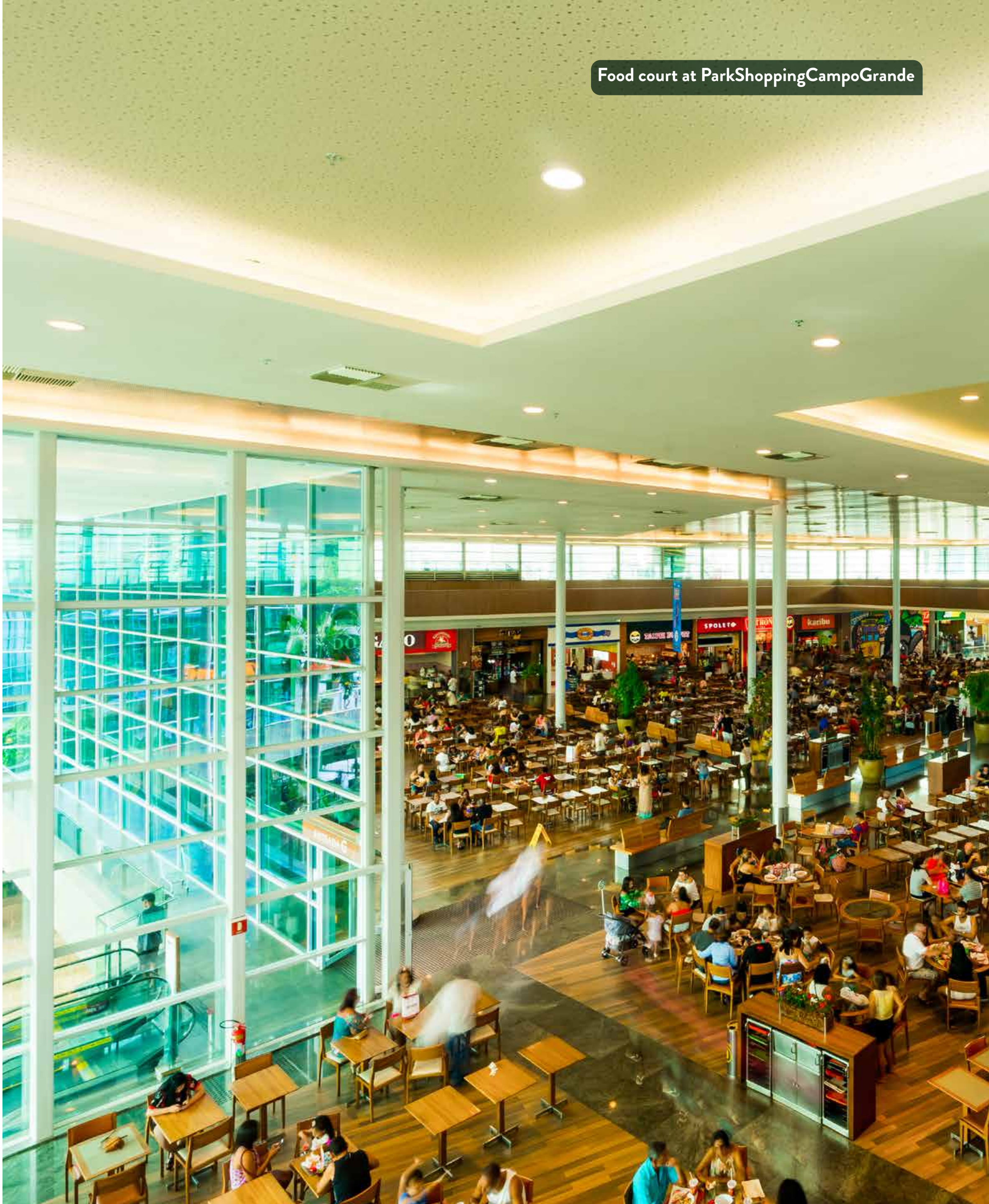
Category: Shopping Centers (3rd Place)

BRAND FROM RIO DE JANEIRO

BarraShopping was chosen for the eleventh consecutive time as the favorite shopping center of the residents of the city of Rio de Janeiro, according to a survey carried out by the newspaper *O Globo*.

BEST COMPANIES IN CUSTOMER SATISFACTION AWARD

In 2020, ShoppingAnáliaFranco, in São Paulo, won first place in the Shopping Centers category among the Best Companies in Customer Satisfaction, a national award granted by Instituto MESC. The ranking of one hundred companies, based on surveys involving over 2 million consumers, also awarded RibeirãoShopping. The two malls were selected among 6,500 companies from 46 business segments throughout Brazil.



Food court at ParkShoppingCampoGrande

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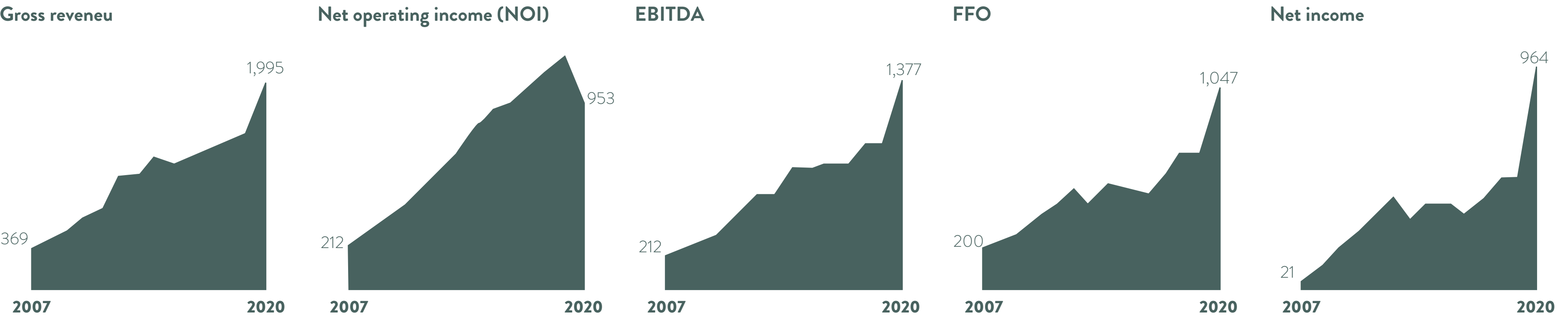
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FINANCIAL HIGHLIGHTS AND RESULTS

LONG-TERM FINANCIAL EVOLUTION (R\$ MILLION)



R\$ Million	2007 (IPO) ¹	2220	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	Var. % 07/20	CAGR % 07/20
Gross revenue	368.8	452.9	534.4	662.6	742.2	1,048.0	1,074.6	1,245.0	1,205.2	1,257.5	1,306.2	1,378.9	1,460.2	1,995.1	+441.0%	+13.9%
NOI	212.1	283.1	359.4	424.8	510.8	606.9	691.3	846.1	934.8	964.6	1,045.5	1,138.1	1,201.2	953.4	+349.6%	+12.3%
EBITDA	212.2	247.2	304.0	350.2	455.3	615.8	610.7	793.7	789.2	818.3	825.5	946.9	932.1	1,377.1	+548.9%	+15.5%
FFO	200.2	237.2	272.6	368.2	415.4	515.6	426.2	552.9	530.7	484.2	558.5	703.7	700.2	1,047.0	+423.0%	+13.6%
Net income	21.2	74.0	163.3	218.4	298.2	388.1	284.6	368.1	362.2	311.9	369.4	472.9	471.0	964.2	+4,457.3%	+34.2%

1. 2007 EBITDA adjusted for expenses related to the Company's IPO.



Outside area at ParkShoppingCampoGrande

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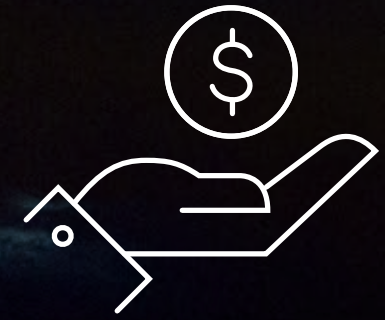
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Sale of Diamond Tower, one of the two towers of the Morumbi Corporate office complex, in São Paulo, for **R\$ 810 million**.



Construction progress of **ParkJacarepaguá**, in Rio de Janeiro, Multiplan's twentieth shopping center.



Minority stake acquisitions totaling **R\$ 568.3 million** in DiamondMall, ParkShopping, ParkShopping Corporate and ShoppingSantaUrsula.

Net income of **R\$ 964 million**. **96.3%** average occupancy rate - in line with the 97.6% recorded in 2019.



Gross revenue of nearly **R\$ 2 billion**, 36.6% higher than 2019.

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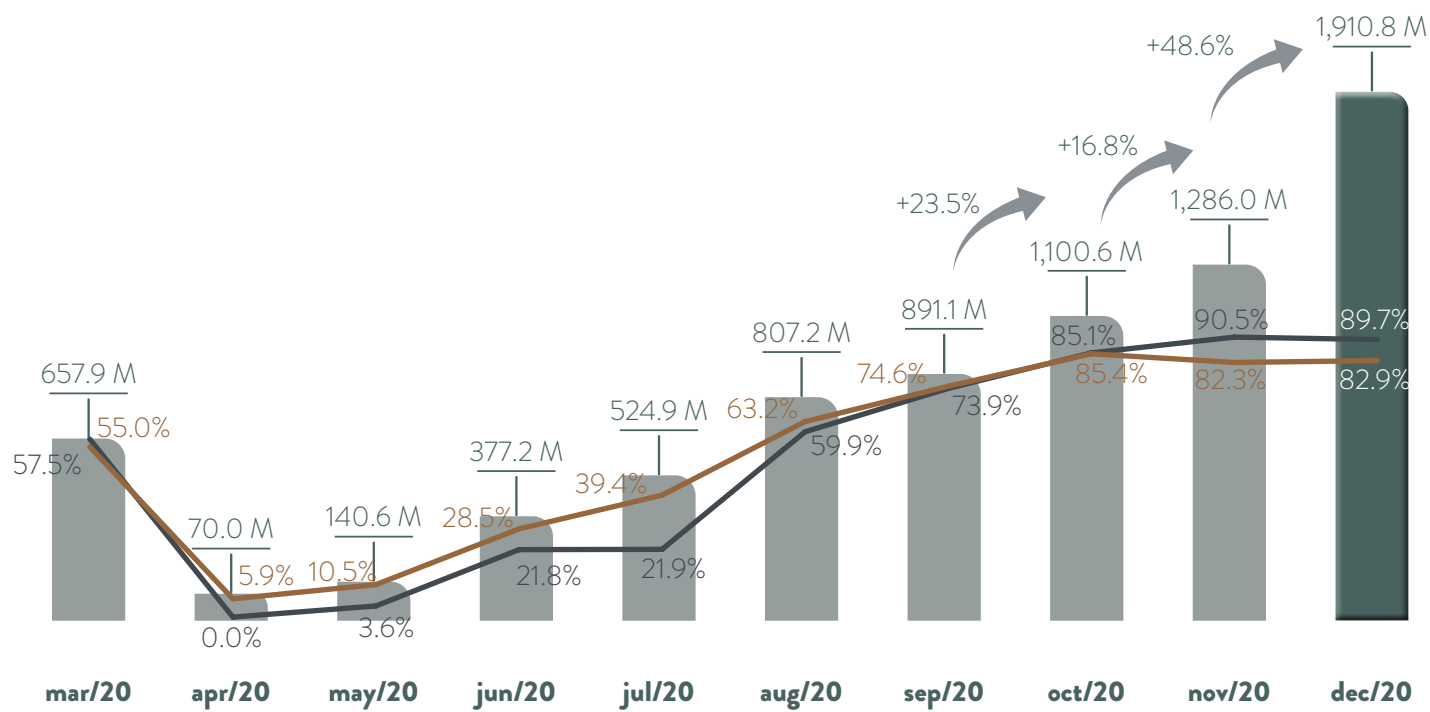
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SALES

In 2020, Multiplan’s shopping center tenants registered sales of R\$ 10.3 billion, equivalent to 62.9% of the previous year's sales, while malls operated for 58.7% of their regular hours. The fourth quarter of 2020 was the only quarter in which all 19 malls in Multiplan's portfolio were operating simultaneously, albeit all with restrictions and some with reduced hours.

Monthly operating hours¹ and tenants’ sales evolution (R\$)



■ Tenants' sales — % of tenants' sales (2020 as a % of 2019) — % of regular operating hours¹

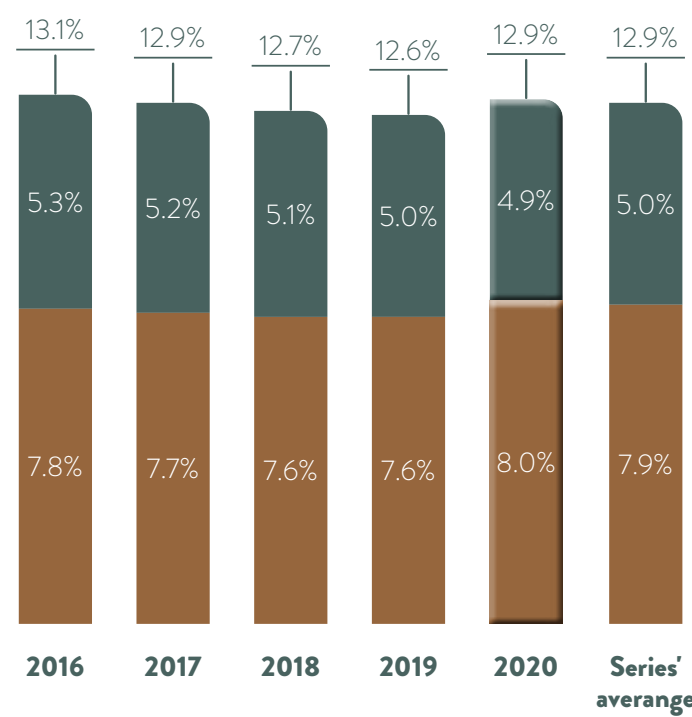
1. Calculated by dividing the monthly operating hours of the shopping center by their regular operating hours.

OCCUPANCY COST

Along 2020, especially in the beginning of the pandemic, Multiplan took immediate measures to help and support tenants overcome the challenges faced. Rent, marketing fund contributions and condo expenses were drastically reduced, leading Multiplan to forgo grant concessions of almost R\$1 billion. As a result, as sales gradually recovered, common expenses reached a record low share of tenants’ occupancy cost in 4Q20 and in 2020.

For the full year, it is worth highlighting that the concessions made by the Company in rent, condominium charges, and marketing fund contributions - in order to support tenants in this challenging year - maintained the occupancy cost 8 b.p. below the series’ average, reaching 12.9% in 2020.

Annual occupancy cost breakdown



■ Common expenses as sales %
■ Rent as sales %

OCCUPANCY RATE

SASB IF-RE-000.D

The 2020 average occupancy rate was 96.3%, versus 97.6% recorded in 2019, a 122 b.p. decline. The locations of the Company’s malls, long term strategy, mix management and efforts to support its tenants during the temporary suspension of operations kept occupancy rates at a controlled level.

Taxa de ocupação média (%)

BarraShopping	96.5
BarraShoppingSul	97.4
BH Shopping	95.3
DiamondMall	97.0
JundiaíShopping	99.3
MorumbiShopping	97.4
NewYorkCityCenter	94.7
ParkShopping	96.1
ParkShopping Canoas	93.6
ParkShoppingBarigüi	98.7
ParkShoppingCampoGrande	94.7
ParkShoppingSãoCaetano	96.7
Pátio Savassi	97.6
RibeirãoShopping	96.4
ShoppingAnáliaFranco	96.1
ShoppingSantaÚrsula	93.2
ShoppingVilaOlímpia	91.9
VillageMall	97.2



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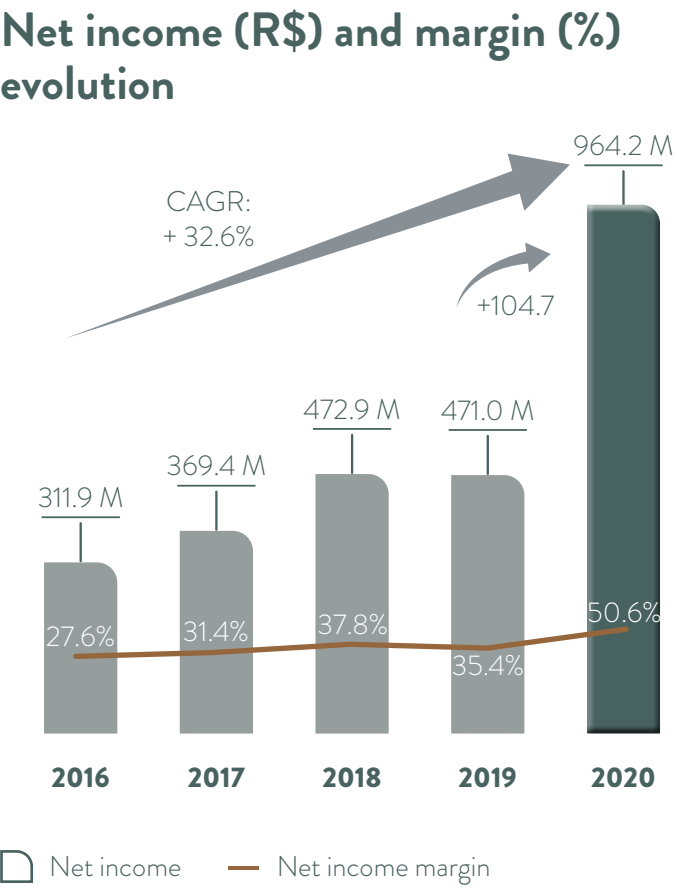
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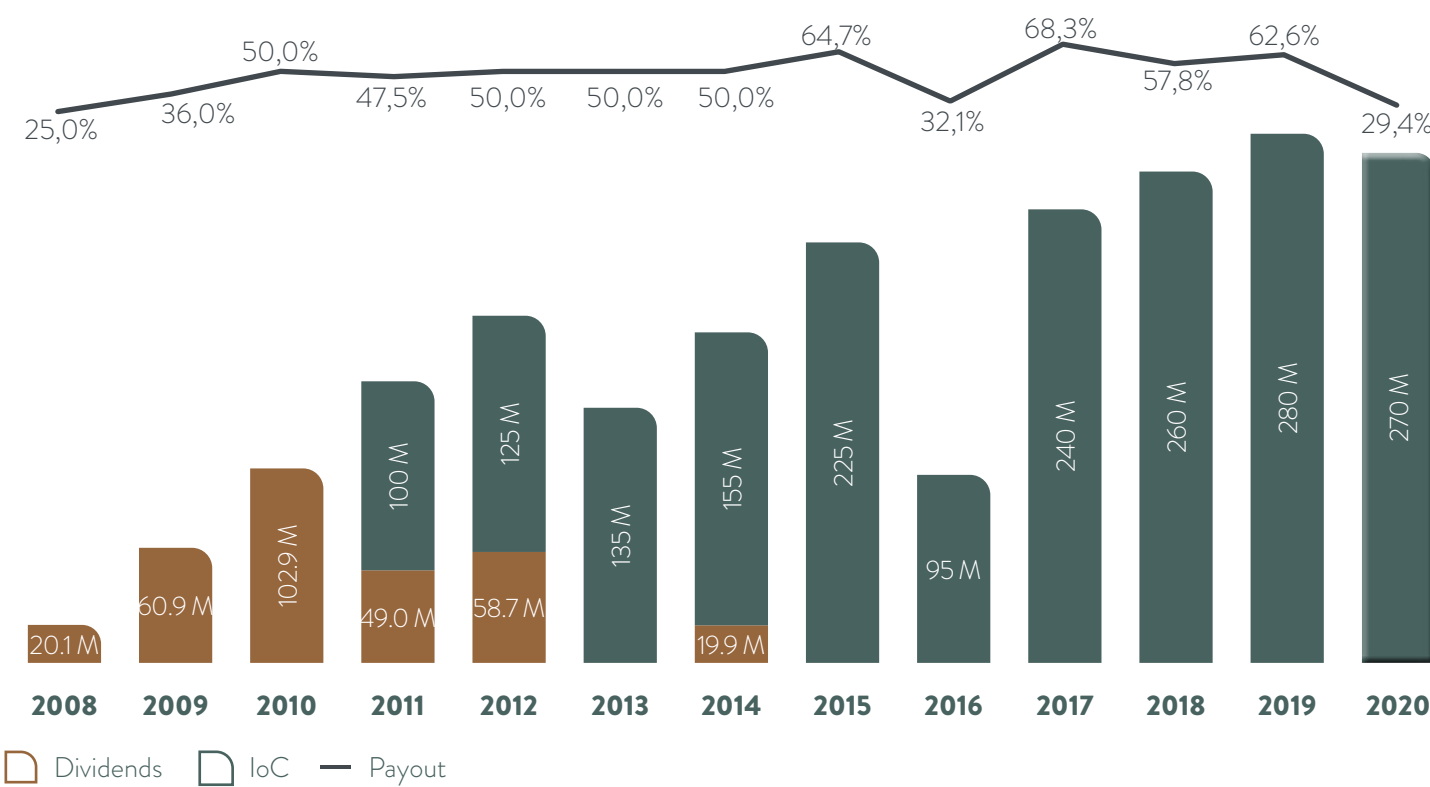
NET INCOME AND SHAREHOLDERS' RETURN

In 2020, net income was up 104.7% over 2019, reaching R\$ 964.2 million – the highest in the Company's history – benefited by the sale of Diamond Tower in Jul-20.

Despite the atypical year, the Company announced R\$ 270.0 million in Interest on Capital in 2020, in line with recent years' levels, leading to a 29.4% payout ratio for the year.



Dividends, loC (R\$) and payout ratio (%)



GROSS REVENUE

In 2020, gross revenue was almost R\$ 2 billion, the highest value ever recorded in a single year in the Company's history, 36.6% higher than 2019.

RENTAL REVENUE

In 2020, rental revenue reached R\$ 774.3 million – representing 68.8% of the amount recorded in 2019, while malls operated for 58.7% of the regular hours.

PARKING REVENUE

In 2020, Multiplan's parking revenue totaled R\$ 116.9 million, 48.0% lower than in 2019. The reduction is a result of both the impact of the ensuing reopening restrictions and the shorter stay of clients inside the malls, as well as by the sale of Diamond Tower, in Jul-20, which diminished the office towers' parking revenue, as expected.

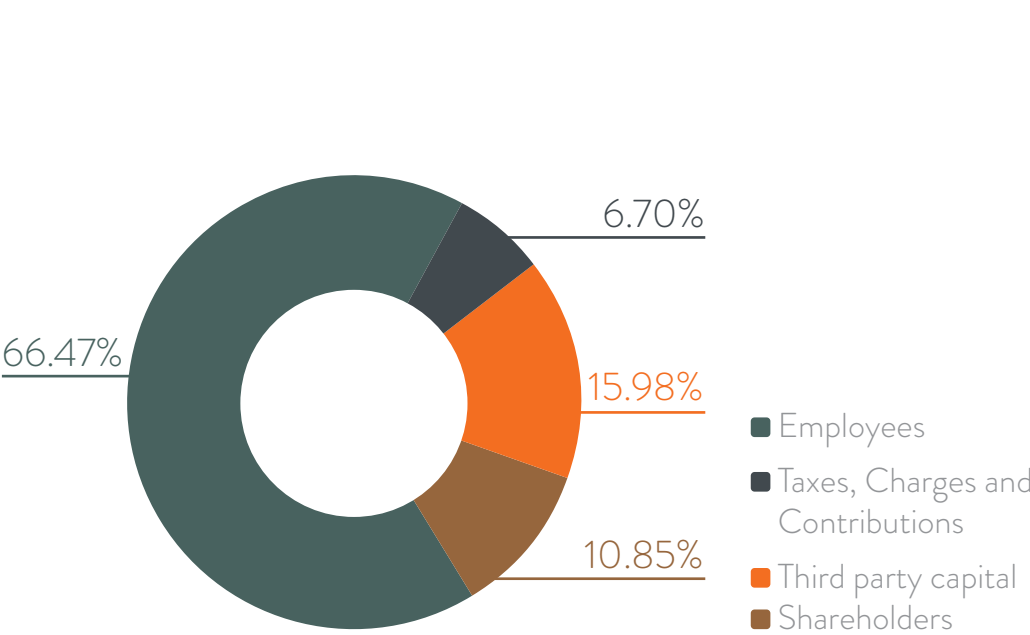
FUNDS FROM OPERATIONS (FFO)

In 2020, the FFO reached R\$ 1,047.0 million, implying a 21.0% five-year CAGR. This represents Multiplan's all-time high FFO, benefited by the sale of Diamond Tower in Jul-20.

VALUE ADDED STATEMENT

Value Added Statement (DVA) – Accounting report that shows, in an abridged format, the amounts corresponding to the creation of wealth generated by the Company, during a specific period, and its respective distribution. The value added by Multiplan in 2020 was R\$1.4 million, up by 30.4% over the result posted in 2019.

2020 – R\$ 1,450,146



Out of the total of 15.98% for Taxes, Charges and Contributions, 11.43% relates to current taxes and 4.55% to deferred taxes, which have no impact whatsoever on the Company's cash position.

