HIGHLIGHTS

COVID-19

+23 thousand vulnerable associates: were granted

permission for paid leave of absence

Change in payment frequency for our associates, from biweekly to weekly in Mexico, a policy already followed in Central America

Two extraordinary bonuses to our operation associates in recognition of their performance in this contingency

Remote work for staff associates since

march 2020

Customers Security measures for customers and

members visiting our stores and clubs, offering a safe shopping experience

Guaranteed offer at low prices: Los Esenciales (Essentials) and Essential Back-to-School: 60 days of low prices without changes

Support

130 million

pesos donated to help finance The COVID-19 Temporary Unit (Citibanamex Convention Center) - oxygen therapy, intermediate care, etc. +6,500 patients attended, of which +88% have been discharged

Support given to health-sector workers, firefighters, police and members of the army, navy and civil protection with discounts and access to our clubs without memberships

+7.4 million pesos donated in groceries, personal hygiene products, cleaning materials and biosafety items, impacting +328,900 beneficiaries in Central

America Friendly Hands Program in Costa Rica, Guatemala and El Salvador: collection centers in our stores, +1,400 kilos of donated products

Fondo de Despensa MX (MX Pantry

Fund) to raise funds and help families

who lost their source of income due to

+26.3 million pesos were collected

+7,200 Mexican families benefited

+40,100 pantries delivered

the pandemic

Suppliers

Financing: factoring at competitive rates (liquidity)

Payment terms reduced to 7 days

Two months of rent cancelled for micro and small tenants

Collaboration with business partners: we used the idle capacity of our business partners and hired thousands of people to be able to face and complete order deliveries, while also generating jobs

Walmart Digital Entrepreneurship: digital training for SMEs





701,734 million pesos; +8.5% vs 2019

Mexico: 574,953 million pesos; **+8.0%** Central America: 126,781 million pesos, **-0.3%**



+6.7% Mexico -2.4% Central America

Same-store sales

130 bp Mexico Differential growth in same-

store sales compared to ANTAD 20 bp

Mexico expansion gross margin

(22.8% from total revenue)

50 bp expansion Mexico Differential price

Cash generation: **64,777 million**

pesos

*El GMV es parte de desempeño de eCommerce

171% increase in eCommerce sales

eCommerce growth in Mexico:

260 pb of eCommerce contribution to Mexico's

increase in sales **3.8%** of sales

164% GMV* growth Mexico

82 new stores

Mexico: 63 **Central America:** 19 1.5%

3,489 total units

contribution to total sales

Central America: 855

Omnichannel Central America:

Mexico: 2,634

distribution centers Mexico: 19 **Central America:** 12 Presence in

31

685 cities

Total EBITDA: 10.7% of income

Mexico: 11.1% **Central America:** 9.3% **Total operating income:**

8.2%

of total revenue

16,728 million pesos invested in strategic projects

shareholder dividends

30,934 millones



52,000

586

products offered via eCommerce

1,131

On Demand stores

extended catalog kiosks

1,349

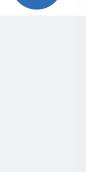
pickup locations

omnichannel distribution centers (Mérida y Chihuahua)

fulfillment center (Estado de México)

Ecosystems Mexico







300,000 BAIT users

231,271 associates 53% women,

47% men

Social

4,571 jobs generated

22,115 promotions, 52% of promoted associates were women

7.5 millones hours of training, **34.67** average

4,472 associates with disabilities,

training hours per associate, 43.7

million pesos invested

193% more vs 2019

38% of management positions are filled by women

80%

engagement index

Goal

41,186

92% of our self-service suppliers are SMEs in Mexico

93% of merchandise sold in Mexico

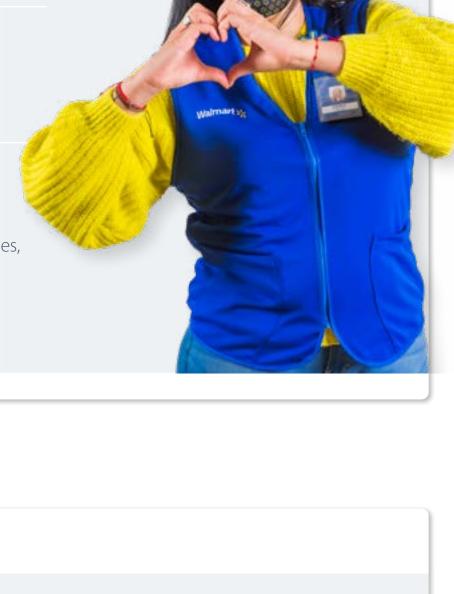
is sourced in the region, and

88% in Central America

1,770 million pesos channeled to social impact programs, **+2,738,800** beneficiaries, **+34,400** tons donated to **102**

