

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

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

Economic and financial

Total revenue:

701,734 million

pesos; +8.5% vs 2019

Mexico: 574,953 million pesos; +8.0%

Central America: 126,781 million pesos, -0.3%

Same-store sales

+6.7% Mexico

-2.4% Central America

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

eCommerce growth in Mexico:

171%

increase in eCommerce sales

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%

contribution to total sales

3,489

total units

Mexico: 2,634

Central America: 855

31

distribution centers

Mexico: 19

Central America: 12

Presence in

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

30,934 millones

shareholder dividends

*El GMV es parte de desempeño de eCommerce

Strategy/Transformation

Omnichannel Mexico:

52,000

products offered via eCommerce

1,349

pickup locations

586

On Demand stores

1,131

extended catalog kiosks

2

omnichannel distribution centers (Mérida y Chihuahua)

1

fulfillment center (Estado de México)

Omnichannel Central America:

200

stores enabled with omnichannel capabilities

Ecosystems Mexico

300,000

BAIT users

Social

231,271

associates

53% women,

47% men

4,571

jobs generated

22,115

promotions, 52% of promoted associates were women

7.5 millones

hours of training, 34.67 average training hours per associate, 43.7 million pesos invested

4,472

associates with disabilities,

193% more vs 2019

38%

of management positions are filled by women

80%

engagement index

41,186

regional suppliers,

93% of merchandise sold in Mexico is sourced in the region, and 88% in Central America

92%

of our self-service suppliers are SMEs in Mexico

1,770 million

pesos channeled to social impact programs, +2,738,800 beneficiaries, +34,400 tons donated to 102 foodbanks

Environment

New Global Commitments

Source 100% of our energy from renewable sources by 2035

Be a Zero-net emission company by 2040

Help protect, manage and restore 50 million acres of land and 1 million square miles of oceans by 2040

598.8 million

pesos invested in energy initiatives

313 million

pesos saved by implementing sustainable initiatives

Renewable Energy:

6

wind farms y 2 hydroelectric, 15 stores with on-site photovoltaic panels and 80% of our stores use renewable energy

1. MITIGATE CLIMATE CHANGE

Goal

Reducing energy intensity in 25% per square meter built (kW/m²) by 2020 compared to 2010

Sourcing 100% of our energy from renewable sources by 2035

Reducing Green House Gas (GHG) emissions in 18% by 2025, compared to 2015

Working with our suppliers to reduce or avoid GHG emissions equivalent to 1 gigaton in our global supply chains, by 2030

Achievement

0.94 GJ/m²

of energy intensity which represents a reduction of 29.6% compared to 2010

63%

of total electricity consumption comes from renewable energy

2.8%

reduction in GHG emissions compared to 2019

13 million

tCO₂e avoided with the participation of 188 suppliers through Gigaton Project

2. FOSTER A CIRCULAR ECONOMY

Goal

Zero waste

sending to landfill by 2025

Reduce food waste generation in 50% by 2025

By 2025, all packaging of Our Brand products will:

Be 100% recyclable, reusable or compostable

Avoid the use of unnecessary or difficult-to-recycle plastic

Include 20% of post-consumer recycled material

Achievement

71.5%

Zero Waste goal

39.6%

reduction in food waste generation vs 2015, preventing 58,032 tons of food from going to landfill

68.0%

of our packaging is recyclable, reusable or compostable

7.6%

of post-consumer material is incorporated in the packaging of Our Brands

Avoided the use of

161

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

3. • NATURAL CAPITAL

Goal

By 2020, Our Brand products will use palm oil, paper, pulp and cellulose from certified sustainable sources

By 2025, fresh and frozen fish and seafood will be sourced from certified sustainable sources or Fishery Improvement Projects (FIP)

Achievement

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

100%

of total paper and pulp volume comes from certified sources such as FSC, PEFC 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

Governance

Ethics

116

thousand hours of training

Anti-Corruption

217,967

associates and 622 suppliers trained

Health and Safety

15%

reduction in accidents for associates and 23% for clients in Mexico. 22% reductions in accidents for associates and 8% for clients in Central America

Board of Directors

20%

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

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