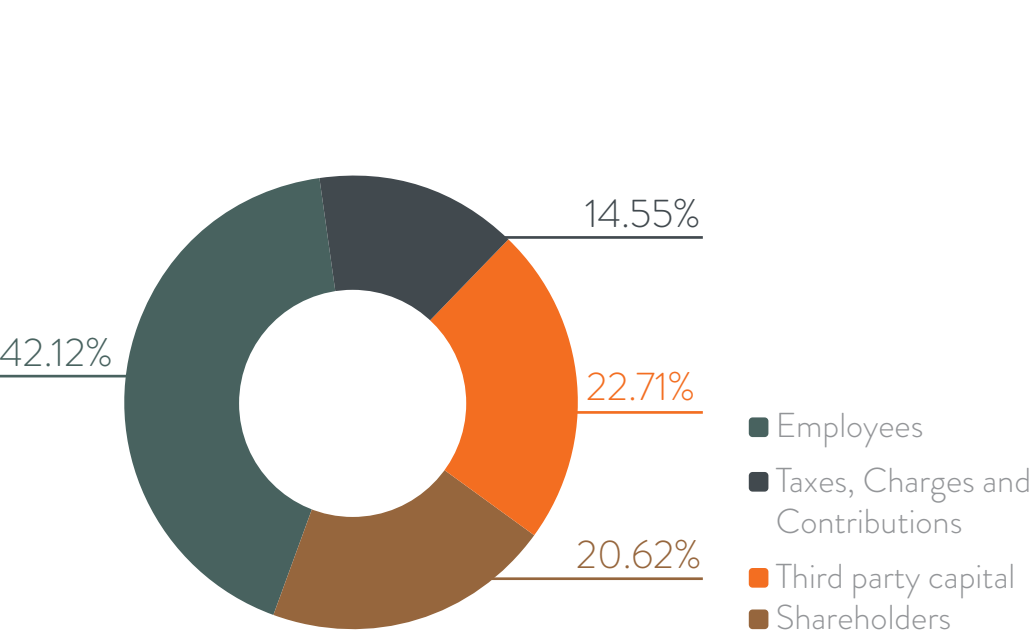
PROPERTY EXPENSES

In 2020, Multiplan's property expenses were R\$ 154.6 million, 6.7% higher than in 2019.

DEBT

Efficient liability management, with Multiplan's greater exposure to debt linked to floating interest rates (CDI), combined with the fall in Brazil's basic interest rate (Selic) and the renegotiation of financing contracts, led to a cost of debt of 3.19% p.a. at the end of December 2020. Compared to the same month in the previous year, the cost of debt was 216 p.b. lower.

2019 – R\$ 1,114,028



Out of the total of 22.71% for Taxes, Charges and Contributions, 22.19% relates to current taxes and 0.52% to deferred taxes, which have no impact whatsoever on the Company's cash position.

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STOCK MARKET

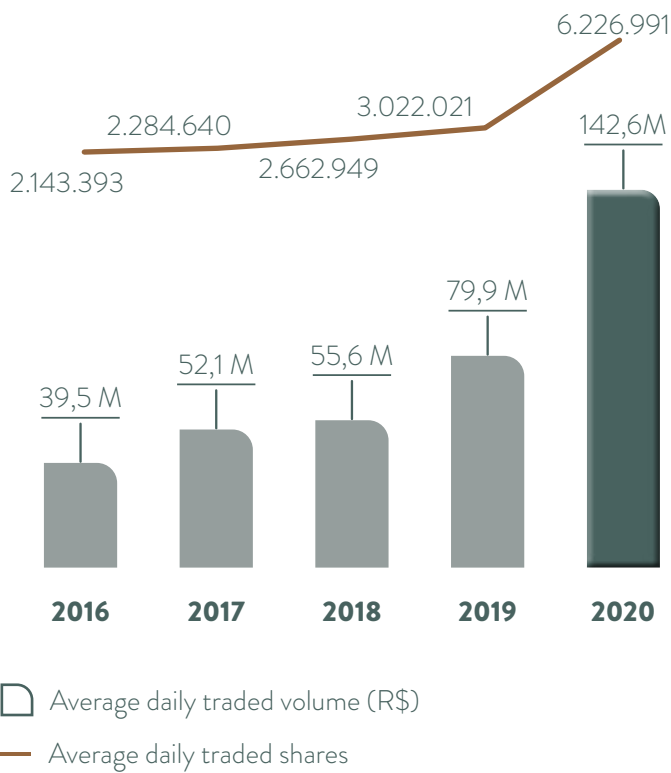
GRI 102-12

Multiplan’s shares were listed on 85 indexes at the end of 2020, including the Bovespa Index (IBOV), Brazil 50 Index (IBrX50), Carbon Efficient Index (ICO2), MSCI Emerging Markets Index and FTSE All-World ex North America Index USD. In Oct-20, the newly launched S&P/B3 Brasil ESG Index also announced the inclusion of Multiplan’s stock.

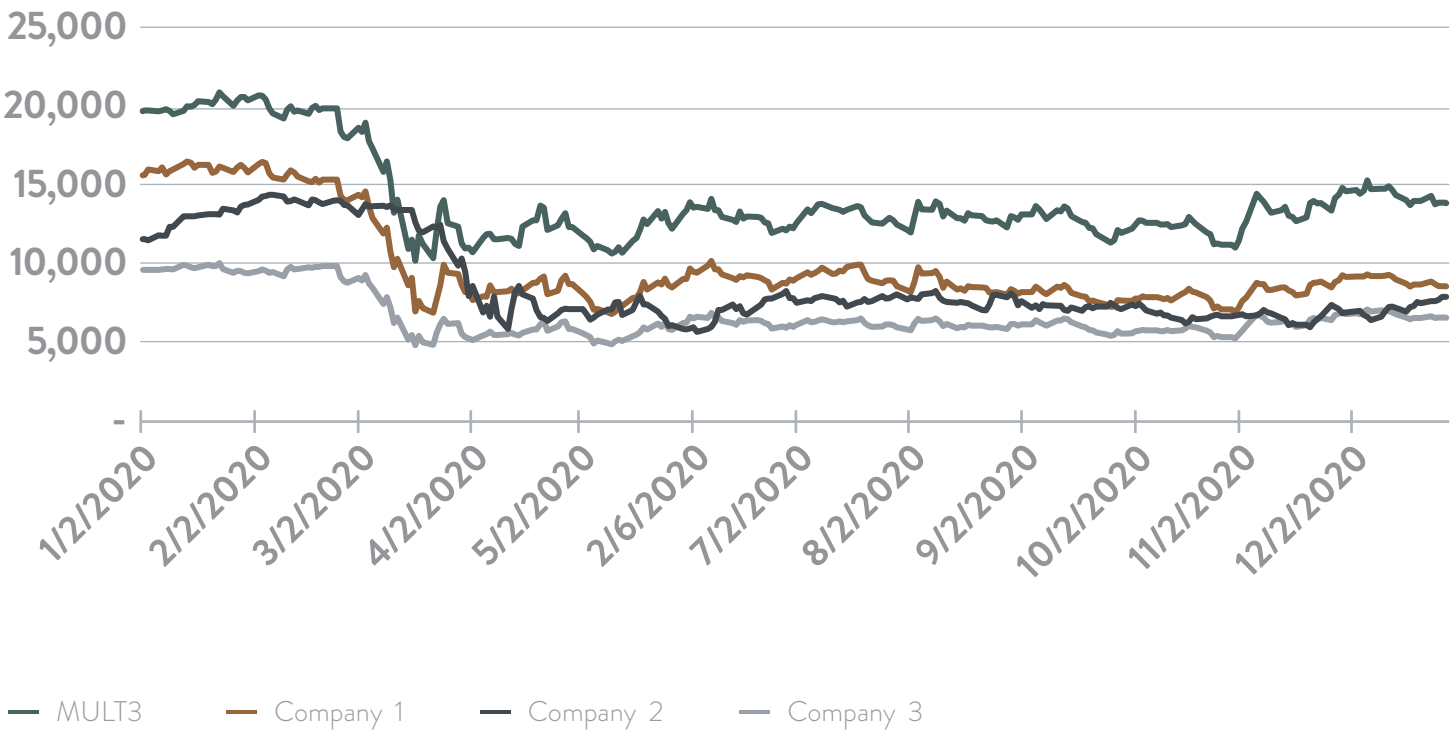
At the end of 2020, Multiplan's market value was R\$ 14.1 billion and the number of individual investors continued to increase over 2020, reaching 28,102 in December: a 30.5% growth compared to Sep-20, and 420% over Dec-19. The company ended the year with its shares

quoted at R\$ 23.53, a drop of 28.9% compared to 2019.

Evolution of average number of share trade



Market Value in 2020 (R\$ millions)



MorumbiShopping

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Skywalk of BarraShoppingSul complex

**MULTIPLAN'S
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Innovation: part of Multiplan's corporate culture

Multiplan is recognized in Brazil and globally as a pioneering and innovative company in the shopping center sector. The Company understands that shopping centers are meeting places where families and friends can hang out, have a good time, eat, watch a movie or a show – that is, centers also for leisure and social activities, and not just shopping. Long before this approach became a consensus in the field, the Company already had been enhancing consumer experiences in its malls. This vision explains the group's pioneering efforts, introducing the Multiplex concept into the movie theater operations in its properties, developing medical centers within malls, while also attracting large events and integrating nature, leisure, convenience and services.

BarraCadabra at BarraShoppingSul

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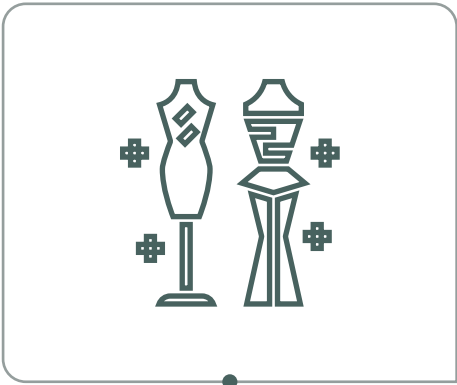
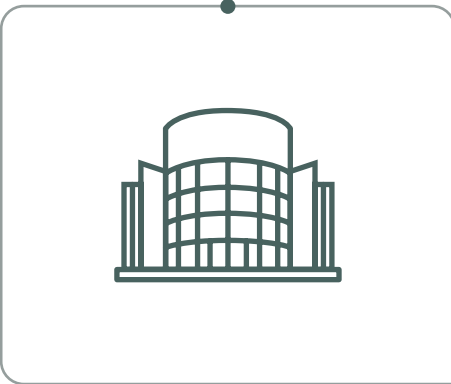
 Multiplan

Multiplan: a history of pioneering and innovation

Large tenant chains enter the malls

Since the inauguration of its first properties, Multiplan has brought to its shopping centers internationally renowned brands, investing in a distinctive tenant mix in its portfolio.

1979



1984

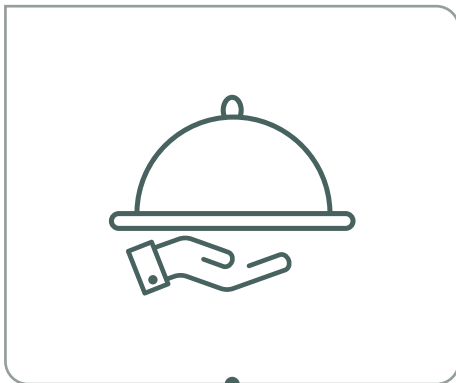
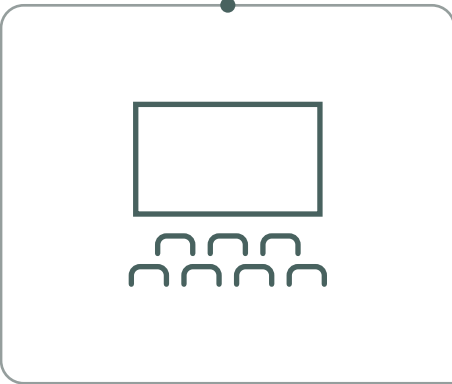
MorumbiFashion Wing

MorumbiShopping was the first shopping mall in Brazil to create an exclusive fashion area combining national and international brands.

The first movie theater in a Brazilian shopping center

Multiplan pioneered the Multiplex concept in Brazil, bringing to ParkShopping the first complex of screening rooms within a shopping mall with a wide range of films, state-of-the-art equipment, ease of access and own parking.

1987



1989

GourmetShopping

MorumbiShopping also innovated by implementing this gastronomic hub, the first inside a Brazilian shopping mall offering highend restaurants. Today, it sums 20 operations, featuring some of São Paulo's most prestigious gourmet establishments.

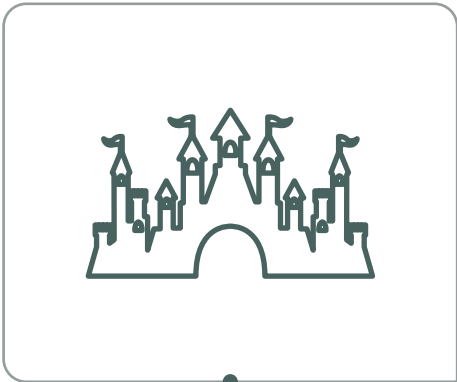
Multiplan: a history of pioneering and innovation

Christmas decoration in the Guinness Book of World Records

The originality of BarraShopping's Christmas decoration turned the mall into a benchmark regarding the season's decoration. In 1994, this commitment was so strong that the mall entered the Guinness Book of Records: the highlight of that year's Christmas adornments was a gigantic, fully lighted 153 meters tall bell.

BarraShopping Medical Center

With 28 clinics, a diagnostic center and a day hospital, the BarraShopping Medical Center was another innovation of the mall's history. After two expansions, it now contains more than 50 clinics, and over 10,000 people circulate daily, with an entire mall as a waiting room at their disposal.



BarraShopping Style Week and Morumbi Fashion Brazil

MorumbiShopping and BarraShopping were decisive in the professionalizing of the Brazilian fashion industry. In the 1990s, they hosted the Semana BarraShopping de Estilo and Morumbi Fashion Brasil events, precursors of the Fashion Rio and São Paulo Fashion Week events.

HotZone

The incorporation of large leisure areas are another example of Multiplan's pioneering achievements for shopping malls in Brazil. Inaugurated in 1982 at BH Shopping, Divertlandia, as it was called at the time, gave way in 1996 to the HotZone, an indoor park with toys, games and simulators to amuse the entire family.

1994

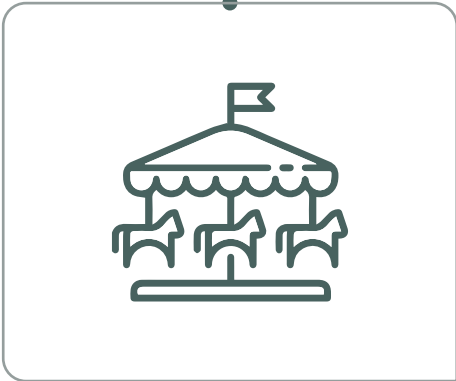


1995

Disney Castle in Brazil

Long before Disney characters circulated through the many events held in shopping malls in Brazil, BarraShopping brought in "Disney's Enchanted World" to Rio de Janeiro, notable for its replica of Cinderella's Castle. The installation welcomed more than 300,000 people who attended 150 different shows and could compete in a drawing for trips to the Magic Kingdom, one of Disney's parks in Florida.

1996



Multiplan: a history of pioneering and innovation

Cirque du Soleil

The first performance of the most famous circus in the world in Brazil was brought to the country by BarraShopping, where the 32 performances of *Saltimbanco* show had 32 performances and a public of around 80 thousand spectators. The experience was so successful that it was repeated the following year, with the spectacle “Alegria.”

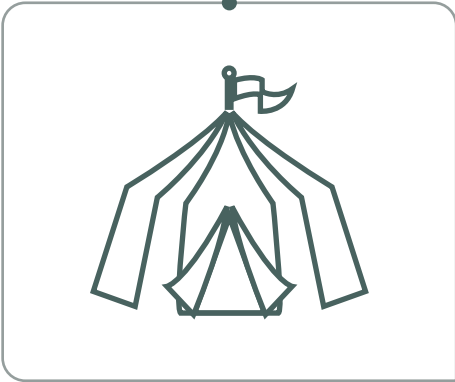
2006



2016/2018

Integration with nature

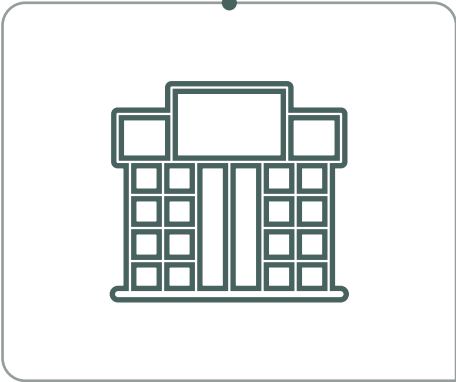
The integration between shopping centers and nature has been a successful path for Multiplan to provide its customers with the best experience. In 2016, the company delivered the revitalization of Getúlio Vargas Park in the city of Canoas, and inaugurated the Arts Park in Ribeirão Preto. The Company also developed the Sol Peres Square in São Paulo and the Tom Jobim Park, in São Caetano do Sul, both opened to the public in 2018.



A new shopping center model

With a shopping center concept that combines nature, entertainment and shopping, Multiplan innovated once again by opening ParkShopping Canoas. Interconnected by a pedestrian bridge to Getúlio Vargas Park, the mall has the largest permanent ice-skating arena in Brazil, solar panels covering its roof, rainwater reuse system and use of high performance “low-e” glass.

2017



2019/2020

Multi Superapp and investment in solar energy

The relationship of the future, the energy of the future: two recent outstanding innovations are the launch of the Multi app, which embraces digital innovation and provides relevant and personalized communication between the customer and Multiplan projects, and the significant advance in the with solar energy production strategy, which started in 2011,, with the inauguration of two photovoltaic plant complexes: the first located in Minas Gerais, created to supply 100% of VillageMall’s energy; and the second in Rio de Janeiro, to power the company’s headquarters ([for more details on this project, see page 69](#)).

Portfolio

GRI 102-2, 102-6, 103-1, 103-2, 103-3, Material theme: Portfolio

Multiplan is proud of its diversified and resilient portfolio, which impresses by the grandeur and exclusive locations of the projects, in addition to their high quality. Each Multiplan shopping center is specially designed and managed considering its location and its clients, offering a unique and always evolving set of operations, shaped by the habits and aspirations of the region’s consumers. Shopping center management must be effective, and this concept is at the heart of Multiplan’s strategy.



VillageMall

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Projects in Development

ParkJacarepaguá: Multiplan's twentieth mall is under construction

GRI 102-10, 103-1, 103-2, 103-3, Material theme: Sustainable construction

With construction works starting in 2018 and opening scheduled for 2021 – after a postponement due to the circumstances posed by the COVID-19 pandemic – ParkJacarepaguá is making progress in terms of construction and contract leasing. It will feature 39,000 sq.m of gross leasable area and 239 operations, including a supermarket, a multipurpose events center, six stadium cinemas, an indoor amusement park, a permanent ice-skating rink, two outdoor

parks integrated to the mall with 6,000 sq.m, an outdoor gourmet area with numerous restaurants and food operations, and about 2,000 parking spaces.

ParkJacarepaguá will serve a population of 800,000 inhabitants that has a high demand for services, commerce and leisure, and will offer all the convenience and functionality that already are characteristic of Multiplan's mixed-use projects. A recent addition to the project is a 6,000 sq.m outdoor park with modern entertainment facilities for the whole family, inserted in a green and pleasant landscape.

Set on about 103,000 sq.m of land, ParkJacarepaguá will feature unique and innovative architecture, in a project integrated with nature and based on the most modern sustainable technologies, aiming at an efficient condominium management and reduced operating and maintenance costs. The mall is in the process of obtaining LEED certification and includes a rainwater reuse system, an effluent treatment system and installation of almost 3 thousand solar energy panels in an area of 11,416 sq.m on its roof. Garden irrigation will be automated to optimize consumption and will reuse

rainwater through an exclusive reservoir. Still aiming at the conscious use of water, all toilets will have automatic flush sensors, avoiding unnecessary activations. In addition, the air conditioning system has high-efficiency chillers, saving 20% in electricity consumption, and the shopping mall has high-performance glass and antechambers at all entrances, preventing loss of cold air and unnecessary energy costs. To optimize electric energy resources even more, ParkJacarepaguá will have a smart system for activating and dimming the lights, making maximum use of natural light. All these technologies

aim to optimize natural resources and consequent condominium efficiency by reducing operating and maintenance costs.

Multiplan is responsible for 100% of the project's construction costs, and will have a 91% share in ParkJacarepaguá's NOI. Scheduled to open in November 2021, the shopping center started the year with over 70% of its gross leasable area leased. It will promote the generation of approximately 4,000 jobs.



Illustration of ParkJacarepaguá project design

Shopping Centers

Being a national reference in the development of shopping centers, Multiplan manages its properties making them pleasant environments that facilitate its clients' lives, offering all the practicalities and conveniences for the needs of everyday life in a single location. Multiplan seeks to balance its activities with the preservation of natural resources, minimizing impacts on the environment and surrounding communities with innovation and technology. In 2020, all shopping centers were integrated into the Multi app. Learn more about what is new at each mall below.



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BarraShopping

Through BarraShopping, opened in 1981, Multiplan brought to Barra da Tijuca not only a modern shopping and leisure center, but also the development and expansion of the region by investing in the construction of 11 commercial and 20 residential buildings in the shopping center’s surrounding area. Taken together, the mall and these buildings form a mixed-use complex, which also includes NewYorkCityCenter, BarraShopping Business Center and VillageMall. After seven expansions, BarraShopping now has two high-end medical centers and almost 700 stores, with 78,000 m² of Gross Leasable Area, constituting one of the largest properties in Multiplan’s portfolio in terms of sales and rent per square meter. In 2020, the mall was elected, for the 11th consecutive time as the favorite shopping center of the residents of the city of Rio de Janeiro, according to a survey by the newspaper *O Globo*.

The complex started 2020 with a series of events to excite clients of all ages. The teen public was able to watch a pocket show of the trio BFF Girls, a hit on YouTube and Spotify. The pre-carnival events took place at *Bailinho de Carnaval Macatchula*, which offered a fun time to children, with workshops and games led by guest artists, as well as a musical presentations, all with free admission. Also in February, customers were able to enjoy the *feijoada* [bean stew] festival on Saturdays with different reinterpretations of the most famous dish in Brazil. Between January and March, the most entertaining ice-skating rink in the city, with a 200 sq.m extension, was a guaranteed entertainment for all ages.

In July, the complex’s public has access to a Go Dream arena, the first national drive-in movie theater chain. In addition to films, the multipurpose arena operated as a space for shows that hosted concerts, theatrical and comedy presentations, sports game broadcasts, among other attractions.

September was the month of gastronomy at BarraShopping: during the September Gourmet event, the mall’s restaurants offered special menus to customers at fixed and attractive prices.

Automobiles design was also present in the complex, with the annual edition of the Classic Cars event. In 2020, the largest exhibition of vintage cars in the city had a pocket format, with a total of 28 cars and vehicles manufactured in Brazil, such as a 1975 Ford Maverick GT and a 1972 Dodge Dart Coupe.

For Christmas celebrations, the BarraShopping complex created a totally innovative format to celebrate this magical time, respecting the special measures posed by the COVID-19 pandemic. The project *Vitrines Mágicas* [magic shopwindows] had minimalist decorations in ten store windows, through which concerts and performances by artists enchanted the public. For safety reasons and respecting the sensible moment, the malls focused on a more “contemplative” Christmas, but still magical and full of experiences.

Gross leasable area: **77,633 sq.m**

Multiplan Stake: **65.8%**

Number of stores: **686**

Expansions: **7**

Jobs: **10,223**

Sales in 2020: **R\$ 1.688 billion**

Traffic in 2020:
14 million people

Public profile:
87% A and B class; 64% women

- Rio de Janeiro
- www.barrashopping.com.br
- www.facebook.com/BarraShoppingOficial/
- www.instagram.com/barrashoppingoficial/

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New York City Center

Opened in November 1999 boasting a bold architectural design, New York City Center is a shopping mall dedicated to entertainment and leisure. It is part of the Barra Shopping complex, which also includes the Barra Shopping Business Center and Village Mall. It has 18 state-of-the-art movie theaters, including one IMAX, and a complete gym for activities such as bodybuilding, crossfit, swimming and other sports activities.

In 2020, several events were held at the Barra Shopping complex, also bringing visitors to New York City Center, such as the pocket show by the trio BFF Girls, the *feijoada* [bean stew] festival, *Bailinho de Carnaval Macatchula* [Macatchula carnival dance], the ice-skating rink, the September Gourmet gastronomic festival and the Classic Cars exhibition.

New York City Center also participated in the *Vitrines Mágicas* [Magic shopwindows] project, and its Christmas celebrations also featured a giant bear, 10 meters tall, which welcomed visitors and served as a backdrop for photos. The mall's Christmas also included solidarity initiatives: through the donation of toys, which could be placed by the mall's large tree, the public had the opportunity to give gifts to children assisted by *Instituto da Criança*, which is based in Rio de Janeiro and has a connection to around 600 social institutions in the city.