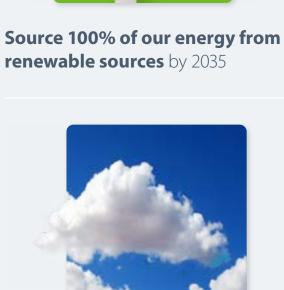
foodbanks

regional suppliers,





Environment



Be a Zero-net emission company by 2040



million square miles of oceans by 2040

598.8 million

Renewable Energy:

6

pesos invested in energy initiatives

313 million pesos saved by implementing sustainable initiatives

wind farms y 2 hydroelectric, 15 stores

with on-site photovoltaic panels and

80% of our stores use renewable

energy

per square meter built (kW/m²) by 2020 compared to 2010

Reducing energy intensity in 25%

1. MITIGATE CLIMATE CHANGE

Sourcing 100% of our energy from renewable sources by 2035



2. FOSTER A CIRCULAR ECONOMY

Goal

Zero waste

Reduce food waste

generation in **50%**

by 2025

sending to landfill by 2025

By 2025, all packaging of Our

Be 100% recyclable, reusable or

Avoid the use of unnecessary or

difficult-to-recycle plastic

recycled material

By 2020, Our Brand

sources

products will use palm oil, paper, pulp and cellulose

from certified sustainable

By 2025, fresh and frozen

fish and seafood will be

Brand products will:

compostable

2.8% reduction in GHG emissions compared to 2019 13 million tCO₂e avoided with the participation of

Achievement

0.94 GJ/m²

63%

of energy intensity which represents a

reduction of 29.6% compared to 2010

of total electricity consumption

comes from renewable energy

188 suppliers through Gigaton Project

Achievement

71.5%

Zero Waste goal 39.6%

from going to landfill

reduction in food waste generation vs

2015, preventing **58,032** tons of food

7.6%

of Our Brands

68.0% of our packaging is recyclable, reusable or compostable

of post-consumer material is

incorporated in the packaging

Avoided the use of 161

3. • NATURAL CAPITAL Goal



tons of plastic through #SinBolsaPorfavor (No Bags Please) campaign, compared to 2019

Achievement

In Mexico, **93%** of the volume of palm oil and palm oil by-products used in Our Brands is RSPO and Rainforest Alliance

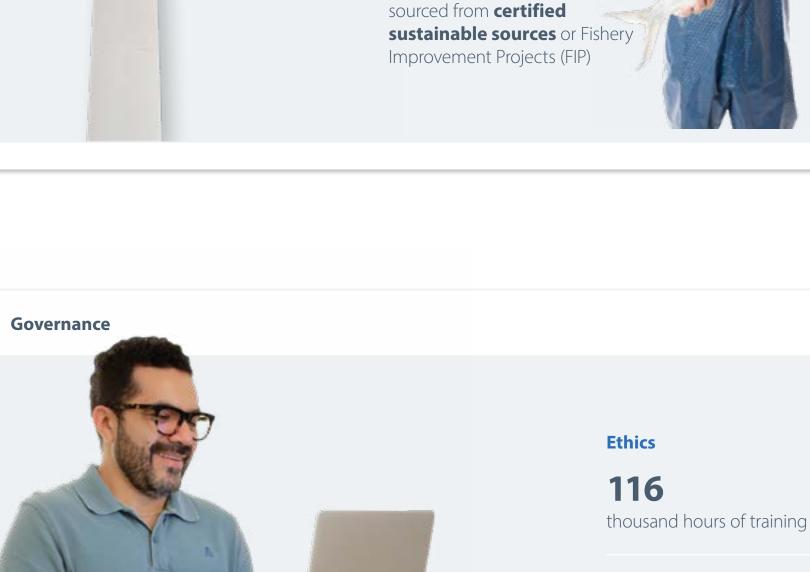
certified and, **54%** in Central America



and and SFI in Central America, and 99% in Mexico 96% of our fish and seafood is certified as sustainable or comes from a Fishery

Improvement Project in Mexico

from certified sources such as FSC, PEFC



15% reduction in accidents for associates and 23% for clients in Mexico.

> 22% reductions in accidents for America

Health and Safety

associates and 8% for clients in Central **Board of Directors**

20% of the members are women and 50% of the members are

independent

Anti-Corruption

217,967

associates and 622 suppliers trained