Gross leasable area: **21,796 sq.m**

Multiplan Stake: **50%**

Number of stores: **47**

Jobs: **1.470**

Sales in 2020: **R\$ 99.7 million**

Traffic in 2020:
2.7 million people

Public profile:
87% A and B class; 64% women

-  Rio de Janeiro
-  www.barrashopping.com.br
-  www.facebook.com/BarraShoppingOficial/
-  www.instagram.com/barrashoppingoficial/

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VillageMall

Inaugurated in December 2012, VillageMall is part of the BarraShopping complex, which also includes BarraShopping Business Center and NewYorkCityCenter. Focusing on fashion, culture, services and gastronomy, the project offers international and national brands established in the luxury market and unprecedented in Brazil.

Sustainability has always been a top priority for VillageMall. The mall is equipped with energy-saving escalators, automatically activated toilets, as well as full waste separation, among other actions to foster sustainability. In 2019, Multiplan took another step in this direction and inaugurated the first set of photovoltaic plants focused on a shopping center in Brazil. Throughout 2020, the VillageMall plant generated around 14.5 thousand MWh of energy and avoided the emission of 13,000 tons of CO₂. These numbers are equivalent to planting 7,346 trees and an amount of energy that would be enough to supply 13 million baths.



Gross leasable area: **26,880 sq.m**

Multiplan Stake: **100%**

Number of stores: **169**

Jobs: **1,797**

Sales in 2020: **R\$ 447.3 million**

Traffic in 2020:
1.7 million people

Public profile: **A class**



Rio de Janeiro



www.shoppingvillagemall.com.br



www.facebook.com/villagemalloficial/



www.instagram.com/villagemall/



In 2020, the *feijoada* [bean stew] festival held at BarraShopping presented delicious reinterpretations based on ingredients ranging from seafood to French versions. Another event at the complex that animated the shopping mall was the Classic Cars exhibition.

For movie lovers, the Village MovieArt event presented the highpoints of the 2019 theater season, among which the public could watch Oscars nominated films. Also, the months that celebrated mother and father days had an extra special flavor at VillageMall, which offered dinner to clients who dined at the mall's restaurants with their children.

Gastronomy was also highlighted at VillageMall with the September Gourmet event, which provided clients the opportunity to enjoy special menus at fixed and attractive prices. In October, Children's Day was celebrated with the *Playground dos Grandes Músicos para Pequenos* event [The great musicians playground for kids event], which brought a lot of music, fun and art to the little ones.

In relation to Christmas decorations, VillageMall innovated with modern and authentic decorations, with aerial garlands in red, green, gold and off white shades.

There was also space for solidarity: a special setting was created to receive donations of toys for *Instituto da Criança* [Children's Institute], an organization based in Rio de Janeiro that serves around 600 social institutions in the city.

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 **Multiplan**



ParkShoppingCampoGrande

Opened in November 2012, ParkShoppingCampoGrande brought a unique and innovative project to the west zone of Rio de Janeiro that adds value to the region and enhances its residents' quality of life. In 2020, the mall offered many entertainment and leisure options for customers, favoring moments to catch up with family and friends.

During Carnival, a complete schedule of events was set up, with free options for all ages. Shows were offered, such as *Bloquinho Afrorregae* and *Gigantes da Lira*, and workshops for children, with professionals to accompany the little ones in activities such as face painting and making costumes and ornaments, for example. A special gastronomic space was set up for the event.

Another attraction that moved ParkShoppingCampoGrande in early 2020 was the *Detetives do Predio Azul* circuit, which offered a 71 sq.m structure for children to have an experience inspired by the TV series with the same name: they could choose a cape in their favorite color and feel like a real detective. The free event received children between the ages of 4 to 10 years old and was adapted to accommodate children with disabilities as well.

In honor of Women's Day, ParkShoppingCampoGrande prepared a partnership with Uber last year, offering discounts to women who requested a car on the company's app to get to or from the shopping mall.

The renowned Classic Cars event, which celebrated automobile design in Multiplan's shopping centers in Rio de Janeiro, was also present at ParkShoppingCampoGrande, in addition to the BarraShopping complex.

For Christmas celebrations, ParkShoppingCampoGrande's visitors were presented with decorations full of stuffed animals and a house with a fun garden, in a more contemplative proposal, to ensure safety during the COVID-19 pandemic. The scenario brightened up the Christmas photos of the families, who could also bring their pet to be part of it. At *Praça dos Restaurantes* [Restaurant court], customers were surprised by a large Christmas Ball - 4 meters high - that lit up the gardens outside and were able to enter it to take selfies. And the long-awaited Santa Claus this year appeared on a digital totem, where customers could take a photo that was then sent by e-mail, with "Christmas 2020" stamped on the photo. Solidarity was ensured by the partnership with *Instituto da Criança*, an organization based in Rio de Janeiro that serves over 600 social institutions in the city, that received toys donated by the public.

Gross leasable area: **43,820 sq.m**

Multiplan Stake: **90%**

Number of stores: **289**

Jobs: **4,290**

Sales in 2020: **R\$ 461.8 million**

Traffic in 2020:
7.3 million people

Public profile:
B and C class; 54% women

-  Rio de Janeiro
-  www.parkshoppingcampogrande.com.br
-  www.facebook.com/parkshoppingcg.official/
-  www.instagram.com/parkshoppingcg/



MorumbiShopping

Inaugurated in May 1982, MorumbiShopping offers a complete and diversified mix of stores, with a priority focus on fashion and gastronomy. Constantly being upgraded, the property has undergone five expansions and is part of a mixed use complex formed by the offices of the Morumbi Office Tower, MorumbiBusiness-Center, MorumbiShopping Professional Center and Morumbi Corporate – the latter linked to the mall through a modern walkway built by Multiplan, aiming to boost the synergy between the projects. More recently, the company also delivered Praça Sol Peres to the city, a revitalized public space integrated with the shopping mall. MorumbiShopping is a part of life for São Paulo residents, and in 2020 the mall was ranked first and third in different categories in the *Estadão Marcas Mais* survey, which identifies the preferred brands of Brazilians.

MorumbiShopping carries a pioneering spirit in its DNA and is always searching for innovations. To fulfill the mission of providing more and more experiences, it invests in events and actions to expand and retain its clients. Thus, in 2020, exclusive and highly appealing attractions were brought to the mall. The *Brincaderia* and the *Bailinho de Carnaval* [Carnival dance] events focused on bringing fun for children: the former was a creative and playful playground that animated summer vacation, and the latter brought lots of fun for the little ones and their families. Women over 60 years of age also had an event just for them, *Musa ao 60 Anos* [Muse at 60], which addressed topics of interest of this specific public through welcoming and good-humored chats with renowned experts. And the traditional *Festival de Sabores* [Festival of flavors]

once again celebrated with good food, with a month of special combos for a fixed and affordable price.

The biggest highlight of the year at MorumbiShopping was the unique and exclusive event Hebe Forever, a free exhibition that told the story of the queen of Brazilian television through Hebe Camargo's personal objects: jewelry, accessories, prizes, photos, costumes, electronic records, disks and cars. The exhibition occupied an area of approximately 1,500 sq.m specially prepared to hold the entire collection, where customers had the opportunity to sit on the TV hostess's famous sofa. The exhibition began on March 8, International Women's Day and Hebe Camargo's birthday, with a special brunch inspired by the star's gastronomic preferences, in addition to an emotional presentation by maestro Eduardo Lages and a special blessing from Father José Maria. With shopping centers closed due to the pandemic, the exhibition remained closed between March and July, reopening in August, following health and safety protocols, and remaining open until the end of September.

Aware of the importance of continuing to serve its clients during the period in which it remained closed due to the pandemic, MorumbiShopping, through the Multi app, organized promotional campaigns in a digital environment, such as Spring collections, Children's Day and Christmas actions. The "Compro, Concorreu" Children's Day Musical promotion raffled a bluetooth phone and prepared an unprecedented and completely digital show by the "Beatles for the Children" group.

Gross leasable area: **55,992 sq.m**

Multiplan Stake: **73.7%**

Number of stores: **501**

Expansions: **5**

Jobs: **10.330**

Sales in 2020: **R\$ 1,152 bilhão**

Traffic in 2020:

9.7 million people

Public profile:

90% A and B class; 52% women



São Paulo



www.morumbishopping.com.br



www.facebook.com/MorumbiShoppingOficial/



www.instagram.com/morumbishopping/



ShoppingVilaOlímpia

Located in the heart of Vila Olímpia, one of the fastest growing neighborhoods in the city of São Paulo, and close to prime areas such as Vila Nova Conceição, Moema and Itaim, ShoppingVilaOlímpia, inaugurated in November 2009, attracts a demanding and qualified clientele. To satisfy this consumer profile, the project has an elegant facade, inspired in early 20th century industrial factory aesthetics, wide corridors and special lighting effects. It stands out for offering a complete gastronomic hub, state-of-the-art bowling alley, seven movie theater rooms, two of which are premium, and an 800-seat theater.

For ShoppingVilaOlímpia, the year started out in a very positive manner as it received a prize from the *Cidade Iluminada* [Illuminated city] 2019 contest for



its Christmas decorations. The award, held for the second consecutive year by the Businessland agency with support from the city of São Paulo and *Rede Globo*, selected the best Christmas decorations in the city, awarding hotels, shopping centers, businesses and homes.

Seeking to carry out actions and events to engage its public, the mall received over 3,000 visitors in January in the first edition of the Track&Field Run Series. March was a time to pay special tribute to women, with a draw for discount vouchers and surprise gifts. In August, ShoppingVilaOlímpia was another Multiplan mall to participate in the traditional *Festival de Sabores* [Festival of flavors], which offered special combos at fixed prices. The shopping mall also joined the *Comprou, Concorreu Dia das Crianças Musical* [Buy and win children's day musical] promotion, offering prizes and good music to children.

With the challenges posed by the COVID-19 pandemic, ShoppingVilaOlímpia remained firm in its purpose of delivering unique experiences to its customers and providing excellent service. The mall quickly implemented drive-thru and direct sales operations, offering customers and tenants new relationship formats, as shown on [page 14](#). In addition, it persisted in the search for alternatives to minimize the impacts generated by the exceptional circumstances of the pandemic, carrying out constant work to recycle waste and reduce water and electricity consumption.

Gross Leasable Area: **28,365 sq.m**

Multiplan Stake: **60%**

Number of stores: **218**

Jobs: **2,311**

Sales in 2020: **R\$ 218.1 million**

Traffic in 2020:

3 million people

Public profile:

87% A and B class; 45% women

 São Paulo

 www.shoppingvilaolimpia.com.br

 www.facebook.com/shoppingvilaolimpia/

 www.instagram.com/shoppingvilaolimpia/

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ShoppingAnáliaFranco

Inaugurated in November 1999, ShoppingAnáliaFranco has become an influential part of the evolution process of the East region of São Paulo, offering style and life experience to the region's residents over the years, who see it as an extension of their homes. This proximity to clients is related to one of the most striking characteristics of the mall: holding large-scale events that seek to offer leisure, culture and fashion to everyone, in addition to valuing the social and human side of those who walk through it.

In 2020, ShoppingAnáliaFranco's solid relationship with its public was recognized by two awards: the project won first place in the Shopping Centers category among the Best Companies in Customer Satisfaction, a national award granted by Instituto MESC, and was third place, for the second consecutive year, in the *Estadão Marcas Mais* survey, which highlights Brazilians' favorite brands.

One of ShoppingAnáliaFranco's strong points is its variety of stores. In December 2020, 13 new brands arrived at the mall, including an anchor store and two international operations. In line with the commitment to having a diversified mix of quality brands, the inaugurations covered the men's, women's and children's fashion, accessories, jewelry, gift items, food and bookstore segments. Last year, an expansion of the children's recreational space was also carried out.

In early 2020, the shopping mall offered great attractions for all ages to enjoy. The unprecedented event *Manual do Mundo*, based on the largest YouTube

channel about science and technology in the Portuguese language, brought together knowledge and entertainment for those who visit the mall, and the free Guns N'Roses Experience exhibition showed the band's collection in a 450 sq.m space, which received over 43,000 people during the exhibition period. ShoppingAnáliaFranco was also part of Multiplan's circuit of events at the malls in São Paulo in 2020, such as the traditional *Festival de Sabores* [Festival of flavors] and the promotion *Comprou, Concorreu Dia das Crianças Musical* [Buy and win children's day musical]. And the celebration of Tatuapé's anniversary was joined by the celebration of the arrival of spring with the *Bem te Quero* exhibition, which presented paintings by artists from the East side of São Paulo, referring to the most flowery season of the year.

With the surge of the COVID-19 pandemic, ShoppingAnáliaFranco sought to adapt itself in the the best way it could to continue the relationship with clients. The creation of relevant content on its social media pages was an initiative that helped offering distractions to customers at home, promote products and stores, and especially keep the brand connected with the public. The drive-thru service, which allowed customers to pick up their purchases in a completely safe manner, was so successful that it gained a permanent location. The Multi app also played an important role in customer relations and is widely used for delivery and registration of receipts for participation in promotions.

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Gross leasable area: **51,590 sq.m**

Multiplan Stake: **30%**

Number of stores: **402**

Expansions: **1**

Jobs: **3,018**

Sales in 2020: **R\$ 778.5 million**

Traffic in 2020:

7.9 million people

Public profile:

91% A and B class; 56% women



São Paulo



www.shoppinganaliafranco.com.br



www.facebook.com/shoppinganaliafranco/



www.instagram.com/analiafranco/



JundiaíShopping

Since its inauguration in October 2012, JundiaíShopping has provided Jundiaí and over seven cities in the region with a complete mix of stores and gastronomy, previously only available in Campinas or São Paulo. Currently, over 200 stores, including national and international brands, serve a qualified and demanding public. The mall's cuisine options are highlighted with renowned restaurants such as Outback and Madero. In 2020, the mall gained several new stores, such as Adidas, Mundo do Cabeleireiro, Via Veneto, Bibi Calçados, Taco Bell and Biscoitê. One that stood out was the arrival of Oba Hortifruti, meeting an old demand from visitors for convenience and a grocery store, in addition to the inauguration of the Cinépolis VIP movie theater.

The events schedule at JundiaíShopping in 2020 was very dynamic. Little kids had fun with *Quintal*

de Férias [Vacation backyard], which served over 4,000 children, and *Bloquinho Kids* brought carnival fun to over 8,000 adults and almost 6,000 children. *Encontros de Carros Antigos* [Vintage car show] returned to the agenda, becoming a monthly event, and the calendar also allowed the inauguration of the international Happy Pop's exhibition, a traveling version of the World's Sweetest Museum, which operated until the shopping mall was temporarily closed due to COVID- 19, on March 20th. In celebration of Children's Day, the *O Doce Sabor de Ser Feliz* [The sweet taste of happiness] campaign brought knowledge and great adventures in the kitchen, with clients able to exchange their receipts for a special gift for their little ones, a Gourmet Llama kit from Puket store, including an apron, a pan and a spatula.

With the restrictions imposed by the pandemic, as of March, JundiaíShopping began to implement strategies to ensure customer service, such as delivery and drive-thru services. Sales also helped maintaining the public's engagement during this very unusual year, such as the Father's Day and Children's Day campaigns, in the "buy and win" modality. The incredible 2020 Christmas campaign featured a special Enchanted Christmas special.

To ensure solidarity during the pandemic, JundiaíShopping participated in the 2020 Clothing Campaign, the Social Solidarity Fund of the Municipality of Jundiaí, in addition to donating 2,000 masks to the Municipality of Jundiaí.

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Gross leasable area: **36,468 sq.m**

Multiplan Stake: **100%**

Number of stores: **224**

Jobs: **2.390**

Sales in 2020: **R\$ 340 million**

Traffic in 2020:
3.1 million people

Public profile:
A and B class

 São Paulo

 www.jundiaishopping.com.br

 www.facebook.com/JundiaíShoppingOficial/

 www.instagram.com/jundiaishopping/



ParkShoppingSãoCaetano

Inaugurated in November 2011 with a complete infrastructure for shopping, services and entertainment, ParkShoppingSãoCaetano has become a benchmark as a shopping and leisure center for all moments in life, a welcoming place where everyone wants to be at. It is located in the region's first planned neighborhood, Espaço Cerâmica – a fully designed and sustainable 300,000 sq.m area that brings together residential and office towers.

Cultivating public preference through constant brand mix innovation and marketing actions throughout the year, in 2020 ParkShoppingSãoCaetano maintained its strategy of leisure and cultural activities for the community, despite the challenges posed by the pandemic. The mall started off the year by offering free children's programming for the January holidays and Carnival. The *Festival de Verão Fundação das Artes* [Arts Foundation Summer Festival], developed by Multiplan, was also organized at Parque Espaço Cerâmica Tom Jobim, next to the shopping mall. A partnership between ParkShoppingSãoCaetano and the city of São Caetano, through the Department of Culture, this was the second edition of the festival that offered quality cultural presentations to the region's residents.

As a special tribute to the female audience, the shopping mall chose the month of March to hold a special edition of the traditional *Encontro de Carros Antigos* [Vintage car show], organized by the São Caetano do Sul Automobile Club, providing the presence of two female collector groups. ParkShoppingSãoCaetano was also part of the events circuit that brought the *Festival de Sabores* to the gastronomic area in Multiplan's malls in São Paulo, and a special promotion for children, with the *Comprou, Concorreu Dia das Crianças Musical* campaign.

The operating restrictions imposed with the arrival of the COVID-19 pandemic pushed the mall to strengthen the relationship with customers through social media and the Multi app, with actions to raise awareness about hygiene and

health protocols, in addition to creating new channels of store sales through the ParkShoppingSãoCaetano website and through the Multi app. The drive-thru service, developed by Multiplan, was also adopted to facilitate sales during this period.

When resuming in-person activities, and reinforcing the sustainable positioning of the mall, all precautions were taken to protect the health of customers and employees, such as making available hand sanitizers, masks, newsletters, intensifying the cleaning of circulation areas, adopting marks for social distancing, daily temperature assessment of all visitors, increased care with internal ventilation and air renewal, installation of sanitizing mats at the entrances and the installation of a collection box to dispose of used masks and gloves. The collection point for electronic waste disposal remains active.

The solidarity campaigns marked this year of challenges at ParkShoppingSãoCaetano. For the *Multiplique o Bem* [Multiply good] campaign, the shopping mall served as a collection point for food and clothing donations for victims of the heavy rains in Baixada Santista. The *Campanha do Agasalho* [Warm clothing campaign] was also supported by the mall, which for the ninth consecutive year, supported the action organized by the Social Solidarity Fund of São Caetano do Sul, in partnership with the Municipal Government; the initiative collected clothes, shoes, blankets and other items that benefited needy families registered in social programs in the municipality. The GRAACC Special Action on Children's Day was shared on ParkShoppingSãoCaetano's website, which encouraged donations to the institution. The shopping mall also served as a vaccination point for the National Vaccination Campaign against Polio, which attended children from 1 to 4 years old, in October 2020.

Gross leasable area: **39,253 sq.m**

Multiplan Stake: **100%**

Number of stores: **250**

Jobs: **1.394**

Sales in 2020: **R\$ 455.1 million**

Traffic in 2020:
2.5 million people

Public profile:
87% A and B class



São Paulo



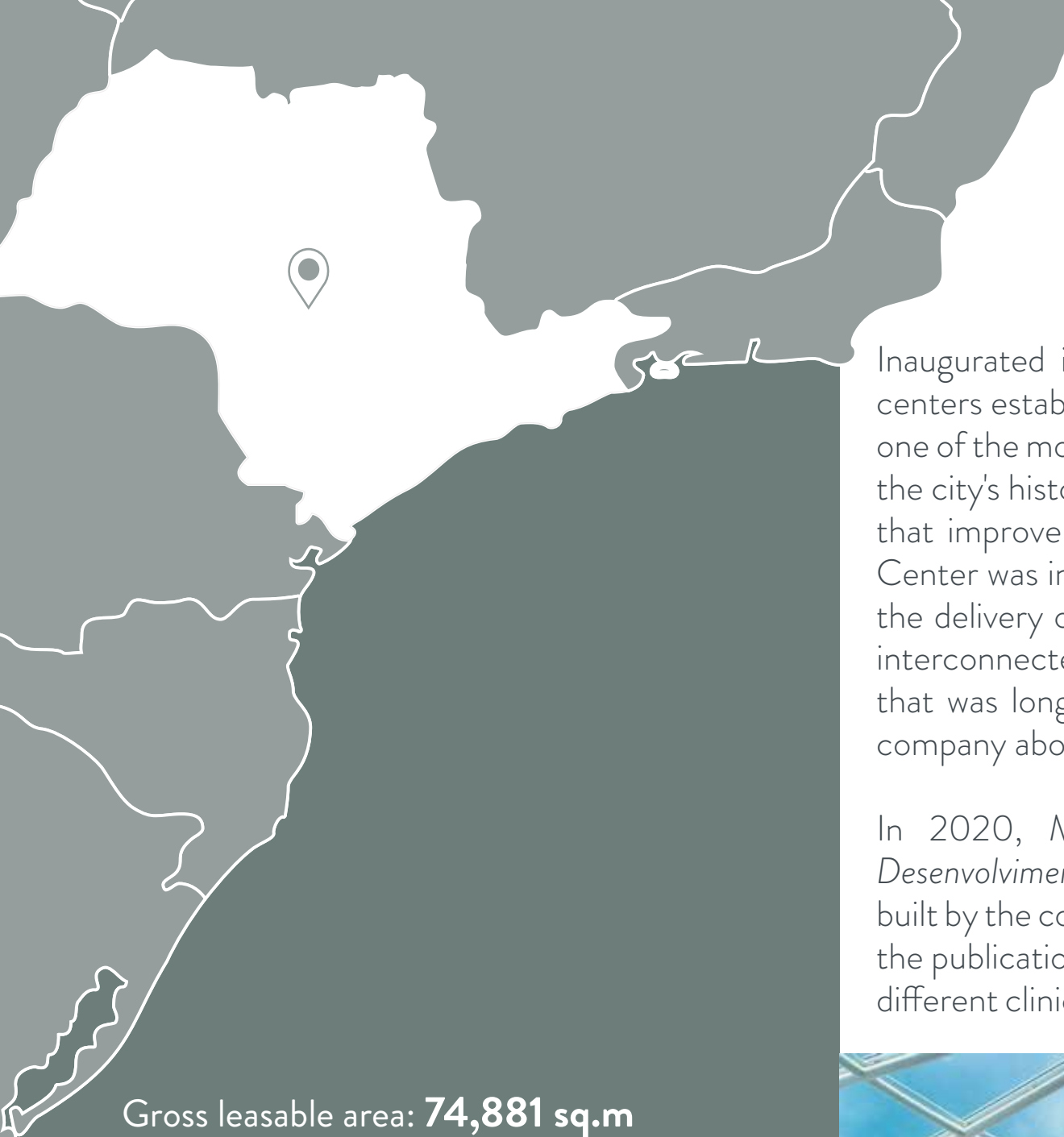
www.parkshoppingsaocaetano.com.br



www.facebook.com/pssaocaetano/



www.instagram.com/parkshoppingsaocaetano/



RibeirãoShopping

Inaugurated in May 1981, RibeirãoShopping was among the first shopping centers established in the Brazilian countryside and the first in Ribeirão Preto, one of the most economically important cities in the state of São Paulo. Part of the city's history, in four decades the mall has sought to contribute to changes that improve life in the city. Thus, in 2017, the Ribeirão Shopping Medical Center was inaugurated and, in 2020, Multiplan was pleased to participate in the delivery of the expansion of Cel. Fernando Ferreira Leite Avenue, which interconnected the city's north and south zones – thus completing a project that was long awaited by the citizens and which meant investments by the company above R\$ 15 million.

In 2020, Multiplan inaugurated the *Centro Avançado de Pesquisa e Desenvolvimento* [Advanced Research and Development Center] (CAPED), built by the company and based at the RibeirãoShopping Medical Center. As of the publication date of this report, CAPED already had 14 studies approved in different clinical research phases and had been invited to contribute to over 60



Gross leasable area: **74,881 sq.m**

Multiplan Stake: **81.6%**

Number of stores: **426**

Expansions: **2,994**

Jobs: **9**

Sales in 2020:
R\$ 509.4 million

Traffic in 2020:
7.1 million people

Public profile: **73% A and B class;**
53% women



São Paulo



www.ribeiraoshopping.com.br



www.facebook.com/ribeiraoshopping/



www.instagram.com/ribeiraoshopping/



Brazilian and foreign research studies. One of the ongoing research studies examines Covid-19 cases, led in Brazil by CAPED's technical team and involves seven research centers across Brazil. With 38 participants selected from an internal recruitment process, the study, which is an international initiative, observes cardiologic impacts in patients infected with the disease.

Throughout the year, Multiplan contributed to the city, also continuing its partnership between RibeirãoShopping and the City Hall of Ribeirão Preto for maintaining Parque das Artes [Arts Park]. The revitalization of the site, which started in 2015, included a series of improvements, such as the exchange of over 55,000 sq.m of grass, the installation of an indoor running and walking track with almost 1,500 meters in length and 3 meters in width – the largest in the city – and the construction of three gateways to access the park, bridges and walkways. The management of Parque das Artes continues to be the responsibility of RibeirãoShopping.

Another improvement offered to the city by RibeirãoShopping in 2020 was the remodeling of Jardim Suspenso, the mall's decompression area, which improved the safety and the design, thus offering more comfort to clients in this open area of 4,093 sq.m.

In addition to the improvements provided by RibeirãoShopping to its customers and society in terms of urbanism and adaptation of the facilities, last year the shopping mall carried out initiatives and promotions that engaged its public. Women's Day was celebrated with organization of the Mulheres que Lideram event, in partnership with the *Regional Acontece Magazine*.

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 **Multiplan**



Shopping Santa Úrsula

Located in the center of Ribeirão Preto, Shopping-SantaÚrsula is another mall that materializes Multiplan's interest in investing in the development of this city, which has been part of its history.

In 2020, the mall welcomed its customers with important events and campaigns, in addition to taking all the necessary steps to operate safely during the COVID-19 pandemic. Installation of the drive-thru system ensured customer service even from a distance, and the partnership with Delivery Center provided tenants with another opportunity to increase their sales, ensuring delivery to customers on the same day. The *Semana do Lápis Vermelho* [Reg Tag Sale Week] digital sale reinforced the relationship with customers, offering discounts of up to 70% on products from various segments.

During this very specific year, solidarity was also present at ShoppingSantaÚrsula, which participated in the *Multiplique o Bem Vencendo a COVID-19* [Multiply good by combating COVID-19] campaign. Launched by Multiplan, the action supported organizations that work to help communities vulnerable to the disease.

To celebrate Christmas, ShoppingSantaÚrsula joined RibeirãoShopping, in the largest campaign ever carried out by the malls, which benefited 216 clients with 210 shopping vouchers worth R\$ 5,000 and 6 vouchers worth R\$ 100,000. The campaign was 100% digital, carried out through the Multi superapp, quick, easy and completely safe.

Gross leasable area: **23,329 sq.m**

Multiplan Stake: **100%**

Number of stores: **198**

Jobs: **1,791**

Sales in 2020: **R\$ 85.8 million**

Traffic in 2020:
1.1 million people

Public profile:
57% A and B class; 66% women

- São Paulo
- www.shoppingsantaursula.com.br
- www.facebook.com/shoppingsantaursula/
- www.instagram.com/shoppingsantaursula/

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BH Shopping

Multiplan's pioneering spirit and boldness are reflected in BH Shopping, the first shopping center developed by the company and the first in the state of Minas Gerais, inaugurated in September 1979. Built in the Belvedere neighborhood, far from the urban center, the project believed in the city's growth in that direction and ended up making history by contributing to the development and enhancement of the region.

BH Shopping has a close relationship with sustainability, and for over six years it has been producing organic fertilizer, based on food waste from restaurants, used to maintain 61,000 sq.m of green area, inside and outside the mall. Inorganic waste – paper, plastic, metal, wood – is also separated to be properly recycled.

The presence of nature in the mall is reinforced by the insertion of jabuticaba trees, orchids and palm trees in common spaces and in the Suspended Gardens on Mariana Floor. This dedication to green areas goes beyond the mall's spaces: close to BH Shopping, Praça Marcelo Góes Menicucci, in Belvedere,



is a park maintained completely by mall, in a project that won four awards from the *Adote o Verde* [Adopt nature] program, created by the municipality of Belo Horizonte.

In the period between 2019-2020, BH Shopping underwent internal and external renovations to celebrate its 40 years of existence, becoming even more sustainable and full of life, with increased natural light and a wide variety of plants. The renovations brought numerous benefits, such as saving up to 40% in energy, as a result of improvements such as new and modern escalators and a new floor in the food court that brings in natural light and reduces the need for light bulbs.

Last year, Multiplan's malls in Belo Horizonte – BH Shopping, DiamondMall and Pátio Savassi – staged the CASACOR Windows show, which, inspired by the changes brought by the COVID-19 pandemic, proposes to give new meaning to the relationship between people and their homes through new solutions, ideas and paths, based on the perceptions of the most renowned professionals in the fields of architecture, design and landscaping. Thus, between October and November 2020, visitors to BH Shopping were able to check out these reflections on the new home.

In an important solidarity action, in 2020 BH Shopping received donations for people displaced by the heavy rains in Minas Gerais, in partnership with the *Serviço Social Autônomo* [Autonomous social service] (Servas). Cleaning items, personal hygiene items, non-perishable food items, mineral water and blankets were collected.



Gross leasable area: **46,969 sq.m**

Multiplan Stake: **100%**

Number of stores: **445**

Expansions: **5**

Jobs: **6,134**

Sales in 2020: **R\$ 679.7 million**

Traffic in 2020:

5.3 million people

Public profile:

90% A and B class; 61% women



Minas Gerais



www.bhshopping.com.br/



www.facebook.com/BHShopping/



www.instagram.com/bhshopping/

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DiamondMall

Opened in November 1996 in the neighborhood of Lourdes, one of Belo Horizonte's most refined regions, DiamondMall joins together the best national and international brands in a bold architectural design, evocative of the shape of a diamond. External show windows introduce new items to the public through campaigns notable for boldness and creativity. Art and culture complete this property, designed especially for clients seeking comfort, style and elegance.

2020 started with the Summer Vacation event: Little Big Chefs. In a playful environment, set up especially for the kids, children were able to have fun with free cooking workshops, with the Espaço Corre Cutia specialized team.

In March, with the shutdown caused by the COVID-19 pandemic, DiamondMall sought to serve its customers in the best possible way, through delivery and drive-thru services, giving rise to the direct sales channel. The reopening was a time to invest in communication with tenants, customers and employees to encourage hygiene and care protocols, as well as highlighting mandatory use of masks and the need for social distancing. In addition, training sessions were held with the participation of all employees, to guide them on best practices.

The Multi app was the tool used to maintain relationship with the public in view of the restrictions of the pandemic, through which customers can make their purchases and receive orders at home. The app also allows the client to pay for parking, consult DiamondMall's schedules and news, and participate in promotions, among other amenities that helped strengthen the bond with customers.

DiamondMall participated, along with other Multiplan's malls in Belo Horizonte, in the CASACOR Windows show, which turned store windows into examples of a new vision on how to live after the start of the pandemic. To make the experience even more special for visitors, the mall carried out the *Janelas DiamondMall* [DiamondMall windows] promotion.

Solidarity was also present at DiamondMall in 2020, in different ways. One of them was the support given to the *Lacre do Bem* project, which collects seals from aluminum cans to exchange them for wheelchairs that are donated to day care centers taking care of children with cerebral palsy or reduced mobility. Another initiative was the partnership with Serviço Social Autônomo [Autonomous Social Service] (Servas) to help those displaced by the heavy rains that hit the state of Minas Gerais, which allowed the collection and donation of 1,470 personal care products and 1,121 items of clothing, as well as cleaning products, bed, table and bath items, and mineral water. The traditional support for the Pink October Campaign was also reinforced with the change of the color of the mall's facade. The Christmas celebrations were also marked by solidarity, with the partnership with the social initiative *Árvore do Bem* [Tree of good], which collected gifts for children and elderly people of nine entities in Belo Horizonte.

DiamondMall celebrated Christmas with bears decorations, designed to attract and delight customers. Even with the difficulties posed by the pandemic, technology allowed everyone to take home a traditional photo with Santa Claus, with the help of an electronic totem that generated a free instant photo.

Gross leasable area: **21,351 sq.m**

Multiplan Stake: **90%**

Number of stores: **271**

Expansions: **1**

Jobs: **2,470**

Sales in 2020: **R\$ 356.1 million**

Traffic in 2020:

3.2 million people

Public profile:

90% A and B class; 55% women



Minas Gerais



www.diamondmall.com.br



www.facebook.com/DiamondMall/



www.instagram.com/diamondmall/

Pátio Savassi

The architectural design of Pátio Savassi makes the project a large neighborhood square, with outdoor social gathering spaces, gardens, cafes, restaurants and a theater. The mall represents a successful integration with the streets surrounding Savassi, an area recognized for its consumption potential. With a mix of renowned brands and several premium-segment fashion operations, the mall is considered a vanguard locale, as well as a benchmark for culture, with an intense theatrical calendar.

Since it was acquired by Multiplan in 2007, Pátio Savassi has undergone a two-phase expansion, which has produced increasing sales and revenues. With the possibility of further mall expansions in mind, the Company has purchased two adjacent plots of land, totaling more than 3,000 sq.m, with potential for future expansions.

With the COVID-19 pandemic, Pátio Savassi reinforced its cleaning routine and adopted strict safety measures, provided for both in the protocol prepared



by infectologists hired by Multiplan and in the one prepared by the city of Belo Horizonte. Some of the procedures adopted were measuring the temperature of all visitors entering the mall, limiting the maximum capacity inside the stores, mandatory use of masks and floor demarcation in order to keep the minimum necessary distancing between visitors.

One of the events held by Pátio Savassi in 2020 was the third edition of Design Vision, a project that showcases the creations of fashion students as a way to encourage sustainable design based on the reuse of textile waste. Another prominent event was the exhibition *Amor de Porta em Porta*, which exhibited photographs by Barbara Dutra, a photographer who proposed to honor mothers as the true heroines of this challenging time as a result of the pandemic. Along with other Multiplan projects in Belo Horizonte, Pátio Savassi also participated in the CASACOR Windows show, which sought to give new meaning to the relationship between people and their homes with new solutions proposed by renowned professionals in design, landscaping and other agents of the cultural scene.

Pátio Savassi also joined the partnership with Serviço Social Autônomo [Autonomous Social Service] (Servas), receiving donations for people displaced by the rains in Minas Gerais –cleaning items, personal hygiene items, non-perishable foods, mineral water and blankets were collected and donated.

Gross leasable area: **21,108 sq.m**

Multiplan Stake: **96.5%**

Number of stores: **236**

Expansions: **3**

Jobs: **2,178**

Sales in 2020:
R\$ 266.3 million

Traffic in 2020:
4 million people

Public profile:
93% A and B class; 56% women



Minas Gerais



www.patiosavassi.com



www.facebook.com/meupatiosavassi/



www.instagram.com/meupatiosavassi/

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BarraShoppingSul

Inaugurated in November 2008, BarraShoppingSul has a modern architectural design, and features large glass structures that make optimal use of natural light. The mixed use mall includes the Cristal Tower and Diamond Tower, as well as Residência du Lac, Porto Alegre's only residential building within a shopping mall.

In 2020, BarraShoppingSul promoted some actions that were highlighted in the city's calendar. One of them was the Happy Pop's exhibition, a pocket version of the World's Sweetest Museum, which was also displayed in São Paulo and Rio de Janeiro. The exhibition had 5 rooms and over 30 different angles, considering the smallest of details to bring back affectionate memories. All environments were carefully designed to be photographed and filmed, allowing the public to share content on their social media. Over 34,500 people passed through the space.

Another highlight was the CineBarraVibes project. For the first time in the city, the event projected movies on the mall's external façade for the public, in an area prepared for the public to enjoy the outdoor cinema, free of charge. In addition to enjoying lounge chairs, pallets with pillows and tents with food and beverages, the public was also able to count on 50 drive-in spaces, where they could watch movies from the car, using FM frequency technology to tune in the audio. The initiative also had partnership with the Mesa Brasil Sesc project, encouraging the public to donate 1 kg of non-perishable food to contribute to this permanent network of solidarity that has been operating since 2003 in Rio Grande do Sul, aiming to avoid food waste and reducing the population's nutritional deficiencies.

BarraShoppingSul was also part of the second edition of *Festival de Sabores* [Festival of flavors], which offered customers special menus at a fixed price and allowed the public to discover the mix of unprecedented operations in Baixo Barra, which brings together a hub of exclusive gastronomic experiences in the southern part of the state capital that pleases all palates.

In view of the shutdown imposed by the COVID-19 pandemic, BarraShoppingSul carried out a series of actions to maintain the relationship with its public. The *#BarraNaSuaCasa* [Barra in your home] project made tips available from professionals to maintain balance, playlists on Spotify, activities for children, recipes to prepare at home and *#FaçaVocêMesmo* [Do It Yourself] options to put creativity into practice. The project had special participations, such as the journalist Maysa Bonissoni, who offered an Easter Workshop. CIA Athletica (gym) arranged a program of free online physical activities, ranging from stretching and Pilates exercises to games for children.

This year, when families had to change their routine and entertain their children at home, BarraShoppingSul launched an unprecedented initiative to celebrate Children's Day. With the temporary closing of the children's recreation area at BarraCadabra, in order to comply with safety protocols, the shopping mall ensured games in a different way, in addition to contributing to social entities in the capital. In a promotional initiative, BarraShoppingSul created three display cases with playful decoration and filled with items such as toys and children's clothes, worth R\$ 5,000 each, to be drawn among customers, who received a lucky number with every R\$ 200 purchase and registered the receipts in the Multi app. At the same location, a collection point for toys and non-perishable food donations was set up, which were sent to Mesa Brasil to benefit social entities dedicated to serving people in socially vulnerable situations. BarraShoppingSul also donated 70 food baskets to complement the Children's Day social initiative.

For Christmas celebrations, the shopping mall ensured a virtual meeting with Santa Claus, in an exclusive space that had to be scheduled in advance. Another innovation for Christmas 2020 was the *Fonte dos Desejos* [Wishing well], where visitors could toss a coin and make a wish; the coins were collected and sent to *Aldeia da Fraternidade*, an institution that supports children in socially vulnerable situations.

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Gross leasable area: **72,148 sq.m**

Multiplan Stake: **100%**

Number of stores: **296**

Jobs: **4,476**

Sales in 2020:

R\$ 388.6 million

Traffic in 2020:

4.6 million people

Public profile:

86% A and B class; 55% women



Rio Grande do Sul



www.barrashoppingsul.com.br



www.facebook.com/BarraShoppingSul/



www.instagram.com/barrashoppingsul/



Gross leasable area: **48,779 sq.m**

Multiplan Stake: **82.3%**

Number of stores: **296**

Jobs: **3,268**

Sales in 2020:

R\$ 392.1 million

Traffic in 2020:

4.6 million people

Public profile:

A and B class; 57% women



Rio Grande do Sul



www.parkshoppingcanoas.com.br/



www.facebook.com/ParkShoppingCanoasOficial



www.instagram.com/parkshoppingcanoas/



ParkShopping Canoas

With an innovative architectural design that embraces the interactions between people and spaces, ParkShopping Canoas opened in November 2017. It has since strengthened its approach as a crossroads where nature, entertainment, and shopping come together. One of the mall's great advantages is its proximity to Getúlio Vargas Municipal Park, revitalized by Multiplan and interconnected to the shopping complex via a beautiful skywalk. In addition to maintaining a high-quality development linked to a well-tended greenspace, Multiplan has invested in improvements to its surroundings, such as road construction, signage, sidewalks, power substations, and a transmission line. The mall also has an ice-skating rink and an events center for 1,200 people.

In 2020, the mall maintained its approach of investing in events to engage its visitors. For the third year in a row, *Folia no Park* [Party in the park], a Carnival event at ParkShopping Canoas, was a great success, offering free activities to all ages, including pets. With a mask workshop, costume contest and ballroom, the event offered a whole week of fun for the family.

With the Park Gallery, ParkShopping Canoas reinforces its commitment to bringing art to visitors who were present at the mall in different ways in 2020. A high-light was the installation by Ane Schütz, who created a fun environment by placing 331 colored parasols in the central part of the mall, filtering natural light in different tones and shapes. Park Gallery also presented its customers with an artistic collection of ceramic mugs. The Colors Spring Art promotion presented four models with personalized illustrations created by artists from Rio Grande do Sul.

There were also sports at ParkShopping Canoas, which for an entire weekend hosted an official beach volleyball competition at Arena do Park, an area of 2 thousand sq.m inside the mall, where the public could enjoy various activities and sports attractions. The tournament, endorsed by the Gaúcho Volleyball Federation, brought together 34 Brazilian doubles ranked in the Brazilian Beach Volleyball Circuit and promising athletes in the sport. The objective was to strengthen the sport for the general public and encourage new fans to play it. The top three doubles received an award.

Aware of the potential trends brought by the pandemic, ParkShopping Canoas continued to innovate and launched a complete studio to generate content, stream live videos and promote events online. Covering 230 sq.m, Park Studio has the latest structure and equipment, two stages, filming with four cameras, full sound and lighting and a 6-meter crane, among other features. In addition to serving artists, companies and digital influencers, the proposal was also to generate content for ParkShopping Canoas own channels.

Promotional initiatives for commemorative dates also brought movement to ParkShopping Canoas in 2020. For Valentine's Day, the mall created a surprising initiative, projecting messages of love sent on its social media on its facade for a week, which helped to radiate an atmosphere of love between people and generate a positive atmosphere in the midst of social isolation. Childrens' Day month was marked by the Dragons exhibition, which created a contemplative circuit with a defined trajectory and no physical contact, allowing children to be enchanted by the robotic mythological beings that even breathed smoke, all respecting the safety and distancing protocols related to the COVID-19 pandemic.

The 2020 Christmas celebrations were marked by *Natal Colorido* [Colorful Christmas], which allowed ParkShopping Canoas to receive the public in a cheerful, bright and colorful atmosphere, with decorations and bulbs scattered throughout the mall and a main environment with scenographic reindeer and Santa Claus. The Christmas atmosphere of the decoration was integrated into ParkGallery's artistic installations, such as that by artist Ane Schütz, a combination that resulted in a colorful scenario.

During this unusual year of physical distancing, Santa Claus was virtual: in a special photo totem, the families chose the outfit that Santa Claus would wear, and could take home the printed picture. Christmas at ParkShopping Canoas also featured four shop windows with gift tips from digital influencers, who recorded videos with suggestions for the mall's social media.

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ParkShoppingBarigüi

Inaugurated in 2003, ParkShoppingBarigüi has been a benchmark for shopping, leisure and entertainment in Curitiba. Multiplan's first mall in the southern region of Brazil revolutionized the sector in the capital of Paraná, and its pioneering spirit created a standard of service and entertainment that won over consumers from Curitiba. Its architectural design favors integration with its environment using glass windows and cutouts in the structure, which advantage the light, greenery, and natural beauty of the region. Designed as a mixed use shopping center with a view towards the future installation of office buildings, the mall has been a driver of development within the surrounding area.

In 2020, Multiplan announced R\$ 250 million in investments in the third and largest expansion of ParkShoppingBarigüi, which will gain another 15,000 sq.m in gross leasable area, with 75 new stores, a medical center with 24 clinics of various specialties, an events center with 1,800 sq.m plus a Gourmet Park with new restaurants and coffee shops. The expansion also includes Parque Viva Barigüi, a project inspired by the principles of environmental preservation, local sustainable development and the promotion of quality of life, which will create an ecological corridor between the mall and Parque Barigui, one of the main symbols of the city, which will be renovated.

Last year, ParkShoppingBarigüi added 26 new national and international stores in women's and men's fashion, underwear, sporting goods, children's items, organic cosmetics and food segments, including one of the largest jewelry chains in Brazil, Monte Carlo. Among the food innovations, the mall now has a unit of the Coco Bambu chain restaurant. The new brands reinforce the mall's positioning in terms of expanding its mix and maintaining the recognition as the most complete mall in Curitiba.

The promotional initiatives of ParkShoppingBarigüi in 2020 were marked by innovations given the circumstances posed by the COVID-19 pandemic. During the Easter celebrations, the mall sent 1,500 alfajors to the homes of over 500 customers, journalists and digital influencers in Curitiba, and over 2 thousand alfajors to healthcare professionals on the front lines fighting the coronavirus. For Mother's Day, the project launched the drive-thru service. Valentine's Day celebrations were an opportunity to launch the direct sales channel, shown on [page 14](#) and the Personal Shopper, an online and personalized gift consultancy to make shopping easier. For Father's Day, the mall created a relationship initiatives with the customer base of the MultiVocê program, encouraging them to return to the mall's facilities. Innovation actions and omnichannel strategy were reinforced by the Multi app, Multiplan's integrated online sales platform that allows you to buy directly through the app and receive orders on the same day.

In 2020, ParkShoppingBarigüi maintained its solidarity actions. Through a partnership with the *Fundação de Ação Social* [Social action foundation] (FAS) of the city of Curitiba, and with *Programa do Voluntariado Paranaense* [State of Paraná volunteer program] (Provopar), the mall served as a collection point for clothing, food and cleaning products for donation to two entities that serve families at risk and in socially vulnerable situations in the capital of Paraná and the metropolitan region. The campaign resulted in the donation of over 550 kg of food and around 4,500 items of clothing and shoes. During the Christmas celebrations, the mall installed a *Fonte Solidária* [Solidarity fountain], where visitors could make a wish and toss in coins, which were then donated to the *Dê Uma Chance* [Give us a chance] project, which serves underprivileged communities. Just like every other year in ParkShoppingBarigüi's Christmas actions, the mall delivered fruit cakes to families in the Bone Marrow Transplant (BMT) sector of Hospital das Clínicas in Curitiba.

Gross leasable area: **52,324 sq.m**

Multiplan Stake: **93.3%**

Number of stores: **322**

Expansions: **2**

Jobs: **3.740**

Sales in 2020:

R\$ 717.3 million

Traffic in 2020:

6.7 million people

Public profile:

91% A and B class; 54% women



Paraná



www.parkshoppingbarigui.com.br



www.facebook.com/PShoppingBarigui/



www.instagram.com/parkshoppingbarigui/

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 **Multiplan**



ParkShopping

The most complete and one of the most sophisticated shopping centers in Brasília, ParkShopping was inaugurated in November 1983. In December 2012, it became part of a mixed use complex with ParkShopping Corporate, built on the shopping center's property, the two office towers are interconnected with the mall via a walkway.

Focused on sustainability, ParkShopping has important actions for the efficient use of water, energy and waste and effluent management. In 2020, the project continued its work to raise awareness among the internal public to improve and optimize waste management, making the necessary adjustments for this exceptional time brought about by the COVID-19 pandemic. The volume of recyclables reached the expected goal, going from 23% in 2019 to 25%, and in 2021 the goal is to reach the 28% mark. The collection and proper disposal of glass, bulbs and batteries was maintained.



Gross leasable area: **53,117 sq.m**

Multiplan's Stake: **73.4%**

Number of stores: **400**

Expansions: **9**

Jobs: **2,932**

Sales in 2020:
R\$ 879.7 million

Traffic in 2020:
7.9 million people

Public profile:
84% A and B class; 61% women



Distrito Federal



www.parkshopping.com.br



www.facebook.com/ParkShoppingBrasilia



www.instagram.com/parkshoppingbsb/



Effluents management, carried out by a specialized company, was also in the spotlight, with its frequency and scope adjusted to the new operating status of the mall. In the last quarter of 2020, tests were carried out on the new effluent treatment station at ParkShopping, in order to enhance the quality of the indexes provided for in the legislation. This translates into no longer paying regular charges, saving around 40% on the water bill. Efficiency in the use of water was increased with the installation of aerators on the faucets and flow controllers on the toilet discharge valves. As for energy use, ParkShopping will continue to use energy purchased on the free market and has already contracted energy for the next five years, which means an estimated monthly savings of at least 35%.

Among its actions with the public, in 2020, ParkShopping's solidarity Christmas was highlighted, with the donation of 10% of the box office earned by *Trenzinho do Bem*, a special Christmas attraction, to the social institution *Casa de Ismael*. The institution, which serves children, teenagers and their families at risk and in socially vulnerable situations, in Brasília, received R\$ 17,339 for its assistance works.

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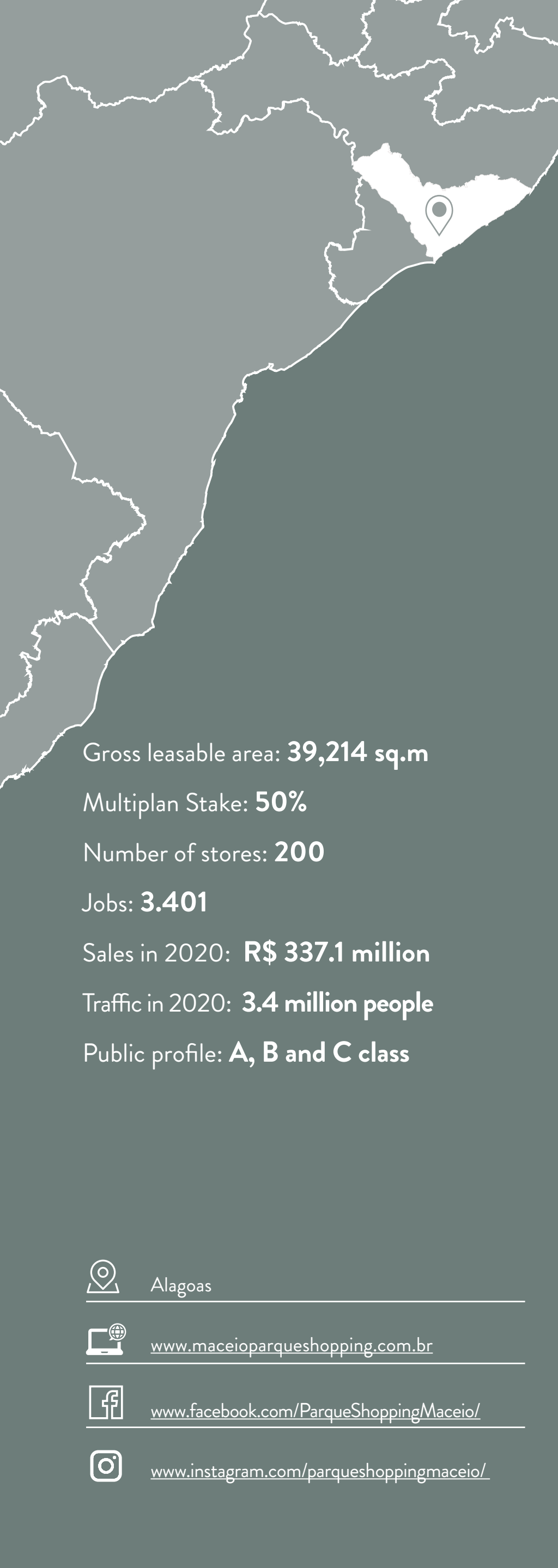
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 **Multiplan**



Parque Shopping Maceió

Multiplan's first mall in Brazil's northeast region. L, Parque Shopping Maceió was developed in partnership with Aliansce Sonae and was inaugurated in November 2013. Located in an exceptionally advantageous and expanding area of the capital city of the state of Alagoas, the mall offers 200 stores, many for the first time in the city, as well as a food court, three independent restaurants, modern movie theaters, and approximately 2,000 parking space. Built to international standards, the shopping center will be integrated with Boulevard Parque, a 200,000 sq.m real estate complex that includes residential and business towers, as well as a park with a large, landscaped greenspace.

In 2020, Parque Shopping Maceió invested in sustainability initiatives, such as the Sustainable Wall, which encourages proper waste disposal to facilitate the selective collection and recycling of items including oil, batteries, newspapers and magazines. Noteworthy is the installation of collectors for liquids, which have also improved the selective collection and appropriate disposal of this type of waste without contaminating other recyclable residues. Combining sustainability and health, Parque Shopping Maceió held the Feirinha Verde (Green Fair), a sales event for 100% pesticide-free organic products, all produced by local farmers.

In addition to the events held in its property, Parque Shopping Maceió promotes initiatives that seek to improve the city for all residents, such as cleaning the beach in 2020 in partnership with volunteers from the *Salvando Patas* [Rescuing paws] project, on the beach in Cruz das Almas. The initiative had partner companies and tenants of the mall, seeking to make the population aware of environmental care.

Parque Shopping Maceió cultivates a close relationship with its customers, and this year was no different even with the distancing imposed by the COVID-19 pandemic. The mall implemented a series of initiatives to support its tenants, which helped to bring comfort and ease to clients. One of them was the drive-thru service, which had scheduled delivery of products purchased through online sales channels, such as e-commerce or each store's WhatsApp account. After the reopening, the mall implemented a safety protocol assured by Hospital Sírío Libanês and followed all the rules, with a reduction in public capacity, full-time use of masks, use of UV rays to clean handrails on stairs, instalment of hand sanitizer totems, temperature

measurement at the entrances and air renewal every two hours. Adaptations were made to restrict physical contact between people, avoiding people gatherings at the parking payment booth, in addition to installing automatic sensors at the gates.

2020 for Parque Shopping Maceió started with the presence of children, who were welcomed to the *Super Corrida Kids* [Kids super race], an event that combined practicing physical activity with playful aspects geared towards the universe of children, such as the use of costumes and the company of adult characters along the way. There was also a Carnival for kids at Parque Shopping Maceió, which organized free children's dances, as well as a parade of costumes, games and, of course, a lot of *frevô* [Brazilian style of music and dance], receiving over 1,000 people per day. The public was once again the center of attention at the *Pintou Diversão* [Painted fun] campaign, which celebrated Children's Day month by giving them a customized tie-dye kit.

Another outstanding action in 2020 was the realization of the 1st LGBTQIA+ Entrepreneur Fair in Maceió, inside the shopping mall. The free event encouraged the sale of products and services from micro-entrepreneurs and offered an artistic and educational programming. The initiative was a realization of the *Valoriza* volunteer project, a result of a partnership with *TODXS Brasil*, which seeks to empower the LGBTQIA+ community in the state of Alagoas and give visibility to their needs.

Home to the most desired brands in the city, in 2020 Parque Shopping Maceió launched the second edition of Parque Fashion with a 100% online project, which offered a special program of fashion shows transmitted via YouTube and Instagram to present the main trends of the 2021 Spring-Summer collection. The event was complemented by three exhibitions with the motto of the *Moda Por Onde Você Passa* [Fashion everywhere you go] campaign.

To close out the year, Parque Shopping Maceió organized a beautiful Christmas celebration, with the promotion *Viva a Magia do Natal Parque Shopping* [Experience the magic of Christmas], which awarded winners with vouchers and a Nivus Highline 2020 SUV, as well as a beautiful decoration accompanied by live music. Santa Claus was present in digital initiatives and in person, always respecting social distancing measures.

Gross leasable area: **39,214 sq.m**

Multiplan Stake: **50%**

Number of stores: **200**

Jobs: **3.401**

Sales in 2020: **R\$ 337.1 million**

Traffic in 2020: **3.4 million people**

Public profile: **A, B and C class**



Alagoas



www.maceioparqueshopping.com.br



www.facebook.com/ParqueShoppingMaceio/



www.instagram.com/parqueshoppingmaceio/

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Real estate development

Multiplan adopts a mixed-use approach when making investments in its properties, which incorporate value added features into its shopping centers that are highly desirable for contemporary society, such as practicality, convenience and respect for the environment. Through this strategy, real estate developments are part of the Company’s portfolio, allowing business and residential areas to be part of a broad-ranging nucleus capable of satisfying most of a given population’s needs. This includes housing, employment, leisure, shopping and services, benefitting alike Multiplan’s properties, its investors and users.



Lake Victoria Tower 1 project
design - Golden Lake

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Commercial enterprises for lease ParkShopping Corporate



PARKSHOPPING CORPORATE
www.parkshoppingcorporate.com.br

Located in Brasília, the project offers 13,360 m² of gross leasable area and is linked to ParkShopping via a covered walkway. Completed in 2012, its construction was considered an example of best practices by Brazil's Centro de Tecnologia em Edificações (CTE), a center for building technology, having subsequently received the LEED Gold certification, granted by the Green Building Council Brasil.

In 2020, the project's revenue was R\$ 5.4 million, an increase of 61.3% compared to the previous year.



MORUMBI CORPORATE
www.multiplan.com.br/pt-br/imobiliario/comercial/morumbi-corporate

Morumbi Corporate opened in 2013. Its gross leasable area of 74,198 m² is distributed across two large commercial towers, which are connected by an elevated plaza where visitors can enjoy ten restaurants, convenience shopping and services, as well as a helideck. Built according to sustainable standards, the Green Building Council Brasil granted the project LEED Gold certification.

In 2020, Multiplan completed the sale of Diamond Tower, one of the two towers of the Morumbi Corporate office complex. The property with 36,918 m² of gross leasable area was sold for R\$ 810 million.

In 2020, Morumbi Corporate contributed with R\$ 70.8 million in revenue for the company, a 24.3% reduction resulting from the sale of Diamond Tower.

Residential projects



GOLDEN LAKE
<https://bairrogoldenlake.com.br/>

Golden Lake is a private neighborhood under construction in the city of Porto Alegre. It is part of the BarraShoppingSul mixed-use complex, with a new concept of quality of life inspired by Golden Green, an iconic condominium developed by Multiplan in Barra da Tijuca, in Rio de Janeiro. Developed to capture the synergy between existing infrastructures and innovative designs, it is the only residential development built on the edge of the state capital. Golden Lake is a 250,000 sq.m complex comprising 18 residential towers, 7 lakes, sports areas, wellness centers, a beach club and other amenities. The project will be developed in 4 phases and the first-phase sales are in progress.

LANDBANK

At the end of 2020, Multiplan had 818,025 sq.m of land for future multipurpose projects. Based on internal studies, the company estimates a private area for potential sale of approximately 1 million sq.m, in addition to a potential increase of nearly 200 thousand sq.m of gross leasable area through future expansions in its shopping centers, which are not in the following table. All areas listed are integrated into Multiplan's shopping malls and should be used to develop multipurpose projects.

Shopping center attached to land location	% Mult.	Land area (sq.m)	Potencial area for sale (sq.m)	Project type
BarraShoppingSul	100%	159,587	294,130	Hotel, Office, Residential
JundiaiShopping	100%	4,500	11,616	Office
ParkShoppingBarigui	94%	28,214	26,185	Residential, Office
ParkShoppingCampoGrande	90%	317,755	114,728	Office, Residential
ParkShoppingCanoas	82%	18,721	19,703	Hotel, Apart -Hotel, Office
ParkShoppingSãoCaetano	100%	36,948	96,582	Office
Park Shopping Maceió ¹	50%	84,205	145,518	Office, Residential
RibeirãoShopping	100%	102,295	121,047	Hotel, Office, Residential
ShoppingAnáliaFranco	36%	29,800	92,768	Residential
VillageMall	100%	36,000	31,340	Office
TOTAL	83%	818,025	953,617	

1. Includes a land swap signed with MRV for an area of 22,632sq.m to develop a residential project with a potential area for sale of 38,763sq.m.
* This informative data about the Company's growth potential does not constitute a commitment to execute any given project(s), with the further understanding that any initiative may be modified or canceled without prior notice.



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CORPORATE GOVERNANCE

GRI 102-18, 103-1, 103-2, 103-3, Material theme: Corporate Governance

The cornerstones of Multiplan’s corporate governance are transparency, accountability and corporate responsibility. Accordingly, in pursuit of a good workflow throughout the Company, Multiplan seeks to ensure healthy and prosperous relationships with its stakeholders. To best serve its current and potential investors, Multiplan maintains channels to receive questions, and to offer information via phone, email, and through the Company’s website (ri.multiplan.com.br). The Company also organizes regular meetings and teleconferences, in Brazil and abroad, with investors and analysts, and in 2020, due to the restrictions imposed by the pandemic, it held a public meeting 100% online for the first time ever with analysts and investors.

Multiplan has governance practices that exceed legal requirements and adopts recommendations from the Brazilian Securities and Exchange Commission and specialized organizations and associations.

Interested in improving performance, facilitating access to capital, creating value for investors and contributing to business continuity, Multiplan has governance practices that exceed legal requirements and adopts recommendations from the Brazilian Securities and Exchange Commission and specialized organizations and associations.

Accordingly, Multiplan’s bylaws clearly describe the operations of its General Shareholders Meeting, which are also disclosed in a manual and presents material information for decision-making prior to any deliberations. Its relevant facts, earnings release, and press releases are simultaneously disclosed in Portuguese and English, and several channels are used to detail relevant corporate information, such as conference calls regarding financial statements. Multiplan also adopts material information disclosure and securities trading policies, in addition to maintaining a department dedicated to compliance and internal controls.

When it went public in 2007, Multiplan joined Level 2 of corporate governance of the São Paulo Stock Exchange (B3), which signified the adoption of a more comprehensive set of corporate rules similar to *Novo Mercado*, the highest corporate governance standard, with some particularities. Listing on Level 2 results in the expansion of shareholder rights and mitigation of the risk of

information asymmetry. Among other provisions, Multiplan (i) prohibits the chairperson of the Board of Directors from also serving as the Company’s CEO or principal executive; (ii) set the minimum percentage of outstanding shares (free float) in 25%; (iii) discloses the trading of its securities by the controlling shareholders every month, and (iv) in the event of sale of control, ensures that all shareholders are entitled to sell their shares at the same price (tag along of 100%) attributed to the shares held by the controller.

Pursuant to the Level 2 Corporate Governance Regulation, it is a condition for those vesting in Multiplan’s management positions to sign the Management Agreement, whereby the elected managers assume personal responsibility for complying with the Agreement

for adopting Distinct Level 2 Corporate Governance Practices, Regulation of the Market Arbitration Chamber and Level 2 Corporate Governance Regulation.

For more information on Multiplan’s governance practices, visit: <http://ir.multiplan.com.br/>

BOARD OF DIRECTORS

Multiplan’s Board of Directors is the deliberative body responsible for, among other duties, the formulation and monitoring of general business policies, including longterm strategy. It is also responsible for the designation of the Company’s officers, over whom it exercises managerial supervision, among other duties. In compliance with the Brazilian Corporations Law, the board moreover is responsible for appointing the independent auditors.

The composition and operations of the Board of Directors are defined in Multiplan’s bylaws. The body holds regular quarterly meetings and, as necessary and without defined periodicity, extraordinary meetings. All decisions of the body are made by majority vote of the members present at any duly convened meeting.

The board must consist of no less than five and no more than ten members who are elected, at a General Shareholders Meeting, for a unified term of two years. Re-election or dismissal by the shareholders at such meetings is possible. However, dismissals may also occur at any time. In accordance with Corporate Governance Level 2 Listing Regulations of Brazil’s B3 stock exchange, at least 20% of the members of the Board of Directors must be independent directors, a condition expressly stated at the General Shareholders Meeting that elects them.

Members of the Board of Directors*	Position	Election date	Mandate expiration
José Paulo Ferraz do Amaral	President	04/30/2020	04/30/2022
Eduardo Kaminitz Peres	Sitting member	04/30/2020	04/30/2022
Ana Paula Kaminitz Peres	Sitting member	04/30/2020	04/30/2022
John Michael Sullivan	Sitting member	04/30/2020	04/30/2022
Gustavo Henrique de Barroso Franco	Independent member	04/30/2020	04/30/2022
José Isaac Peres	Sitting member	04/30/2020	04/30/2022
Duncan George Osborne	Sitting member	04/30/2020	04/30/2022

* A brief description of the résumé of each member of the Board of Directors is available on Multiplan’s Investor Relations website: <https://ri.multiplan.com.br/en/corporate-governance/management/>

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BOARD OF EXECUTIVE

OfficersMultiplan’s executive officers are the Company’s legal representatives, principally in charge of the firm’s day-to-day management and the implementation of the general policies and guidelines established by the Board of Directors. According to Multiplan’s bylaws, its Board of Executive Officers is composed of two to ten members who are elected by the Board of Directors for a term of two years and are eligible for re-election. The members of the body include one

CEO, one to four vice presidents, and up to six directors serving without specific designation. One of the members of the Board of Executive Officers must hold the position of Investor Relations director.

Directors*	Position	Election date	Mandate expiration
José Isaac Peres	Chief Executive Officer	05/04/2020	05/04/2022
Eduardo Kaminitz Peres	Vice-President Director of Operations	05/04/2020	05/04/2022
Armando d’Almeida Neto	Vice-President Director of Finance and Investor Relations	05/04/2020	05/04/2022
Marcello Kaminitz Barnes	Vice-President Director of Development	05/04/2020	05/04/2022
Vander Aloisio Giordano	Vice-President Director of Compliance and Institutional	05/04/2020	05/04/2022
Alberto José dos Santos	Director without specific designation	05/04/2020	07/31/2020
Hans Christian Melchers	Director without specific designation	08/11/2020	05/04/2022

* A brief description of the résumé of the directors is available on Multiplan’s Investor Relations website: <https://ri.multiplan.com.br/en/corporate-governance/management/>

ETHICAL BEHAVIOR AND CODE OF CONDUCT

GRI 102-16, 102-17, 205-1, 205-3, 103-2, 103-3, Material theme: Corporate governance

Having ethics as an essential principle, Multiplan explains in its Code of Conduct the values that guide all of the company’s businesses and subsidiaries and guide the personal and professional conduct of its managers, employees and service providers and suppliers. The code constitutes a formal statement of commitment by employees to ethical business and social principles, as well as to rules regarding transparency and accountability. Compliance with all of these is mandatory. The Company confirms, therefore, that all employees are acquainted with this document. Furthermore, all employees sign a statement of commitment attesting to the fact that they are cognizant of and in agreement with the content of the code.

mplemented in April 2012 through a Board of Directors resolution and revised in 2014 by the same body, Multiplan’s Code of Conduct is in keeping with the main provisions of B3’s Level 2 Corporate Governance Listing Regulations and the Brazilian Code of Corporate Governance. Multiplan’s Code of Conduct is available on the Company’s Investor Relations website (ir.multiplan.com.br) and on B3’s website (www.b3.com.br/en-us). Multiplan also maintains a Compliance department, which contributes to the maintenance of ethical conduct in all spheres of the Company’s relations. It is responsible for activities including the periodic review of internal processes; execution of audits and compliance

tests; improvement of strict control policies and monitoring failures of internal mechanisms; monitoring policies regarding jurisdiction and authority; fostering a compliance culture; creating controls and tests that ensure compliance with Brazil’s Anti-Corruption Law, Anti-Money Laundering Law, and other relevant legislation, in alignment with ethics programs of the Ministry of Transparency, Supervision and Control; establishing contingencies for non-financial operations; training and implementation of adaptations to the LGPD (General Data Protection Law). The responsibility for the dissemination of Multiplan’s ethics and anti-corruption policies lies with the office of the Vice

President for Institutional Compliance, a department that was created in 2015 and elevated, in 2019, per the Company’s bylaws, to VP status. This included an expansion to create the position of Legal Compliance Manager and a specific cost center, with its own budget. The Company adopts a set of manuals, rules and procedures designed to mitigate or control risks related to its various operating processes. As an example, donations are monitored by the Compliance area and are preceded by a due diligence analysis, signing of a donation agreement with compliance clauses, in addition to having a record of proof of the act. When en-

tering into contracts with service providers, suppliers and other third parties, the company requires a formal commitment to its rules of conduct, either by inserting the standard compliance clause in the respective contracts, or by adherence to its General Contracting Rules, ensuring that all are in line with Multiplan’s Code of Conduct. Registered suppliers also receive a notice that sets out the anti-corruption and socio-environmental rules of conduct to be observed in the exercise of their activities. In 2018, the company improved its registration system with the implementation of more robust due diligence processes and assessment of suppliers and service providers. In 2020, as a



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result of the compliance procedure, some supplier contracts were not recommended and were not implemented or led to the supplier being blocked, while in other cases follow-up was recommended.

In recent years, all managers of Multiplan shopping centers and the company's direct employees have received training on the Federal Anti-Corruption Law, through an in-person course given by lawyers and external specialists or through e-learning. In 2020, the company reformulated the *Portal do Saber* [knowledge portal] and developed the Capital Markets course – Multiplan's Trading and Disclosure Policies, which will be offered to employees in 2021. The content focuses on trading securities and shows obligations and restrictions that should guide the conduct of employees regarding company information.

A new initiative carried out in 2020 was Compliance Week, which offered a lecture and online training with experts in the area, in addition to sending a series of communications to all employees clarifying the role of compliance in maintaining the commitment to ethics, transparency and integrity. Due to the COVID-19 pandemic, training efforts and dissemination of the compliance culture were concentrated during Compliance Week and through virtual communication.

The number of inquiries to the Compliance area has been growing in recent years, with a significant

increase in requests since 2018. Thus, the company invests to strengthen the area, whose goals for the coming years are to revise Multiplan's Code of Conduct, prepare more accessible material for its dissemination, promote training with format innovation, implement new policies, revise the registration flow, and establish a new communication system with the Compliance area – the implementation of a specific platform was developed in 2020 and its use began in 2021.

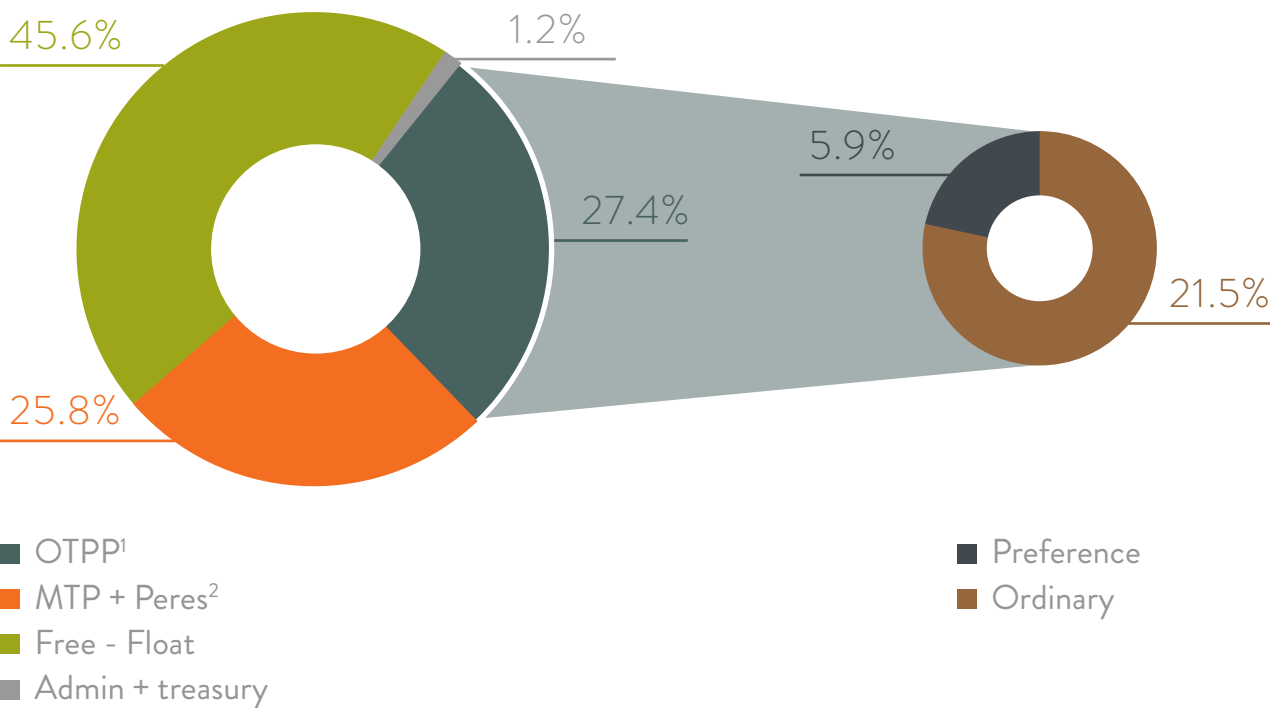
Multiplan's rules, codes, policies and practices are published in Portuguese and English, and are available for reading on its Investor Relations website: <http://ir.multiplan.com.br/>

CORPORATE STRUCTURE

GRI 102-10

Multiplan's shareholding structure allows the interests of shareholders to be aligned with complementary views, focusing on long-term value creation.

On December 31, 2020, Multiplan had 600,760,875 shares issued, distributed as follows: 25.8% of them were held directly and indirectly by Mr. and Mrs. Peres; 27.4% were held by the Ontario Teachers' Pension Plan (OTPP); 45.6% consisted of shares for free floating on the market; and 1.2% were held by management and treasury.



1. OTPP - Ontario Teachers Pension Plan
2. MTP + Peres: Multiplan Planejamento, Participações e Administração S.A. and Peres Family

Breakdown of Multiplan’s corporate structure on December 31, 2020

	Shares	%
Mr. and Mrs. Peres	156,204,290	26.0%
Free trading	275,849,038	45.9%
Administration and Treasury	4,290,903	0.7%
Ontario Teachers' Pension Plan (OTPP)	164,416,644	27.4%
TOTAL	600,760,875	100.0%

INSTITUTIONAL RELATIONS

GRI 102-13

Since its foundation, Multiplan has actively participated in discussions related to its field, seeking to foster, strengthen and collaborate with the development and growth of the shopping center business in Brazil. The current Institutional and Compliance Vice-President, Vander Giordano, is a member of Abrasce's Board of Directors and Vice-President of *Conselho Empresarial de Turismo da Associação Comercial do Rio de Janeiro* [Business association of Rio de Janeiro] (ACRJ), in addition to representing the Company in other institutions. Multiplan is a member of *Associação Brasileira das Companhias Abertas* [Brazilian association of listed companies] (Abrasca), participating in technical committees that debate topics of interest to the capital market, in addition to being present in other institutions.

GENERAL DATA PROTECTION LAW (LGPD)

Multiplan's Privacy Policy reaffirms the company's commitment to the security and privacy of the information of data processed in its operations. Over the past two years, the company has been working on adapting its internal policies and processes in order to incorporate the new provisions and requirements of legislation relating to personal data of individuals. With support from external consultants, the data was mapped and a Data Committee was created to improve the company's data governance to manage the the implementation and the adaptations made related to the LGPD, including the revision of the contractual clauses, improvement of processes, disclosure of privacy policies, appointment of Data Supervisors and implementation of service channels for data subjects, as well as a communication and training strategy.

Skywalk of BarraShopping complex



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Employees

GRI 102-8, 102-41

At the end of 2020, Multiplan and its shopping centers had 4,488 employees, of which 1,316 were direct and 3,172 were outsourced employees. All employees governed by *Consolidação das Leis do Trabalho* [Consolidation of labor laws] (CLT) are covered by collective bargaining agreements. Not included in such agreements are trainees and companies.

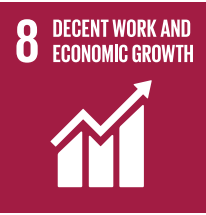
Company employees, by gender

Project	2018		2019		2020	
	Male	Female	Male	Female	Male	Female
ShoppingAnáliaFranco	39	27	38	34	27	22
ParkShoppingBarigüi	75	54	72	53	60	34
BarraShopping	74	104	71	102	52	53
BarraShoppingSul	44	48	43	37	36	20
BH Shopping	51	28	50	28	37	18
ParkShoppingCampoGrande	88	26	78	26	61	16
DiamondMall	34	20	34	20	27	13
JundiaíShopping	41	16	40	21	31	11
MorumbiShopping	52	80	51	68	42	42
ParkShopping	51	30	51	30	37	16
Pátio Savassi	86	77	86	64	39	19
RibeirãoShopping	97	43	102	44	86	26
ShoppingSantaÚrsula	52	8	55	8	48	8
ParkShoppingSãoCaetano	35	31	37	33	30	21
ShoppingVilaOlímpia	35	39	35	41	24	14
VillageMall	45	36	43	29	32	15
NewYorkCityCenter	1	6	1	6	1	2
ParkShopping Canoas	38	20	31	23	26	15
Headquarters	175	135	189	144	144	111
TOTAL	1,113	828	1,107	811	840	476
		1,941		1,918		1,316

Outsourced employees, by gender

Project	2018		2019		2020	
	Male	Female	Male	Female	Male	Female
ShoppingAnáliaFranco	218	141	218	141	241	80
ParkShoppingBarigüi	160	82	117	75	77	23
BarraShopping	328	165	393	122	279	77
BarraShoppingSul	193	104	180	110	123	42
BH Shopping	271	123	258	117	129	71
ParkShoppingCampoGrande	120	102	123	89	130	80
DiamondMall	112	73	107	70	82	47
JundiaíShopping	146	92	127	86	76	50
MorumbiShopping	268	111	255	105	258	98
ParkShopping	231	135	249	106	135	71
Pátio Savassi	56	18	52	6	58	35
RibeirãoShopping	233	121	232	128	180	79
ShoppingSantaÚrsula	18	30	62	37	32	25
ParkShoppingSãoCaetano	118	90	117	86	81	44
ShoppingVilaOlímpia	148	70	164	64	94	33
VillageMall	170	77	179	69	86	37
NewYorkCityCenter	61	6	42	15	46	6
ParkShopping Canoas	145	98	139	93	110	57
Headquarters*	-	-	-	-	-	-
TOTAL	2,996	1,638	3,014	1,519	2,217	955
		4,634		4,533		3,172

* Multiplan’s headquarters does not manage its outsourced employees, there is no data on this group.



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TRAINING AND PROFESSIONAL RECOGNITION

GRI 404-2, 412-2

Multiplan has adopted professional development as a pillar of its personnel management policy and is committed to improving the skills of its employees and its tenants by providing them with education in various subject areas and the use of a variety of tools. In 2020, due to the COVID-19 pandemic, many training courses and programs were suspended, while others were offered in formats compatible with the circumstances of this exceptional time.

RETAIL CLUB

The Retail Club is a program aimed at training sales teams and tenants' management. It offers lectures and short courses, designed according to the profile of each mall and industry trends,

providing innovative cases and unique approaches to the business.

In 2020, the program invited Celso Portioli to a special Christmas talk show, broadcasted online on @Multiretail2020's IGTV (Instagram). The program included sales tips, motivation and surprises for sellers.

ELOS PROGRAM

The Elos Program is designed to train own and outsourced employees, offering weekly sessions throughout the year to update frontline professionals on changes underway in the world, in consumption habits and in the way people relate to one other and with spaces. Focused on quality and people management, the

program is geared toward achieving the best results in consumer service.

Developed by BH Shopping and later implemented at Diamond Mall, Pátio Savassi, Ribeirão Shopping, and Shopping Santa Úrsula, the program is supported by the Newton Paiva University Center in Belo Horizonte and UniSEB COC in Ribeirão Preto.

In 2020, the courses covered topics such as *Jeito Multiplan de Ser* [Multiplan's way of being], teamwork, rational intelligence, human rights, communication and professional attitude, excellence, empathy and financial planning. It is worth noting that the theme "human rights" was included in the Elos Program in 2019, becoming mandatory in the following years.

COMPLIANCE TRAINING

In 2020, Multiplan held the International Compliance Week. The event featured an online lecture by the regional attorney of the Republic and professor at the State University of Rio de Janeiro (UERJ), Dr. Artur Gueiros, on the evolution and positive transformations arising from compliance, and as training on the best compliance practices adopted by Multiplan, given by lawyer Filipe Magliarelli.

Another event in the compliance area that stood out in 2020 was the lecture on plurality, culture and racial diversity given by the former French consul in São Paulo, Alexandra Loras.

RECOGNITION PROGRAMS

In order to engage and congratulate its employees, Multiplan maintains recognition programs, such as the A+ Employee, which awards employees who stand out in their fields, thus promoting excellence in service in shopping centers.

In 2020, an incentive campaign was also carried out involving the entire Multiplan group, which awarded the stores, through their managers and sellers, at Christmas, according to sales metrics and disclosure of the shopping mall's promotion.

SPECIFIC PROGRAMS

Some Multiplan shopping centers establish partnerships with educational institutions in the region where they are located, offering them the possibility of taking language or university courses at

a discounted price - such as ParkShopping Campo Grande, Jundiaí Shopping and Shopping Santa Úrsula. Other malls have their own training programs, such as *Repensa RH* [Rethinking HR], offered by Barra Shopping and Morumbi Shopping so that employees and tenants have the opportunity to complete elementary and secondary education, through supplementary courses offered at their own facilities. In 2020, due to the pandemic, *Repensa RH* was temporarily suspended, having already been resumed at Barra Shopping, whose class of 32 students is expected to graduate at the end of 2021.

Last year, Barra Shopping also offered events addressing topics such as kindness and empathy in the professional environment, in addition to standardized training on leadership, service and assistance to people with disabilities.

BH Shopping and Jundiaí Shopping held a short course on the importance of happiness for the organizational climate and quality of service. The instructors bridged the gap between content and consumer behavior, showing how the service is perceived in practice by the customer, in addition to aligning the professionals' operations with the expectations of the public at the malls.

HEALTH AND SAFETY TRAINING

Every year, Multiplan offers a series of health and safety training to its employees. In 2020, several training sessions were held, including some on topics necessary at this exceptional time due to the COVID-19 pandemic.

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There are mandatory training course on regulatory rules and on other topics of importance to Multiplan. Last year, training courses such as fire brigade, as well as daily operating procedures, training on conflict management and emergency response, and on legal risk analysis.

Among the training courses dedicated to issues related to the pandemic, those aimed at clarifying and reinforcing the standard municipal decrees (such as different hours and details on services that may or may not be offered) can be mentioned, as well as training dedicated to ensuring the health of the employees, advising on the use of masks and on individual and environmental hygiene care.

To offer the best care to its employees, in 2020 Multiplan made internal live videos with infectologist Dr. Edimilson Migowski on COVID-19 care and prevention with medical breast cancer specialist Dr. Marcelle Lagdem.

Since the start of the pandemic, Multiplan has maintained permanent communication with its employees,

providing guidance on health and measures adopted in its shopping malls and offices to ensure safe work. After the period when employees at the Headquarters were working remotely, a booklet with guidelines related to combating the dissemination of COVID-19 was shared with all these employees.

In 2020, Multiplan began offering employees at the Headquarters a partnership with the *Psicologia Viva* [Live psychology] portal and with Gympass. Through *Psicologia Viva*, those who need psychological support can talk to a professional online, at any time of the day or night, with total security and confidentiality. Gympass, on the other hand, offers unlimited access to hundreds of physical activities in person or online with just one monthly fee.

HEALTH AND SAFETY

GRI 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8, 403-9, 403-10

Multiplan acts with care and due diligence to always promote a safe environment for its customers, tenants and employees, being fully attentive to follow the provisions of applicable legislation and to monitor all safety requirements. All equipment – such as elevators, escalators, HVAC systems, fire hydrants and sprinklers, pressurized pumps, generators, power distribution boards, transformers, medium voltage equipment and fans – undergoes specific, periodic inspection and maintenance. Mall spaces – the food court, restrooms, and emergency exits, among others – are monitored to prevent accidents, and undergo constant cleaning and hygiene procedures.

Mall spaces are monitored to prevent accidents, and undergo constant cleaning and hygiene procedures.



As part of the Company's efforts to prevent accidents and directly tend to those that occur, each of Multiplan's malls has its own fire brigade, which is comprised of firefighters, operational employees, office workers, store personnel and outsourced workers, all of whom participate in periodic training sessions.

In Multiplan's mall, There are no occupations with high incidence or high risk of any occupational diseases in any of Multiplan's enterprises. Nevertheless, the firm's employees are always informed about potential risks, as well as how to act to avoid these and protect themselves. These measures are part of the Company's collective protection activities, which also promote the medical monitoring of workers through the Occupational Health Medical Control Program (PCMSO)

and the Environmental Risk Prevention Program (PPRA).

The relevant professional categories receive additional health and safety-related payments due to exposure to unsanitary environments and toxic substances (e.g., janitorial assistant and sewage treatment supervisor), or exposure to hazardous conditions (e.g., electrician and electrical systems supervisor). To carry out activities such as painting and the cleaning of walls, instead of scaffolding or step ladders, the malls offer their workers safer equipment – manual mobile platforms or, for work at heights above 2.5 meters, mobile elevated working platforms (MEWPs).

Multiplan's shopping centers in Belo Horizonte – BH Shopping, DiamondMall

and Pátio Savassi – have signed agreements with labor unions that provide that personnel who work 12 hours on/36 hours off shall be entitled to two, 20-minute rest breaks per day, one in the morning and the other in the afternoon. The Company's other malls have not established any formal health and safety agreements with unions.

With regard to outsourced companies, Multiplan maintains contracts requiring compliance with all legal matters related to occupational health and safety, which ensures training in the use of and supervision over all personal protective equipment (PPE) is carried out and assures that appropriate precautions are taken in the handling of chemical products and the monitoring of their use.

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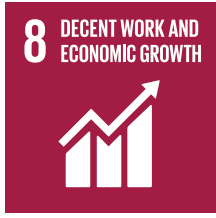
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Eleven Multiplan shopping centers – Shopping Anália Franco, ParkShopping Barigüi, BarraShopping, BarraShoppingSul, ParkShopping Campo Grande, JundiaíShopping, MorumbiShopping, ParkShopping, Pátio Savassi, RibeirãoShopping, and VillageMall – have Internal Accident Prevention Committees (CIPAs). Comprised of Multiplan employees, the CIPAs work toward the prevention of occupational accidents. They provide reports on and verification of accident-risk conditions and activities to ensure overall safety and improve employee quality of life. CIPAs are not present in several Multiplan malls because, pursuant to the Brazilian Ministry of Labor's Regulatory Standard 5 (NR-5),

they do not have the minimum number of staff required to establish such a group.

All Multiplan malls with CIPAs are responsible to participate in Internal Occupational Accident Prevention Week (SIPAT), an annual event during which employees are offered lectures, postural guidance, massages and nutritional assessments. In addition, all of the Company's shopping centers periodically carry out refresher training sessions regarding regulatory standards, first aid, and fire brigade operations, as well as campaigns promoting the health of employees and customers ([for more information, see page 63](#)).



Consumers and customers

Multiplan offers its customers complete, diversified and modern shopping centers that assure standards of excellence necessary to safeguard the well-being and safety of all visitors. Attentive to industry trends and public expectations, including through market research and customer satisfaction surveys, the Company constantly invests in the renovation of its facilities and works to renew the store mix of its shopping centers, with an eye toward offering its clients the best malls in Brazil.

COMMUNICATION CHANNELS

Multiplan offers direct and efficient communication channels to serve its customers, such as *Serviço de Atendimento ao Cliente* [Customer service] (SAC) in its shopping malls, which fields consumer concerns and complaints, and welcomes their suggestions and compliments. All inquiries are answered, either immediately or within a short time span, and the most complex cases are forwarded to a management committee that has managers and supervisors of each mall that ensure that measures will be taken to prevent the recurrence of similar problems.

In addition to SAC, Multiplan customers can count on Call Center and Concierge services, which offer general information about the services of the shopping malls, including store data, movie schedules, restaurants, etc. Each mall also offers information to customers through its social media, websites and the Multi app, which has been expanding its customer

service, with the launch, for example, of the parking payment feature as well as the disclosure of promotion regulations.

Other digital tools have been added to strengthen customer relationship, such as the chatbot, a virtual assistant that provides answers to customer queries, helping 24 hours a day, seven days a week. [More information on page 62.](#)

The digital circuit formed by the totems available in the corridors of the malls and the media spaces inside the malls also offer information on programming, maps and highlights of public utility or social actions, including the company's own solidarity initiatives and educational campaigns, such as the information on hygiene and health care that has been circulating since the start of the COVID-19 pandemic.

Multiplan fully respects the privacy of its customers and does not disclose their data, information or images, except with prior written authorization or when such disclosure is requested by court order or required by law.

SHOPPING MALL INCIDENT TRACKING

All Multiplan shopping centers use the WiselT CRM (customer relationship management) system, which records and tracks incidents from beginning to end. Cases are automatically referred to responsible areas and, thereafter, customer service teams continue to monitor how these cases are handled.

CUSTOMER SURVEYS

Multiplan conducts quantitative and qualitative research on the market, its competitors and the public, which allows it to identify potential improvements it can make to its businesses and the services they offer. With the development of the Multi app, this became a new tool for the company to get to know its customers better and interact more with them, always respecting privacy and in accordance with the LGPD.

AMENITIES AND FACILITIES

Multiplan's shopping centers offer a wide range of amenities to make their customers' lives easier and more pleasant.

MULTIVOCÊ

Launched in 2019, MultiVocê (MultiYou) is a unified relationship program for all of Multiplan's shopping centers. It has already been implemented in ten malls, and is being expanded to reach all of the company's shopping centers. Through the program, customers can accumulate points, which may be redeemed at participating malls for a variety of benefits, such as parking and tickets to shows and movies. Integrated to the Multi app, all the benefits and services related to MultiVocê can be consulted quickly and easily through the app.

VIP lounges, which have been designed for the exclusive use of customers who are registered in the MultiVocê program, have been installed in several malls. In addition to providing them with a points registration service, these spaces offer

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luggage storage, private restrooms, a meeting room, a TV, dedicated wi-fi and a cafe.

PERSONAL SHOPPER

The Personal Shopper service, which helps customers make their purchases consciously and intelligently, has been expanding to more and more of Multiplan’s malls. First implemented at VillageMall, the service is now offered through WhatsApp at ParkShoppingBarigüi and is also available on the Delivery Center’s platform, which allows you to buy online from any store in the shopping malls.

DIAPER-CHANGING ROOM

These comfortable, family-friendly spaces are thoughtfully prepared in Multiplan shopping centers for changing diapers, breastfeeding and feeding children. They also provide a stroller loan service.

BIKE RACK

Multiplan’s shopping centers offer customers no-fee access to bicycle racks, with monitoring and security throughout regular operating hours. To use a mall bike rack, customers must complete an on-site registration process.

ACCESSIBILITY ITEMS

Multiplan’s shopping centers offer telephones for the hearing impaired, as well as the loan of motorized wheelchairs and/or scooters, among other accessibility solutions.

ECUMENICAL CENTER

Multiplan’s shopping centers value religious diversity and have reserved spaces where people of all faiths can enjoy moments of serenity, peace, and reflection.

24-HOUR CHATBOT SERVICE

Advancing its digital innovation strategy focused on consumer needs, in 2020 Multiplan launched its chatbot service using artificial intelligence. Fully programmed and trained by its own team (the MIND Department), the service is available in all of the company’s shopping centers through their websites and WhatsApp.

ShoppingAnáliaFranco was the first mall to offer services using artificial intelligence on its WhatsApp telephone number, followed by ParkShopping-CampoGrande and MorumbiShopping. Now in its one-month testing phase, ShoppingAnáliaFranco’s WhatsApp service received over a thousand messages. In 2020, the website services received over 270 thousand messages and registered interactions from over 70 thousand users.

This complements other digital initiatives launched in 2020, such as the direct sales channel, for delivery and drive-thru purchases, and the Live Center, for sales through streaming. With the chatbot, malls now offer their customers service 24 hours a day, seven days a week, with the aim of complementing, not replacing, human service.

In addition to benefiting consumers, the chatbot reduces the demand of workers and is a source of insights to better understand customers and improve the relationship between malls and consumers.

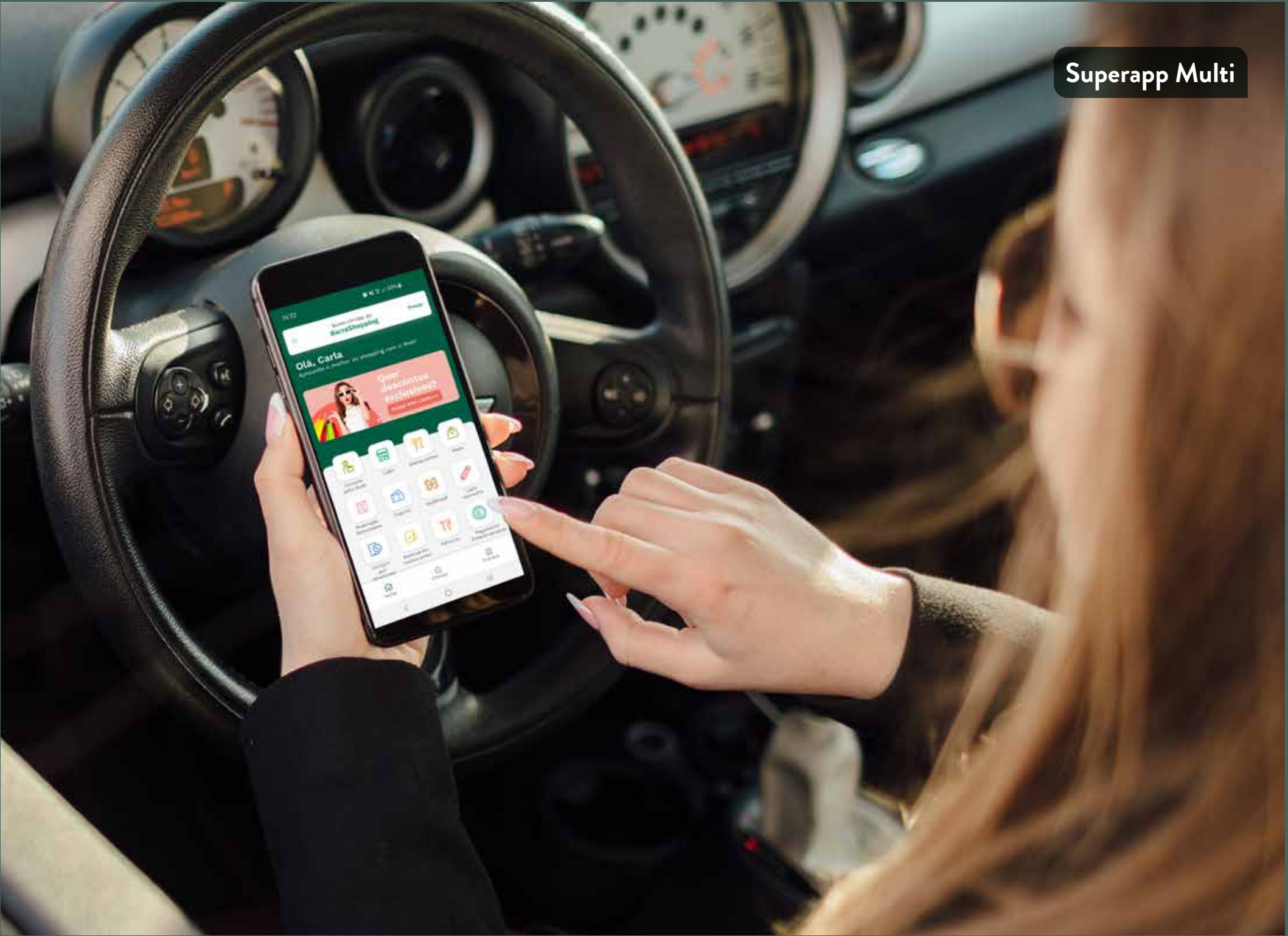
MULTI: THE APP THAT BRINGS THE MALL TO YOU!

Seeking to expand shopping center convenience for its consumers, in 2019, Multiplan launched Multi, a pioneering app which joins up shopper services offered by the Company and a marketplace where it is possible to place orders and receive purchases at home, from clothes to meals. In 2020, with the integration of new malls to the app, Multi was implemented in 18 of Multiplan’s 19 shopping centers. To optimize the integration of tenants to

the platform and ensure the excellence of the logistics operation, the company has a partnership with the start up Delivery Center.

The shopping feature is complemented by a personalized service of “shoppers” who go to the stores to purchase any product chosen by the customers. In addition to the marketplace, Multi also offers features such as registration of receipts in promotions, parking

payment, Red Tag offers, consultation of information regarding clinics and stores, among others. This means convenience for customers, who can make consultations in real time during their visits or even plan their activities at the shopping mall from home. The app also facilitates direct contact with tenants who are operating through the drive-thru system, directing the customer to WhatsApp with just one click to place their order.



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Community

GRI 413-1

Every year, Multiplan’s shopping centers organize various social, cultural, and community awareness initiatives. Below, we highlight some of the actions.

HEALTH AND WELL-BEING

Multiplan’s shopping malls participate in several awareness campaigns on important themes related to health and well-being: Yellow September (related to suicide), Pink October (related to breast cancer), Blue November (related to prostate cancer).

Some malls also carry out local campaigns. In June 2020, BarraShoppingSul supported the H1N1 flu vaccination campaign, promoted by Farmácia São João in partnership with the municipality of Porto Alegre and the SUS [Brazilian public health care] system. As a contribution to the action, BarraShoppingSul provided a space in its parking lot with an immunization tent where customers and mall employees had access to vaccination free of charge.

ParkShoppingCampoGrande, NewYorkCityCenter, Barra Shopping and VillageMall joined a blood donation campaign in partnership with Instituto Estadual de Hematologia do Rio de Janeiro (Hemorio). There were 220 blood bags collected in 2020 at NewYorkCityCenter, 500 at BarraShopping, and 420 at VillageMall. ParkShopping-CampoGrande, which has participated in the campaign since 2016, collected around 1,250 blood bags in 2020. Between 2016 and 2020, approximately

8,500 blood bags were donated, which helped to save almost 34,000 lives. The project was interrupted by the pandemic from March to June 2020, but donations returned soon after the mall reopened, following all health and distancing protocols. In 2020, MorumbiShopping also supported a blood donation campaign, Amor se Doa [Donate love], an itinerant blood donation initiative, organized by the SAS group in partnership with Hemocentro São Lucas and Laboratório Roche.

For over ten years, Multiplan has supported Hospital Pequeno Príncipe, in Curitiba, through the Childhood and Adolescence Fund. The company's donations to the institution totals nearly R\$ 1.5 million since 2011. Another project supported is Hospital do Amor in Barretos, which has received donations of R\$ 555,000 since 2018. In addition, as a result of the COVID-19 pandemic, in 2020, Multiplan donated masks, 3 tons of baskets of food, hygiene and cleaning materials to a campaign by the Public Ministry of Ribeirão Preto, in addition to providing its properties for carrying out tests and vaccination actions.

CAPED

Multiplan invests in science and health with the development of the Advanced Center for Research and Development (CAPED), built by the company and based at the RibeirãoShopping Medical Center, in Ribeirão Preto (SP). In addition to national and international cooperation in health, it fosters education, research, and innovative actions, and has a space

where symposiums and conferences can be held and knowledge can be produced and exchanged.

Multiplan's investment in the Advanced Research and Development Center is aligned with the Company's strategy to develop multiple use malls that provide convenience to consumers, offering "everything in one place", and contribute to society through scientific research in the country. CAPED also benefits patients at the RibeirãoShopping Medical Center, who

have access to specialists and adequate infrastructure, researchers who support the clinical staff, and national research sponsors.

The RibeirãoShopping Medical Center has over 30 clinics, clinical analysis laboratory services, imaging center, dental radiology, Vaccination Clinic, Cardiopulmonary Training Center, assisted treatment clinic, Spa, Pediatric and General Clinic Emergency Care, and a Day Hospital. Among the main specialties offered are: neurology,

vascular surgery, orthopedics, urology, nephrology, cardiology, and dentistry.

CAPED develops clinical studies focused on several health areas, such as cardiology and human reproduction, with a study that was selected among international competitors and is sponsored by a multinational laboratory. Among the research objectives is a reduction in women's visits to fertility clinics and a better understanding of the quality of life of infertile men and women.



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ANIMAL DONATION CAMPAIGN

In 2020, MorumbiShopping held the eighth edition of the dog and cat adoption event in partnership with Instituto Luisa Mell. The mall embraced the animal cause in 2013, and since then it has been carrying out actions to give animals rescued on the streets the opportunity to find a family. The event provided the adoption of 77 animals, 54 dogs and 23 cats.

During the event, Instituto Luisa Mell’s team received donations for people and animals that were victims of the rains and floods in Minas Gerais, receiving about 8.5 tons in donations. The *#adotei* [I adopted] shop, which has income donated to the work of the non-governmental organization (NGO), operated throughout the event, raising over R\$ 10,000.

TOY COLLECTION

In 2020, BarraShopping collected and donated 485 toys to 3 institutions assisted by *Instituto da Criança* [Children’s Institute].

#2EM2 [2 OF 2] CAMPAIGN

The campaign, launched by VillageMall in June 2020, promoted the donation of one COVID-19 test for every test performed at the location, donating 189 tests to public and philanthropic hospitals in the region.



MULTIPLIQUE O BEM VENCENDO A COVID-19 [MULTIPLY GOOD FIGHTING COVID-19]

In May 2020, Multiplan launched the *Multiplique o Bem Vencendo a COVID-19* campaign [Multiply good fighting COVID-19], with the objective of collecting online donations to institutions that need support, especially during the Covid-19 pandemic. Through the campaign’s website, it is possible to choose one of the institutions to help (*Central Única das Favelas* [Unified shantytown center]– Cufa, Instituto Fazer História or Pequeno Cotelengo) and define the amount of the donation, starting at R\$ 5.

ALFAJORS FOR FUNDAÇÃO OSWALDO CRUZ [OSWALDO CRUZ FOUNDATION] (FIOCRUZ)

During Easter 2020, Multiplan distributed 6,000 alfajors of Havanna store to employees of *Fundação Oswaldo Cruz* (Fio-cruz) who worked on the construction of a field hospital for patients with COVID-19. ParkShoppingBarigüi donated 2,000 chocolates to public health professionals.

HUMAN RIGHTS AND PUBLIC SAFETY

In addition to the initiatives already highlighted, in 2020, Multiplan continued to carry out several social initiatives and actions for the society, in different fields of activity.

In Rio de Janeiro, Multiplan supported the inauguration of the Monument to the Victims of the Holocaust, at *Morro do Pasmado*. The monument is part of the Rio Holocaust Memorial, a project supported by Multiplan and whose patron is its president, José Isaac Peres. The company has already donated over R\$ 5 million to the project.

Since 2016, Multiplan has supported the Patricia Acioli Human Rights

Award, promoted by *Associação dos Magistrados do Estado do Rio de Janeiro* [Association of magistrates of the state of Rio de Janeiro] (Amaerj). Multiplan also supports several initiatives focused on improving the public safety system, including Instituto MovRio, responsible for the Anonymous Reporting Hotline in Rio de Janeiro. Last year, equipment was also donated to the Military Police of Rio de Janeiro and São Paulo, including 100 electric bicycles for the São Paulo office.

#SINALVERMELHO CAMPAIGN

In June 2020, Multiplan supported the *#SinaVermelho* [red flag] campaign against domestic violence, launched by *Associação dos Magistrados Brasileiros* [Association of Brazilian magistrates] (AMB), in conjunction with *Conselho Nacional de Justiça* [National council of justice] (CNJ).

LACRE DO BEM

DiamondMall supports the *Lacre do Bem* [Pop Tops for Good] project, collecting aluminum can seals in its food area to exchange them for wheelchairs. The chairs are donated to entities that take care of children with cerebral palsy, cancer or with reduced mobility.



MOVIE THEATER SESSION

Multiplan’s malls carry out a series of events that seek to offer the movie theater experience to different audiences. Shopping Anália Franco, through the CineMaterna project, offers monthly sessions for mothers of newborns, in order to carry out social recovery, in addition to encouraging the exchange of experiences between women on the various issues of motherhood, always with the intention of spreading the culture and promoting food and nutrition security. In 2020, the initiative was maintained between January and March, after which it was temporarily suspended due to the COVID-19 pandemic.

With the objective of promoting movie theater sessions adapted for children with sensory disorders and their families, Multiplan’s malls hold the Blue Session every two months, in partnership with

Espaço ComPasso and the entity CapaciTEAutismo, institutions specialized in multidisciplinary care. Last year, the January session was held, and then the project was temporarily suspended due to the pandemic, with return expected in 2021.

In 2020, BarraShoppingSul promoted CineBarraVibes, an outdoor cinema experience that featured a projection on the façade and space for *drive-in* and *food trucks*, in addition to over 150 lounge areas, with pallets and cushions. Admission was free, with the suggestion of donating 1 kg of non-perishable food to contribute to the Mesa Brasil social project. During the two editions of the event, over 150 kg of food were collected, which benefited 578 people in socially vulnerable situations, served by 5 entities registered in the project.



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DONATIONS

Every year, Multiplan holds several campaigns to collect and donate warm clothing, toys, books, and food, in addition to campaigns to support NGOs. In 2020, ShoppingAnáliaFranco, JundiaíShopping and ParkShoppingBarigüi carried out charity campaigns to help families in socially vulnerable situations.

Multiplan's employees delivering donations in Jundiaí - São Paulo

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VillageMall deck



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Energy

GRI 302-1, 302-4, 103-1, 103-2, 103-3 Material topic: Energy management, SASB IF-RE-130a.1., IF-RE-410a.2.

Keeping with its commitment to energy efficiency best practices in its projects, Multiplan uses the Free Energy Market for all of its shopping malls, and all of them purchase incentivized energy exclusively from sustainable sources, such as solar, wind, biomass, qualified cogeneration or small hydroelectric plants.

In 2020, Multiplan's shopping malls consumed a total of 787,358.70 GJ of electricity, a 33% reduction compared to the previous year, due to reduced operations considering the COVID-19 pandemic. In the event of power outage from a given concessionaire or the same is conducting scheduled maintenance, the shopping centers can provide

electricity to their emergency areas via generators that are powered by diesel oil (which is the principal fuel consumed by the malls).

Multiplan is always looking for opportunities to reduce energy consumption, continuing with practices already initiated in previous years, such as the replacement

ELECTRICITY CONSUMPTION (GJ)

Project	2018	2019	2020
ShoppingAnáliaFranco	80,459.93	81,403.67	56,868.55
ParkShoppingBarigüi	59,862.90	59,268.64	37,625.83
BarraShopping	182,964.66	187,313.40	143,169.79
BarraShoppingSul	49,821.84	51,737.44	36,215.87
BH Shopping	75,529.37	75,939.20	50,790.72
ParkShoppingCampoGrande	37,881.55	37,852.47	29,935.89
DiamondMall	57,558.96	56,827.65	36,570.00
JundiaíShopping	48,291.87	50,229.20	34,487.19
MorumbiShopping	61,153.93	60,610.35	42,330.10
ParkShopping	94,108.09	90,352.90	40,176.45
Pátio Savassi	40,653.22	39,579.11	23,310.71
RibeirãoShopping	96,989.27	95,952.22	66,068.48
ShoppingSantaÚrsula	33,190.30	33,904.38	16,522.76
ParkShoppingSãoCaetano	58,335.16	60,483.81	44,936.44
ShoppingVilaOlímpia	62,692.92	61,595.20	35,750.38
VillageMall	57,708.58	60,103.25	44,753.52
NewYorkCityCenter	25,540.08	24,278.81	17,198.01
ParkShopping Canoas	40,257.85	42,372.00	30,648.01
TOTAL	1,163,000.48	1,169,803.70	787,358.70



BarraShoppingSul

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of common light bulbs with LED bulbs, implementation of automated lighting systems, adjustment of the automation systems of air conditioning equipment and chilled water plants, training of technicians in energy efficiency, installation of energy-reduction devices on escalators and improvements in daily routines. It is worth mentioning that many of the shopping centers have skylights and have installed high-performance glass, which allow for the best use of natural light during the day, which also helps to reduce energy consumption.

Among the initiatives implemented last year, the new photovoltaic plant complex

stands out. One year after inaugurating the first set of photovoltaic plants to fully supply VillageMall, Multiplan will also have its headquarters in Rio de Janeiro, fully supplied by solar energy, which should contribute to an 80% reduction in energy expenses at the headquarters ([for more details on this project, see page 69](#)).

The importance of the energy issue for Multiplan goes beyond the investment in self-generation: in yet another innovative initiative, 14 of its shopping centers already offer electric car charging stations, and the company is looking to increase this number.

Portfolio with complete coverage of energy consumption data*

Leasable gross area with full coverage of energy consumption data (sq.m)	551,205.30
Gross leasable area for which energy is used (sq.m)	784,048.96
Percentage	70.3%

* Comprises the 18 managed shopping centers in operation. All malls listed cover 100% of the data on energy purchased by the shopping mall and distributed to tenants. The variation in the coverage percentage is due to the existence, in some shopping malls, of stores that buy energy directly from the concessionaire.

Leases that are separately measured or sub-measured by exclusive electricity consumption*

Gross leasable area measured separately or under-measured due to exclusive electricity consumption (sq.m)	468,578.31
Total gross leasable area (sq.m)	784,048.96
Percentage	59.76

* Considers the gross leasable area of stores that purchase electricity directly from local concessionaires.



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Photovoltaic power plant

In 2020, Multiplan continued investing in the generation of solar energy for its properties, with the construction of a photovoltaic power plant located in Paty do Alferes, in Rio de Janeiro, with capacity to supply all the energy required by its headquarters. The new plant is the second project executed by Multiplan, which in 2019 had already inaugurated a photovoltaic power plant to fully supply VillageMall, in Rio de Janeiro.

With the new plant, in addition to contributing to the conservation of natural resources, Multiplan estimates that it will have annual savings of 80% with the energy costs of its headquarters. In addition to savings in energy bills, these are measures that help reduce carbon emissions.

The new photovoltaic power complex has 2,460 solar power modules and a maximum power of 900 kWp.

The company's forecast is that the investment of over R\$ 4 million will be offset by savings in energy expenses within five years.

The construction of the new photovoltaic power complex reaffirms Multiplan's commitment to sustainability and reinforces its approach based on sustainability, by investing in clean and renewable energy. VillageMall was a pioneer in this matter, being the first shopping center in Latin America capable of producing all the energy it consumes.

Multiplan's first experience related to the use of solar energy took place in 2011, with the installation of solar panels at ParkShoppingSãoCaetano. In 2017, the company inaugurated the largest solar power plant ever built in a mall in South America, at ParkShopping Canoas. In 2018, it installed solar panels at ParkShoppingCampoGrande.

Emissions

GRI 305-1, 305-2, 305-3, 305-5

Multiplan annually prepares a Greenhouse Gas (GHG) Emissions Inventory in accordance with the specifications of the Brazilian GHG Protocol Program: Accounting, Quantification, and Publication of Corporate Greenhouse Gas Emissions Inventories. It covers

the Company's 19 shopping malls, two commercial condominiums, and its headquarters in Rio de Janeiro and São Paulo. To conduct an accounting of emissions, pursuant to the Kyoto Protocol, the following internationally recognized GHGs were considered: CO₂, CH₄, N₂O, SF₆, HFCs, PFCs and NF₃.

From 2019 to 2020, Multiplan reduced its total emissions from 44,442 tCO₂ to 22,694 tCO₂. Such variation arises from the adoption of measures related to the COVID-19 pandemic, which impacted operation for certain periods. Amidst this change in the current situation in emissions standards, it should be noted that Multiplan's operating efficiency (tCO₂/

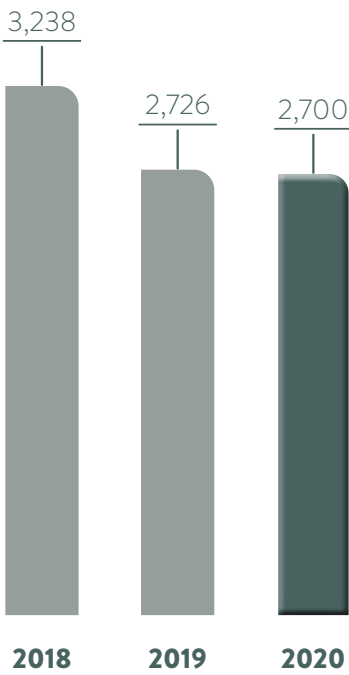
MR\$) basically remained stable compared to the previous year. Regarding Scope 1 emissions, there was an increase leveraged by the Stationary Combustion (29% compared to 2019) and Fugitive Emissions (45%) categories, whose associated emissions refer respectively to the higher fuel consumption by generators in situations of interruption of energy, as well

as the higher consumption of gases for the periodic maintenance of refrigeration equipment and fire extinguishers. Scopes 2 and 3 emissions showed a significant reduction of 42% and 61% respectively, compared to 2019. Additionally, regarding the emissions of gases not covered by the Kyoto Protocol, there was a reduction in the consumption of HCFC-22 (R22), a gas used to recharge refrigeration appliances. It is worth noting that such reduction has already been registered in recent years, not necessarily reflecting the context of the pandemic.

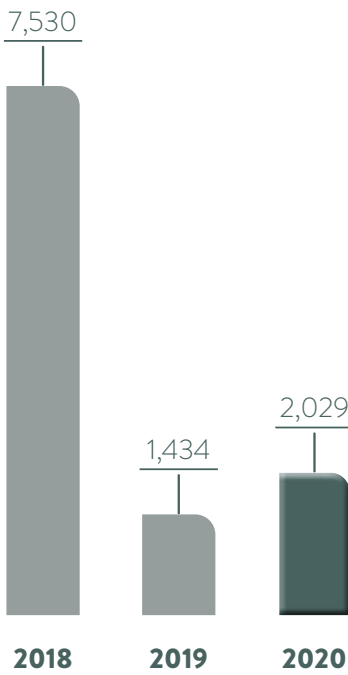
The GHG Emissions Efficiency Index was created especially for Multiplan and shows how many tons of CO₂ equivalent are emitted per million reais (R\$) billed. The lower the number of tCO₂ /MR\$, the lower the impact a given Multiplan enterprise has on global climate change.



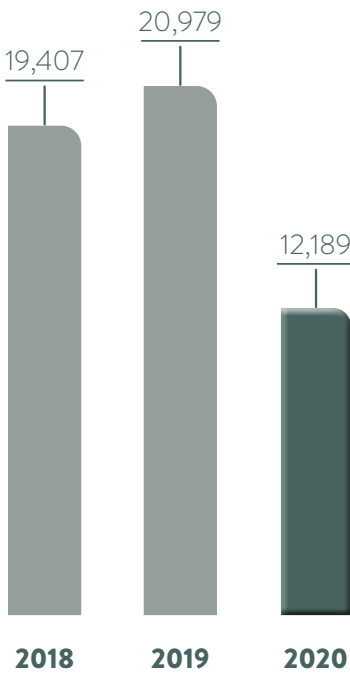
GEE emissions efficiency



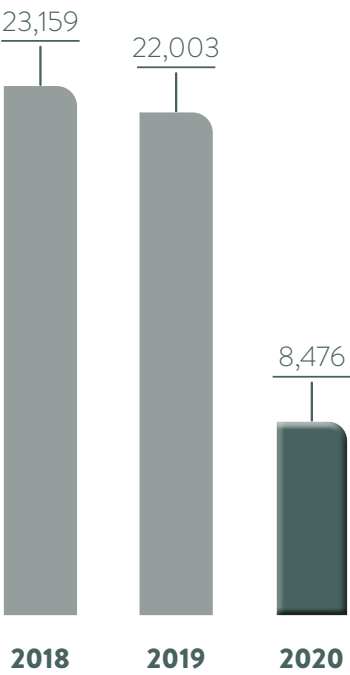
Scope I



Scope II



Scope III



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Water

GRI 303-1, 303-2, 303-4, 303-3, 306-1, SASB IF-RE-104a.1.

The management of water consumption at Multiplan’s shopping malls seeks to adapt to local realities, while always being carried out in accordance with current legislation and the principles of sustainability.

Most of the water consumed in the projects comes from regional concessionaires. Its use occurs primarily in the refrigeration system of shopping malls, restrooms, stores, food courts and cleaning operations, in addition to human consumption. After use, the water is released directly into the sewage network of the local concessionaire for treatment. Some malls have artesian wells that contribute to their partial or total supply, such as BH Shopping, ParkShopping Canoas, Diamond Mall, Ribeirão Shopping, Village Mall, ParkShopping Barigüi and Shopping Anália Franco – which in 2020 invested in the construction of a deep

tubular well that supplies its needs and only the water disposal is done in the concessionaire’s network.

All of Multiplan’s malls carry out some type of action to reduce water consumption, such as installing pressure reducers on taps and monitoring consumption to identify and avoid waste, with verification of water meters and records in spreadsheets.

All effluents from the company’s mall are disposed in accordance with current legislation and with respect to the rules of the local concessionaire. The discharge system to the municipal sewage network undergoes daily monitoring, and the reservoirs undergo semi-annual sanitation and monthly analysis of water potability.

Through rainfall water harvesting and treatment systems, these enterprises

are able to recycle a significant amount of water.

Some projects have internal effluent treatment processes, such as ParkShopping Campo Grande, which has all its sewage treated by a specialized company, and unused waste is removed for correct disposal in a landfill, in accordance with legislation. At Shopping Anália Franco, part of the sewage is treated at the sewage treatment plant, converting it into reused water that supplies toilets. At Jundiaí Shopping, a sewage treatment plant was installed in 2019, generating water reuse for watering the garden and washing the docks and air conditioning system, which reduce water consumption and improved

the efficiency of the mall. ParkShopping Canoas already collects rainwater for use in toilets and plans to implement a station to treat its sewage.

At ParkShopping, BarraShopping and New York City Center, the effluents are treated in internal treatment plants, and the water is reused to supply the cooling towers of the chilled water centers, garden irrigation, and toilets. These projects rely on the effluent bioremediation process using bacteria, exponentially reducing the solid waste generated by the effluent. Some of them collect used cooking oil and have grease traps that potentially reduce discharge into the sewer system.

With regard to water disposal, the largest volume of effluents from Multiplan’s shopping centers comes from domestic sewage, from hand washing, toilet flushing, urinals, showers, washing and food cleaning, among others. Most malls dispose of their sewage directly into the public network.

Some of the company’s shopping malls have sewage treatment and water treatment stations, which contribute to improving the quality of the effluents discharged and allow treated water to be reused in restrooms, in the air conditioning system and in irrigation.



JundiaíShopping

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Water collection* (MI) – GRI 303-3

Project	Surface water		Underground water		Third party water	
	Fresh water**	Other water***	Fresh water	Other water	Fresh water	Other water
ShoppingAnáliaFranco	-	-	54.73	-	-	-
ParkShoppingBarigüi	42.08	-	26.04	-	-	-
BarraShopping	-	-	-	-	148.91	65.79
BarraShoppingSul	-	-	-	-	71.74	-
BH Shopping	-	-	96.09	-	19.31	-
ParkShoppingCampoGrande	-	-	-	-	90.77	-
DiamondMall	-	-	47.80	-	15.83	-
JundiaíShopping	-	-	-	-	23.36	12.67
MorumbiShopping	-	-	-	-	117.67	-
ParkShopping	-	-	-	-	103.55	-
Pátio Savassi	-	-	-	8.01	-	36.11
RibeirãoShopping	-	-	47.58	-	58.74	-
ShoppingSantaÚrsula	-	-	32.93	-	-	-
ParkShoppingSãoCaetano	-	-	52.36	-	26.19	-
ShoppingVilaOlímpia	-	-	6.88	-	37.68	-
VillageMall	-	-	-	46.00	50.26	-
NewYorkCityCenter	-	-	-	-	35.08	-
ParkShopping Canoas	-	-	16.67	-	47.14	-
TOTAL WATER COLLECTION	42.08		435.09		960.80	
			1,437.97			

* Water is not collected in areas with water stress.
** Fresh water: total dissolved solids ≤1,000 mg/l.
*** Other types of water: total dissolved solids >1,000 mg/l.

Portfolio with full coverage of withdrawn water data*

Gross leasable area with full coverage of withdrawn water data (sq.m)	795,801
Gross leasable area for which energy is used (sq.m)	795,801
Percentage	100%

* Considers the 18 shopping centers managed by Multiplan in operation.

Water disposal* (MI) – GRI 303-4

Shopping center**	Surface water		Underground water		Third party water	
	Fresh water***	Other water***	Fresh water	Other water	Fresh water	Other water
ShoppingAnáliaFranco	-	-	-	-	26.82	-
ParkShoppingBarigüi	0.30	-	0.90	-	-	-
BarraShopping	-	-	-	-	50.00	-
ParkShoppingCampoGrande	-	-	-	-	16.99	-
JundiaíShopping	-	-	-	-	-	10.69
MorumbiShopping	-	-	-	-	95.11	-
Pátio Savassi	-	-	-	8.01	-	36.11
ShoppingSantaÚrsula	32.93	-	-	-	-	-
VillageMall	-	-	-	44.32	50.25	-
NewYorkCityCenter	-	-	-	-	15.79	-
ParkShopping Canoas	-	-	-	-	47.14	-
	33.23		53.23		348.90	
TOTAL			435.36			

* Water is not collected in areas with water stress.
** Water discharge data from BarraShoppingSul, BH Shopping, DiamondMall, ParkShopping, RibeirãoShopping, ParkShoppingSãoCaetano and ShoppingVilaOlímpia were not accounted for, as these malls do not measure sewage output to the local collection network.
*** Fresh water: total dissolved solids ≤1,000 mg/l.
**** Other types of water: total dissolved solids >1,000 mg/l.

Portfolio located in classified regions with high water stress (40-80%) or extremely high (> 80%) with full coverage of withdrawn water data*

Gross leasable area located in classified regions with high or extremely high water stress with full coverage of withdrawn water data (sq.m)	119,208.27
Gross leasable area for which water is used in regions classified as having high or extremely high water stress with full coverage of withdrawn water data (sq.m)	119,208.27
Percentage	100%

* The Sustainability Accounting Standards Board's (SASB) definition of regions of high or extremely high water stress is based on the World Resources Institute's (WRI) Water Risk Atlas Aqueduct tool. The shopping centers located in regions with this classification, according to the tool, are ShoppingAnáliaFranco, ParkShoppingSãoCaetano and ShoppingVilaOlímpia.

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Materials and waste

GRI 301-1, 301-2, 306-1, 306-2, 306-3, 306-4, 306-5

Multiplan is committed to carrying out the best management of materials and waste in its projects, always acting in accordance with legal regulations.

Waste disposal at Multiplan's malls complies with the guidelines of the National Solid Waste Policy (Law no. 12.305/10) and the Selective Collection in Shopping Malls (Brazilian Law no. 12.528/07). The Company also participates in a Solid Waste Management Program, which ensures awareness and

appropriate execution of waste disposal, both in its shopping malls and its administrative locations. All of Multiplan's shopping centers recycle materials and waste.

The main materials used by Multiplan are those related to restroom hygiene. With the operating restrictions placed on the malls by the COVID-19 pandemic, the amount used of these materials was greatly reduced. In 2020, 276.48 tons of paper towels, 187.74

tons of toilet paper and 79,694.60 liters of soap were consumed in the restrooms of the company's malls. The variation in consumption observed between the different shopping centers is mainly related to the flow of people who use the establishments, in addition

to some occasional adjustments, such as switching from manual to automatic soap dispensers or changing the type of paper used.

Interested in having a responsible consumption of materials, some of Mul-

tiplan's shopping malls use recyclable materials, such as ParkShoppingBarigüi, which uses recyclable bags for garbage and umbrellas, and ParkShoppingCampoGrande, which uses recycled plastic bags to deliver promotional gifts on Mother's Day and Christmas.

Materials consumption by weight or volume *

Project	Paper towel (t)			Toilet paper (t)			Liquid soap (l)		
	2018	2019	2020	2018	2019	2020	2018	2019	2020
ShoppingAnáliaFranco	31.80	36.84	24.61	31.12	33.35	15.56	12,000.00	12,000.00	6,000.00
ParkShoppingBarigüi	1.07	1.10	14.40	23.66	22.90	6.48	5,230.00	5,000.00	6,520.00
BarraShopping	74.10	84.00	54.30	50.40	57.70	30.09	10,400.00	9,840.00	6,800.00
BarraShoppingSul	20.22	23.28	10.70	20.57	19.67	7.64	5,200.00	5,300.00	3,165.00
BH Shopping	29.28	24.87	11.37	20.40	18.33	8.26	5,720.00	7,700.00	7,100.00
ParkShoppingCampoGrande	22.58	31.47	19.12	17.24	22.69	14.74	9,000.00	11,520.00	4,800.00
DiamondMall	19.00	19.00	9.13	11.31	11.31	4.59	4,750.00	4,750.00	2,635.00
JundiaíShopping	5.25	11.53	4.09	12.56	21.79	7.32	5,650.00	4,867.20	4,200.00
MorumbiShopping	64.98	62.33	28.54	50.73	46.56	20.32	11,955.60	10,296.00	5,500.00
ParkShopping	24.04	36.92	17.82	26.19	29.76	15.30	7,822.50	7,212.50	7,375.00
Pátio Savassi	13.16	14.68	8.85	8.92	10.69	6.89	4,100.00	4,400.00	620.00
RibeirãoShopping	25.81	29.89	10.18	24.05	30.00	7.91	11,300.00	11,900.00	4,310.00
ShoppingSantaÚrsula	6.96	9.65	4.99	4.64	2.53	2.48	1,641.00	2,504.00	960.00
ParkShoppingSãoCaetano	24.01	26.99	14.52	17.65	18.37	8.96	5,805.00	6,319.20	2,589.60
ShoppingVilaOlímpia	22.33	17.45	10.17	17.84	18.70	9.72	5,000.00	4,060.00	2,340.00
VillageMall	18.00	19.00	12.25	7.00	8.00	6.00	3,600.00	4,000.00	3,200.00
NewYorkCityCenter	14.30	23.63	5.24	7.60	12.41	6.88	1,480.00	2,580.00	1,640.00
ParkShoppingCanoas	1.80	24.26	16.20	15.61	15.45	8.60	4,800.00	15,340.00	9,940.00
TOTAL	418.69	496.89	276.48	367.49	400.21	187.74	115,454.10	129,588.90	79,694.60

* Reduction in the consumption of materials is due to restrictions caused by the COVID-19 pandemic.

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As for the generation of waste in Multiplan’s shopping centers, most of it is generated in the food court, restrooms or refers to the packaging used by the stores. In 2020, 13,814.42 tons of waste were disposed to landfills and 3,926.75 tons for reuse and recycling. The main waste destined for landfills is organic waste, while waste destined for recycling are mainly paper, cardboard, plastic, glass, iron, aluminum, wood and

Total waste generated by type of composition – GRI 306-3 *

Waste composition	Description	Total weight (t)
Hazardous waste	Batteries, air filters, bulbs, batteries, greased rags, electronics, personal protective equipment (PPE), infectious waste (hospital), oil	147.82
TOTAL HAZARDOUS WASTE		147.82
Non-hazardous waste	Paper, cardboard, paper towels, tetra pak, plastic, Styrofoam, aluminum, scrap iron, metal, organic, rubble, vegetable oil, glass, wood, garden waste	16,963.38
TOTAL NON-HAZARDOUS WASTE		16,963.38
TOTAL WASTE GENERATED		17,111.20

* ParkShopping's waste disposal data was not accounted for, as the contract with the company that performed the monthly control was suspended in March 2020.

Waste not destined for final disposal by type of composition – GRI 306-4 *

Waste composition	Description	Total weight (t)
Hazardous waste	Batteries, air filters, bulbs, personal protective equipment (PPE), oil	27.50
TOTAL HAZARDOUS WASTE		27.50
Non-hazardous waste	Paper, cardboard, paper towels, tetra pak, plastic, aluminum, scrap iron, metal, glass, wood, Styrofoam, vegetable oil, organic	3,269.25
TOTAL NON-HAZARDOUS WASTE		3,269.25
AVOIDED WASTE		3,296.75

* ParkShopping's waste disposal data was not accounted for, as the contract with the company that performed the monthly control was suspended in March 2020.

light bulbs. As for light bulbs, as they are contaminating waste, Multiplan’s malls send them to a company specialized in decontaminating and recycling this type of material. Other waste that requires specific care, such as batteries, reactors and air conditioning filters, are also properly disposed of.

Waste not destined for final disposal by type of recovery

Hazardous waste	On-site	Off-site	Total
Preparing for reuse	0.00	0.16	0.16
Recycling	8.70	9.51	18.21
Decontamination and recycling	0.00	8.81	8.81
Reuse for other purposes**	0.00	0.32	0.32
TOTAL HAZARDOUS WASTE			27.50
Non-hazardous waste	On-site	Off-site	Total
Preparing for reuse	0.00	24.00	24.00
Recycling	146.79	2,850.17	2,996.96
Fertilizer	238.55	9.74	248.29
TOTAL NON-HAZARDOUS WASTE			3,269.25
AVOIDED WASTE			3,296.75

* ParkShopping's waste disposal data was not accounted for, as the contract with the company that performed the monthly control was suspended in March 2020.

** The ShoppingSantaÚrsula air filters were considered, which are reused to extract material for the manufacture of vaccines.



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Waste destined for final disposal by type of composition – GRI 306-5 *

Waste composition	Description	Total weight (t)
Hazardous waste	Batteries, air filters, light bulbs, greased rags, electronics, infectious waste (hospital)	120.32
TOTAL HAZARDOUS WASTE		120.32
Non-hazardous waste	Organic, debris, garden waste	13,694.10
TOTAL NON-HAZARDOUS WASTE		13,694.10
TOTAL WASTE NOT DESTINED FOR FINAL DISPOSAL		13,814.42

* ParkShopping's waste disposal data was not accounted for, as the contract with the company that performed the monthly control was suspended in March 2020.

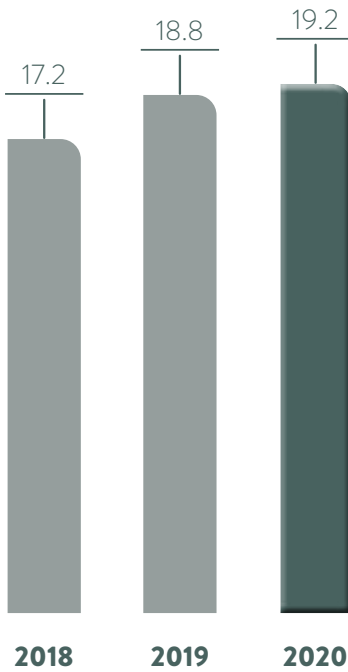
Waste destined for final disposal by type of disposal operation

Hazardous waste	On-site	Off-site	Total
Incineration (with energy recovery)	0.00	0.07	0.07
Incineration (without energy recovery)	0.00	120.25	120.25
TOTAL HAZARDOUS WASTE			120.32
Non-hazardous waste	On-site	Off-site	Total
Landfill	2,187.69	11,506.41	13,694.10
TOTAL NON-HAZARDOUS WASTE			13,694.10
TOTAL			13,814.42

In 2020, Multiplan showed an increase in the amount of waste recycled in proportion to the total generated when compared to previous years. In addition to recycling tons of waste, some shopping centers (Shopping Santa Úrsula, Shopping Vila Olímpia, ParkShopping Canoas, Pátio Savassi and BH Shopping) have initiatives to recycle organic waste generated in their stores and food courts, turning it into fertilizer that is used at green areas in the malls themselves and their surroundings, in addition to reducing the disposal of this type of waste to landfills. In 2020, BH Shopping, for example, transformed

98% of the organic waste generated by the mall into organic fertilizer, which resulted in the production of 23.6 tons of organic fertilizer. Some specific waste has specific disposal. At Morumbi Shopping, Styrofoam waste is sent to a company specialized in reverse logistics that transforms used Styrofoam into a useful material for industry and civil construction. At Morumbi Shopping and BH Shopping, vegetable oil waste is sent to partner programs and specialized companies that dispose of them, including their reuse to produce biodiesel.

Recycling percentage (%)



SUSTAINABLE INITIATIVES BH SHOPPING

Since 2015, BH Shopping has maintained the *Muda* [seedling] project, a program to reuse the waste generated in its food court and its green waste (plants that would otherwise be discarded) to produce organic fertilizer. Since the implementation of the project, over 400 tons of organic fertilizer have been generated and used in indoor and outdoor gardens and in squares in the region, which are managed by the shopping mall – corresponding to 61 thousand sq.m of green area supplied by the fertilizer.

In 2020, even with the COVID-19 pandemic, the mall continued with the project, generating 23.6 tons of organic fertilizers destined for composting.

Since 2015, 408,856 tons of organic fertilizers have been produced.



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Biodiversity

GRI 102-11, 203-1, 304-1, 304-3

Multiplan develops its malls with a long-term vision, being natural to choose sustainable practices and develop initiatives aimed at environmental preservation and building lasting and positive relationships with clients, employees, partners, investors and communities. Multiplan's buildings are increasingly investing in sustainability, which generates benefits for the environment, allows for a closer relationship with society – which today has several leisure areas integrated with nature in the group's malls – and contributes to reducing costs in shopping center operations, with the installation of equipment for water reuse, waste

recycling and energy consumption reduction, in addition to investments in solar energy production.

The investment in solar energy and the inauguration of the solar power plant responsible for supplying all the energy demands of its headquarters reveal the importance Multiplan places on the energy issue.

Effluent treatment is also an issue that also deserves more attention at Multiplan, which has developed sewage treatment plants at some of its malls, the most recent of which was completed in 2020 at ParkShopping, in Brasília.

With its approach of offering mixed-use projects that contribute to the users' quality of life, Multiplan has increasingly sought to also take care of the surroundings of its shopping centers, sponsoring projects that improve urban life as well as adopting parks, roads and squares for recovery and maintenance. There are many examples of initiatives in this direction in recent years.

In 2018, Multiplan completely revitalized Praça Sol Peres, an 8,600 sq.m area next to MorumbiShopping, in São Paulo, and built Parque Tom Jobim, a 14,000 sq.m park next to ParkShoppingSãoCaetano.

Two years earlier, in 2016, the company had already carried out the complete revitalization of two other parks: Parque Municipal Getúlio Vargas, located in front of ParkShopping Canoas, a 22 ha Conservation Unit that houses over 120 species of birds and whose renovation included R\$ 19 million in investments from Multiplan; and Parque das Artes, in Ribeirão Preto, which received R\$ 2.5 million in investments from Multiplan for the renovation of its 45,000 sq.m of vegetation. In Belo Horizonte, through the

Adote o Verde [Adopt nature] municipal project, BH Shopping adopted Praça Marcelo Góes Menicucci, the green areas around the intersection of BR-356 and MG-030, and the central median of these same highways, in a total of approximately 61 thousand sq.m of green area preserved by the shopping mall.

Most of Multiplan's malls are not located in protected areas or areas of high biodiversity value. Those with this characteristic are described in the table below.

Malls located in protected areas

Area	Size (m²)	Location
ParkShoppingBarigüi		
Native Forest (Bosque Nativo)	14,960	Curitiba (PR)
Preservation Area 1	7,470	
Preservation Area 2	10,500	
Preservation Area 3	3,270	

Malls located close to protected areas and/or with high biodiversity value

Area	Size (m²)	Location
ParkShoppingBarigüi		
Barigui Park (Parque Barigui)	1.400	Curitiba - PR
RibeirãoShopping		
Arts Park (Parque das Artes)	68.000	Ribeirão Preto - SP
ParkShopping Canoas		
Parque Getúlio Vargas	28.000	Canoas -RS





NewYorkCityCenter

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GRI 102-45, 102-50, 102-51, 102-52, 102-53, 102-54, 102-56

Multiplan annually discloses its economic, financial, social, and environmental results through the publication of its Annual Report. The latest report, regarding 2019, is available on the organization's website ([click here](#)).

The report presented here covers the period between January 1 and December 31, 2020, following the guidelines of the Global Reporting Initiative (GRI), GRI Standards: Core option. The GRI indicators reported here were associated with the Sustainable Development Goals (SDGs) of the United Nations (UN), an international voluntary initiative endorsed by Multiplan. They were also associated with the Sustainability Accounting Standards Board (SASB) – Real Estate, a non-profit organization that sets standards for financial reports. In this report Multiplan included pattern-specific information on the SASB standard, thus improving communication with its investors and other stakeholders on sustainability issues.

As in prior years, only the economic and financial information presented herein has been subjected to external verification. For quality assurance, each year all of the Company's reporting undergoes a thorough review by Multiplan's Chief Financial and Investor Relations Officer and the firm's Vice President for Institutional Compliance.

The Company currently owns 50% of Parque Shopping Maceió, in partnership with Aliansce Shopping Centers, which is responsible for managing the mall. That is why the financial data referring to this project are not presented in this report.

Please direct your questions, comments, or concerns about this report to Multiplan via one the following relationship channels:

Investor Relations Department
Telephone: 55 (21) 3031-5400
E-mail: ri@multiplan.com.br



MATERIALITY

GRI 102-40, 102-42, 102-43, 102-44, 102-46, 102-47, 102-49, 103-1

This report is organized around material themes for Multiplan's business and the respective GRI Standards topics. In order to identify the material issues, in 2019 the company carried out an extensive online consultation with its stakeholders, which resulted in a report centered on the company's activities and on the

impacts, expectations and interests of its main stakeholders.

For engagement and production of the Materiality Matrix, investors, analysts and employees were selected, defined based on the impacts that Multiplan's activities

and services have on them. In line with the company's priorities and derived from the survey carried out, the leadership defined the following material themes: Innovation, Infrastructure, Energy Management, Portfolio, Sustainable Construction and Corporate Governance.

Material topics	Limit: where the impact occurs	Correlation with gri standards
Innovation: knowing the investments made in innovation and development projects, seeking greater operational efficiency and well-being.	Society, shareholders and customers	Not applicable
Infrastructure: learn about the infrastructure investments made by Multiplan, such as road construction, counterparts, among others.	Society, shareholders and customers	Economic performance: GRI 201-1 Indirect economic impacts: GRI 203-1, GRI 203-2
Energy management: learn about energy consumption monitoring actions and energy efficiency practices carried out by shopping centers.	Environment, shareholders and customers	Energy: GRI 302-1, GRI 302-4
Portfolio: learn more about Multiplan's current portfolio of shopping centers and real estate projects, as well as its operating strategy in the pursuit of business excellence and constant market leadership.	Society, shareholders and customers	Organizational profile: GRI 102-2, GRI 102-6, GRI 102-7
Sustainable construction: learn about the company's practices and projects aligned with the sustainability principles for civil construction.	Environment, society, shareholders, customers and employees	Not applicable
Corporate governance: learn about the actions that ensure Multiplan ethical and responsible business conduct in its business and with its partners.	Society, shareholders and customers	Organizational profile: GRI 102-16, GRI 102-17, GRI 102-18 Anti-corruption: GRI 205-1, GRI 205-3

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GRI Standards	Disclosure	Notes	SASB Real Estate Correlation	Report page	Omission
GRI 101: FUNDAMENTALS 2016					
GENERAL CONTENT					
GRI 102: STANDARD CONTENT 2016	ORGANIZATIONAL PROFILE				
	GRI 102-1	Name of the organization.		9	
	GRI 102-2	Activities, brands, products and services.		9,28	
	GRI 102-3	Location of headquarters		88	
	GRI 102-4	Location of operations		9	
	GRI 102-5	Ownership and legal form		9	
	GRI 102-6	Markets served.		28	
	GRI 102-7	Scale of the organization	Activity Metrics Códigos: IF-RE-000.A, IF-RE-000.B, IF-RE-000.C, IF-RE-000.D	9	
	GRI 102-8	Information on employees and other workers		58	Information unavailable: the shopping centers monitor their indicators individually. Thus, only the total number of own and outsourced employees, by mall and by gender, are reported for this indicator.
	GRI 102-9	Supply chain.			Information unavailable: as a shopping center construction and management company, Multiplan does not have a fixed supply chain.
	GRI 102-10	Significant changes to the organization and its supply chain		29, 56	
	GRI 102-11	Precautionary Principle or approach		76	
	GRI 102-12	External initiatives.		22	
	GRI 102-13	Membership of associations		56	
	STRATEGY				
	GRI 102-14	Statement from senior decision-maker		4	
	GRI 102-15	Key impacts, risks, and opportunities		4	

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GRI 102: CONTEÚDO PADRÃO 2016	ETHICS AND INTEGRITY				
	GRI 102-16	Values, principles, standards, and norms of behavior		15	
	GRI 102-17	Mechanisms for advice and concerns about ethics		55	
	GOVERNANCE				
	GRI 102-18	Governance structure.		54	
	STAKEHOLDER ENGAGEMENT				
	GRI 102-40	List of stakeholder groups		78	
	GRI 102-41	Collective bargaining agreements.		58	
	GRI 102-42	Identifying and selecting stakeholders		78	
	GRI 102-43	Approach to stakeholder engagement		78	
	GRI 102-44	Key topics and concerns raised		78	
	REPORTING PRACTICES				
	GRI 102-45	Entities included in the consolidated financial statements.		78	
	GRI 102-46	Defining report content and topic Boundaries		78	
	GRI 102-47	List of material topics.		78	
	GRI 102-48	Restatements of information		9	
	GRI 102-49	Changes in reporting 36		78	
	GRI 102-50	Reporting period.		78	
	GRI 102-51	Date of most recent report		78	
	GRI 102-52	Reporting cycle.		78	
	GRI 102-53	Contact point for questions regarding the report		78	
	GRI 102-54	Claims of reporting in accordance with the GRI Standards		78	
	GRI 102-55	GRI content index		80	
	GRI 102-56	External assurance		78	
MATERIAL THEMES					
INNOVATION					
GRI 103: MANAGEMENT FORMS 2016	GRI 103-1	Explanation of the material topic and its Boundary		12	
	GRI 103-2	The management approach and its components		12	
	GRI 103-3	Evaluation of the management approach		12	

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INFRASTRUCTURE					
GRI 103: MANAGEMENT FORMS 2016	GRI 103-1	Explanation of the material topic and its Boundary		18	
	GRI 103-2	The management approach and its components		18	
	GRI 103-3	Evaluation of the management approach		18	
GRI 201: ECONOMIC PERFORMANCE 2016	GRI 201-1	Direct economic value generated and distributed.		18	
GRI 203: INDIRECT ECONOMIC IMPACTS 2016	GRI 203-1	Infrastructure investments and services supported		76	
	GRI 203-2	Significant indirect economic impacts		9	
ENERGY MANAGEMENT					
GRI 103: MANAGEMENT FORMS 2016	GRI 103-1	Explanation of the material topic and its Boundary		67	
	GRI 103-2	The management approach and its components		67	
	GRI 103-3	Evaluation of the management approach		67	
GRI 302: ENERGY 2016	GRI 302-1	Energy consumption within the organization.	Energy Management Códigos: IF-RE-130a.1, IF-RE-130a.2, IF-RE-130ª.3, IF-RE-130ª.4, IF-RE-130a.5.	67	
	GRI 302-4	Reduction of energy consumption		67	
PORTFOLIO					
GRI 103: MANAGEMENT FORMS 2016	GRI 103-1	Explanation of the material topic and its Boundary		28	
	GRI 103-2	The management approach and its components		28	
	GRI 103-3	Evaluation of the management approach		28	
GRI 102: STANDARD CONTENT 2016	GRI 102-2	Activities, brands, products and services.		28	
	GRI 102-6	Markets served.		28	
	GRI 102-7	Scale of the organization		9	
SUSTAINABLE CONSTRUCTION					
GRI 103: MANAGEMENT FORMS 2016	GRI 103-1	Explanation of the material topic and its Boundary		29	
	GRI 103-2	The management approach and its components		29	
	GRI 103-3	Evaluation of the management approach		29	

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CORPORATE GOVERNANCE					
GRI 103: MANAGEMENT FORMS 2016	GRI 103-1	Explanation of the material topic and its Boundary		54, 55	
	GRI 103-2	The management approach and its components		54, 55	
	GRI 103-3	Evaluation of the management approach		54, 55	
GRI 102: STANDARD CONTENT 2016	GRI 102-16	Values, principles, standards and rules of conduct.		16, 55	
	GRI 102-17	Counseling mechanisms and ethics concerns.		55	
	GRI 102-18	Governance structure.		54	
GRI 205: ANTI-CORRUPTION 2016	GRI 205-1	Operations assessed for risks related to corruption		55	
	GRI 205-3	Confirmed incidents of corruption and actions taken	None.	55	
SPECIFIC INDICATORS					
ENVIRONMENTAL SERIES					
GRI 301: MATERIALS 2016	GRI 301-1	Materials used by weight or volume.		73	
	GRI 301-2	Recycled input materials used		73	
GRI 303: WATER 2016	GRI 303-1	Interactions with water as a shared resource	Water Management	71	
	GRI 303-2	Management of water discharge-related impacts	Códigos: IF-RE-140a.1, IF-RE-140a.2, IF-RE-140a.3, IF-RE-140a.4	71	
	GRI 303-3	Water withdrawal		71	
	GRI 303-4	Water discharge		71	
	GRI 303-5	Water consumption	In 2020 Multiplan hasn't control water consumption in their malls.	71	
GRI 304: BIODIVERSITY 2016	GRI 304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas		76	
	GRI 304-3	Habitats protected or restored		76	
GRI 305: EMISSIONS 2016	GRI 305-1	Direct (Scope 1) GHG emissions	Climate Change	70	
	GRI 305-2	Energy indirect (Scope 2) GHG emissions	Adaptation	70	
	GRI 305-3	Disclosure 305-3 Other indirect (Scope 3) GHG emissions	Códigos: IF-RE-450a.2	70	
	GRI 305-5	Reduction of GHG emissions		70	

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GRI 306: EFFLUENTS AND WASTE 2016	GRI 306-1	Waste generation and significant waste-related impacts		73	
	GRI 306-2	Total weight of waste by type and disposal method.		73	
	GRI 306-3	Waste generated		73	
	GRI 306-4	Waste diverted from disposal		73	
	GRI 306-5	Waste directed to disposal		73	
GRI 307: ENVIRONMENTAL COMPLIANCE 2016	GRI 307-1	Non-compliance with environmental laws and/or regulations.	In 2020 there was no record of environmental non-compliance in Multiplan's malls		
SOCIAL SERIES					
GRI 403: HEALTH AND SAFETY AT WORK 2018	GRI 403-1	Occupational health and safety management.		60, 61	
	GRI 403-2	Hazard identification, risk assessment, and incident investigation.		60	
	GRI 403-3	Occupational health services.		60	
	GRI 403-4	Worker participation, consultation, and communication on occupational health and safety		60	
	GRI 403-5	Worker training on occupational health and safety		60	
	GRI 403-6	Promotion of worker health		60	
	GRI 403-7	Prevention and mitigation of occupational health and safety impacts directly linked to business relationships		60	
	GRI 403-8	Workers covered by a occupational health and safety management system.		60	
	GRI 403-9	Work-related injuries	In 2020, Multiplan recorded an accident rate of 0.05 with own employees and 0.12 with outsourced workers.	60	
	GRI 403-10	Work-related ill health	In 2020, Multiplan did not record any case of work-related illness	60	
GRI 404: TRAINING AND EDUCATION 2016	GRI 404-2	Programs for upgrading employee skills and transition assistance programs		59	

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GRI 406: NON-DISCRIMINATION 2016	GRI 406-1	Incidents of discrimination and corrective actions taken	In 2020, seven cases of discrimination were registered at Shopping São Caetano, BarraShopping and VillageMall. Meetings were held for clarification between tenants and customers and the necessary measures were taken according to each case.			
	GRI 412-2	Employee training on human rights policies or procedures				Information unavailable: the shopping malls do not have the total number of hours of human rights training carried out in the period covered by the report.
GRI 412: HUMAN RIGHTS ASSESSMENT 2016	GRI 412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening.	Contracts with suppliers have a clause mentioning the Rules of Regulatory, Anti-corruption and Socio-environmental Conduct, in which the contractors declare to comply with the legislation and regulations regarding the health and safety of own and outsourced employees, the environment, human rights, among others, in addition to declaring that its policies and activities do not allow or encourage the practice of prostitution, discriminatory acts, use of child labor and/or in a condition analogous to slave labor.			
GRI 413: LOCAL COMMUNITIES 2016	GRI 413-1	Operations with community engagement, impact assessment and/or local development programs.			63	
GRI 416: CUSTOMER HEALTH AND SAFETY 2016	GRI 416-1	Assessment of the health and safety impacts of product and service categories	Health and safety assessments cover 100% of the shopping malls' sectors, including their outsourced ones.			
GRI 417: MARKETING AND LABELING 2016	GRI 417-3	Incidents of non-compliance concerning marketing communications	There was no non-compliance with regulations and/or voluntary codes regarding marketing communications in 2020.			
GRI 418: CUSTOMER PRIVACY 2016	GRI 418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	In 2020, the company did not identify any complaints regarding the violation of privacy of its shopping center customers.			
GRI 419: SOCIOECONOMIC COMPLIANCE 2016	GRI 419-1	Non-compliance with laws and regulations in the social and economic area	There was no non-compliance with laws and regulations in the social and economic area in 2020			

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Topic	Accounting metrics	Category	Unit of measurement	Code	Page
Energy	Energy consumption data coverage as a percentage of total floor area, by property subsector.	Quantitative	Percentage (%) by floor area.	IF-RE-130a.1.	67
Water management	Coverage of water withdrawal data as a percentage of total floor and floor area in regions with high or extremely high water stress, by property subsector.	Quantitative	Percentage (%) by floor area.	IF-RE140a.1.	71
Managing the sustainability impacts of tenants	Percentage of leases that are measured or sub-measured separately by (1) grid electricity consumption and (2) water withdrawal, by ownership subsector.	Quantitative	Percentage (%) by floor area and square meter (sq.m).	IF-RE-410a.2.	Information regarding exclusive energy consumption is on p. 67 . With regard to water, there is no sub-metering, as all water is produced in wells or purchased from a concessionaire by the shopping malls and distributed to tenants.

Activity metrics	Category	Unit of measurement	Code
Number of assets, by property subsector.	Quantitative	Number	IF-RE-000.A
Average occupancy rate, by property subsector.	Quantitative	Percentage	IF-RE-000.D

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ParkShopping

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GRI 102-3, 102-53

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